91-19-05 - MIB2 PQ Composition & Discover Media Infotainment System Malfunctions

Release date: 12/16/2020

Condition

Applicable Vehicles						
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**	**PR Code**
Beetle, Beetle Cabrio, Jetta, Passat, Tiguan Limited	2018	All	All	All	All	I7B, 7UQ
Beetle, Beetle Cabrio, Passat	2019	All	All	All	All	I7B, 7UQ

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2057748/2	12/16/2020	91-19-05	Updated software.
2057748/1	12/2/2019	91-19-05	Original publication.

⚠️**Note:**

 This bulletin applies only to vehicles equipped with PR codes I7B or 7UQ.

In addition to the symptoms listed below, this programming update proactively improves other infotainment system characteristics.

The customer may report one or more of the following symptoms:

Infotainment system freezes and/or reboots

Infotainment display is blank or goes blank/black

Car-net malfunctions

Vehicle personalization features missing or malfunctioning

Bluetooth malfunctions

Volume control malfunctions

Navigation system malfunctions

Loss of audio

Backup camera malfunctions

Technical Background

This procedure resolves the concern(s) specified above by updating the MIB2 Infotainment System software to the latest level **0478**.

Production Solution

N.A.

Service

⚠️**Note:**

This technical bulletin must be read in its entirety before attempting the software update.

Software Update Procedure

- Connect Midtronics InCharge 940 (INC 940) or GRX3000VAS Tester/Charger to the vehicle's 12 volt battery.

- Switch the ignition to the ON position.

- Switch ON the Infotainment System.

- Check the Software Version by pressing the "Menu" button.

- Page over in the Infotainment menu and select "Settings" from the touchscreen menu.

- In "System Settings", scroll down to select "System information" from the touchscreen menu.

If the current software level is lower than **0478**, proceed with this Technical Bulletin.

If the current software level is greater than or equal to **0478**, this work procedure does not apply.

Create the SD card with the SD Creator:

Refer to Technical Bulletin 00-19-04 Set Up SD Creator to Obtain Software Updates (2054866).

Use SD card part number **3G0.919.360.JP**

Update Programming:

- Connect the ODIS tester to the vehicle's Data Link Connector (DLC).

- Initiate Guided Fault Finding (GFF) and allow the tester to complete interrogation of all modules.

Once interrogation is complete, click on the "Special Functions" tab.

- Under "005F – Information electronics control module 1 J794", select "Adapting software".

- From the SVM menu screen, select option 2 "Software Update via measure code".

- When prompted, enter measure code **P18T**.

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- When prompted, select option 2 for "SD 1" or option 3 for "SD 2".
- Insert SD card **3G0.919.360.JP** into the applicable SD card reader.
- Confirm all additional prompts on the ODIS tester as needed.
- Once the update is complete, exit GFF and remove the SD card.

Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual [1]					
Model(s)	**Year(s)**	**Eng. Code(s)**	**Trans. Code(s)**	**VIN Range From**	**VIN Range To**
Beetle, Beetle Cabrio, Jetta, Passat, Tiguan Limited	2018	All	All	All	All
Beetle, Beetle Cabrio, Passat	2019	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type [1]				
Service Number:	**Damage Code**		**HST**	**Damage Location (Depends on Service No.)**	
9193	0039		-	Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer	Beetle, Beetle Cabrio, CC, Jetta, Passat, Tiguan Limited			YD5 [2]	
Labor Operation [3] **:** Charge Battery	27068950 = See Elsa for latest time units.				
Labor Operation [3] **:** Update Programming	See GFF Time expenditure.				
Causal Part: Select Labor Operation	01500000				
Diagnostic Time [4]					

GFF Time expenditure	01500000 = Actual GFF print out. 70 TU max.	YES
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO

Claim Comment: Input "As per Technical Bulletin 2057748" in comment section of Warranty Claim.

[1] Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.

[2] Code per warranty vendor code policy.

[3] Labor Time Units (TUs) are subject to change with ELSA updates.

[4] Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
SD Card:	3G0.919.360.JP

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.