



Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	2012 - 2019	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2035473/10	7/23/19	91-17-01	To include 2018 and 2019 model year applicability and modify verbiage pertaining to submission requirement.
2035473/9	2/16/17	V911701	To include 2017 model year applicability.
2035473/1	11/7/13	V911323	Original publication.

Technical Background

This bulletin provides instructions and information for completing and submitting the updated web version of the Infotainment Worksheet. Like the previous version, the Infotainment Worksheet allows more detail to be provided for repairs related to the Infotainment System (radio, navigation, Bluetooth, telephone systems, etc.). The new web version provides an easier approach by which to complete and submit the information.

Because of advanced and frequently changing technology, it is critical that detailed information is provided in order to better understand issues related to Infotainment.

One or more of the following symptoms are possible, but not limited to:

- Poor AM/FM/Satellite radio reception.
- Poor sound quality.
- Inability/difficult to pair phones, phone loses pairing.
- Navigation system malfunctions or is inoperative.
- Car-Net system malfunctions or is inoperative.
- Rearview Camera malfunctions or is inoperative.
- Radio or Navigation display issues.
- Poor sound quality during phone calls.



-
- CD player/changer malfunctions or is inoperative.
 - Voice command(s) malfunctions or is inoperative.

Production Solution

Not applicable.

Service



Tip:

Refer to Elsa for other Technical Bulletins that may apply to specific vehicles with customer complaints related to the Infotainment System. These Technical Bulletins provide important information about vehicle and/or component specific issues.

If diagnosis leads to the repair or replacement of one or more component(s) in the Infotainment System, complete the Infotainment Worksheet. The Infotainment Worksheet can be accessed by clicking the appropriate link on the VW Hub (figure 1).



Figure 1



An additional link to the form is also available on Service Net (figure 2).

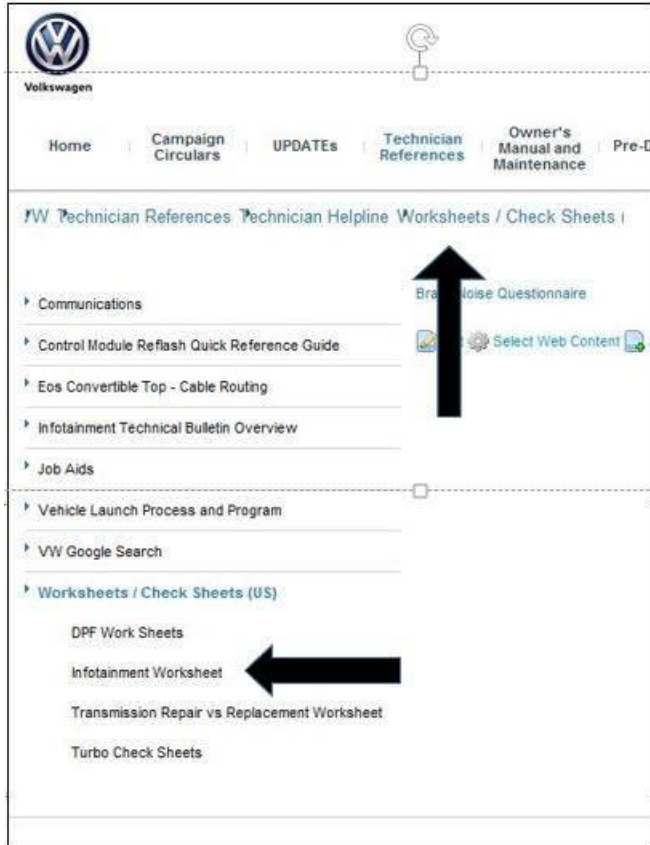


Figure 2



91-17-01 - Infotainment Worksheet (U.S. Only)

Release date: 7/23/2019

Once the form is opened, please fill in all the applicable information related to the repair. Click the "Submit Infotainment Report" button at the bottom of the form once completed. Once the form has been submitted, no further action is required and another form can be completed if necessary (Figure 3).

Volkswagen of America Infotainment Worksheet


Bio Auto

Personal Information

Technician Submission Date
 Dealer Code Claim or R.O.#
 Dealer Name Removed Part #
 V.I.N. Removed Serial #

Fault Occurs When?
 [check all that apply]
 Always
 Engine Running
 Engine Off
 Extended Driving
 Intermittent
 Single Time
 At Start Up
 Other

Reproducibility
 Reproducible
 Not Reproducible

Fault Occurs Where?
 Anywhere
 City
 Rural
 Mountains
 Rough Roads

Fault Details
 Time
 Date
 Approx. address
 Approx. Temp
 Other

Satellite Radio:
 No Signal or Linking
 Satellite Radio Inoperable
 Poor Reception
 No Station List
 Activation
 Other (specify details)

System:
 Radio Reception Poor
 Poor Sound Quality
 No Sound
 Slow Response Touch-Screen
 Will not turn on
 Turns Off at Random
 Freezes or Reboots
 Display Appearance (specify details)
 Rearview Camera Malfunctions or Inoperative

CD Player Changer:
 Won't eject CD(s)
 Won't accept CD(s)
 CD Skips
 Abnormal noise
 Other (specify details)

Radio Controls:
 Sticking/Inoperative
 Damaged/Missing
 Knob Damaged/Inoperative
 Touch Screen
 Other (specify details)

Media Device
 Device Model:
 Device Software Level:
 Input
 No Connection or Loses Connection
 Skips Tracks
 Abnormal Noise
 Other (specify details)

Telephone:
 On Compatibility List [Click Here To View List](#)
 Phone Manufacturer & Model
 Phone Software Level
 Service Provider
 Pairing
 Call Clarity
 Drops Calls
 Other (specify details)

Navigation (If Equipped)
 Improper Vehicle Location
 Incorrect Directions
 Map Missing Information
 (Specify location if known)
 ETA Incorrect
 Other (specify details)

Figure 3



91-17-01 - Infotainment Worksheet (U.S. Only)

Release date: 7/23/2019

Warranty

Information only.

Required Parts and Tools

No Special Parts required.

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.