

**91-19-03 - MIB2 MQB Composition & Discover Media Infotainment System Malfunctions**

Release date: 5/11/2023

**Condition**

Applicable Vehicles						
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Atlas, Golf, Golf R, GTI, Golf Sportwagen, Tiguan LWB	2018-2019	All	All	All	All	I8F
Arteon, Jetta	2019	All	All	All	All	I8F

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2056716/6	5/11/2023	91-19-03	Update warranty table to include updating infotainment system software via USB drive.
2056716/5	4/25/2023	91-19-03	Update to SD Card text under programming instruction.
2056716/4	4/25/2023	91-19-03	Update to procedure.
2056716/3	4/17/2023	91-19-03	Update to procedure.
2056716/2	10/13/20	91-19-03	Update to procedure.
2056716/1	10/23/2019	91-19-03	Original publication.

**Note:****This bulletin applies only to vehicles equipped with PR code I8F.**

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

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

- Infotainment system freezes or reboots.
- Infotainment display is blank or black.
- Loss of audio output
- Volume control malfunctions
- Navigation system malfunctions
- Poor call clarity during hands free call
- Frequency of the radio automatically switches to 87.7 MHz
- Abnormal noise(s) from audio system
- Radio preset malfunction
- Visible line(s) in MIB display
- Apple Car-Play malfunctions

## Technical Background

This procedure resolves the concern(s) specified above by updating the MIB2 Infotainment System software to the latest level **0883**.

**Note:**

**Vehicles with SW level 0890 will accept this update.**

## Production Solution

Not applicable.

## Service

**Note:**

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

### **Software Update Procedure**

1. Connect MTRMSP0702 battery maintainer/charger to the vehicle's 12 volt battery.
2. Switch the ignition to the ON position.
3. Switch ON the Infotainment System.
4. Check the Software Version by pressing the "Menu" button.

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5. Page over in the Infotainment menu and select “Settings” from the touchscreen menu.
  6. In “System Settings”, scroll down to select “System Information” from the touchscreen menu.
    - If the current software level displayed is any of the following versions, proceed with this Technical Bulletin: **0842, 0867, 0870, 0876, 0879, 0890.**
    - If the current software level is at **0883**, 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.SR**

**Update Programming:**

1. Insert the SD card **3G0.919.360.SR** into the SD card reader.
2. Press and hold the “Menu” button on the MIB display for 10 seconds until “Service Mode” is entered.
3. Follow all on-screen prompts through completion of the SD card update.
4. Once the SD update portion has completed, connect the ODIS tester and initiate Guided Fault Finding (GFF). Allow GFF to perform interrogation of all vehicle modules.
5. Once interrogation is complete, click on the “Special Functions” tab.
6. Under “005F – Information electronics module 1 -**J794**”, select “Adapting software”.
7. From the SVM menu screen, select option 2 “Software update via measure code”.
8. When prompted, enter measure code **3700**.
9. Follow all prompts through completion of the test plan.
10. Once the update is complete, exit GFF and remove the SD card.

**Tip:**

The infotainment screen may reboot and/or go blank one or more times during the update. This is normal.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Atlas, Golf, Golf R, GTI, Golf Sportwagen, Tiguan LWB	2018-2019	All	All	All	All
Arteon, Jetta	2019	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>		<b>Use applicable Claim Type <sup>1)</sup></b>			
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>		
9193	0039	--	--		
<b>Parts Manufacturer</b>		<b>GRO <sup>2)</sup></b>			
<b>Labor Operation <sup>3)</sup> : Charge Battery</b>		27068950 = See Elsa for latest time units.			
<b>Labor Operation <sup>3)</sup> Update infotainment system software via USB drive</b>		91932599 = 30 TU			
<b>Labor Operation <sup>3)</sup> : Update Programming</b>		91931999 = See GFF Time expenditure.			
<b>Causal Part: Select Labor Operation</b>		91931999			
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>	70 TU max.		YES		
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU		NO		
<b>Technical Diagnosis</b>	01320000 = 00 TU max.		NO		



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**Claim Comment:** Input "As per Technical Bulletin 2056716" 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	MTRMSP0702 battery maintainer/charger
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
SD Card:	3G0.919.360.SR

### 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.