91-23-03 - MIB3 Various Infotainment Concerns

Release date: 3/19/2024

Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code(s)
Arteon, Atlas, Atlas Cross Sport, Golf/GTI, Jetta, Tiguan	2021	All	All	All	All	8AR
Arteon, Atlas, Atlas Cross Sport, Jetta, Taos, Tiguan	2022 - 2023	All	All	All	All	8AR

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2070941/2	03/19/2024	91-23-03	Update PR code information
2070941/1	07/24/2023	91-23-03	Original publication.

> ⓘ **NOTICE**
>
> **This technical bulletin must be read in its entirety before attempting the software update.**
>
> - **If software updates or flash campaigns/actions are performed on a vehicle, a battery charger with at least 70A charging current MUST be used in order to avoid problems during the updates and flash campaigns.**
> - **This technical bulletin only applies to the vehicle groups specified above with PR code 8AR.**

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

Infotainment system freezes and/or reboots.

Infotainment system will not turn on/boot up.

Infotainment system loses sound and/or volume controls malfunction.

Navigation system malfunctions.

App-Connect malfunctions.

SiriusXM radio malfunctions.

Technical Background

This procedure resolves the concern(s) specified above by updating the MIB3 Infotainment System to the latest software level **0841**.

Production Solution

Not applicable.

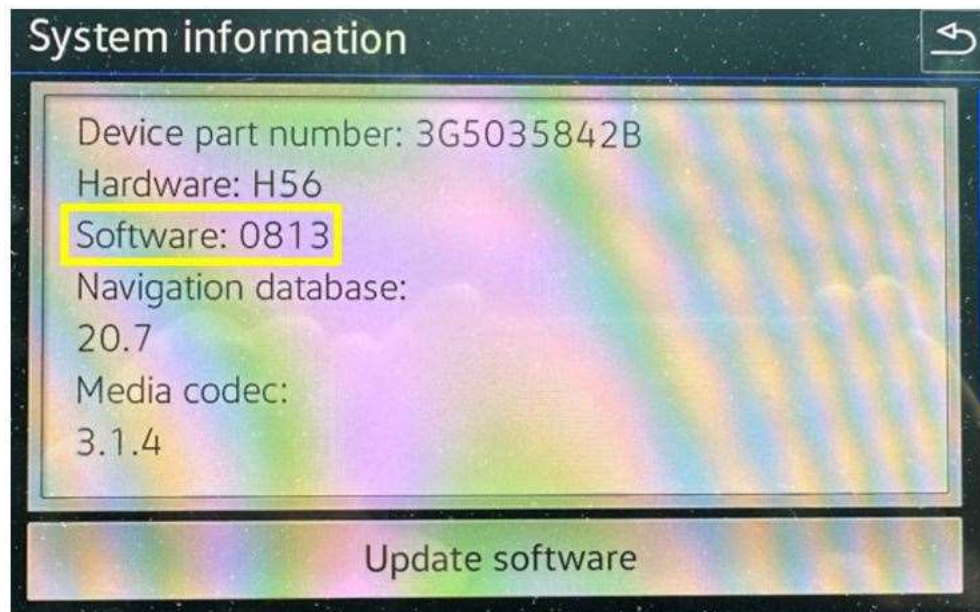## Service

Software Update Procedure

Connect the MTRMSP0702 battery maintainer/charger to the vehicle's 12 volt battery.

Switch the ignition to the ON position.

Check the current software level by pressing the "Menu" hard key.

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

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

If the "Software" level is lower than **0841**, proceed with this Technical Bulletin.

If the "Software" level is equal to or greater than **0841**, this work procedure does not apply.

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Create the USB Drive with SD/USB Creator:

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

Use USB part number **3G0.919.360.TH**

Update Programming:

Section 1: USB

Insert the USB driver **3G0.919.360.TH** into port 1 of the USB connection in the center console.

Press and hold the "Menu" hard key located on the MIB display until "Service Mode" is made available.

Select "Software Update/Versions".

Select "Start Update".

Select "Update".

Select the option "USB 1".

Select "Start Update".

Select "Start Update" again on the following screen.

The software update will now begin. Please note that various screens may be displayed during the update process. Additionally, the infotainment display may switch off/on. This is normal behavior.

When the "Update Summary" screen appears, select "Resume".

When the completed update prompt appears, select "OK".

Section 2: Software Version Management (SVM)

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 GFF is complete, click on the "Special Functions" tab.

Under "5F – Information Electronics 1 – *J794*", select "Adapting Software".

Select option 1 "Software update via measure code".

Enter SVM code **3700**.

Continue through the test plan, confirming steps as needed.

When the test is complete, the test results will read "Data version in the vehicle is current".

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Once the update is complete, exit GFF and remove the USB from the USB drive.

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**
Arteon, Atlas, Atlas Cross Sport, Golf/GTI, Jetta, Tiguan	2021	All	All	All	All
Arteon, Atlas, Atlas Cross Sport, Jetta, Taos, Tiguan	2022 - 2023	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	--	--
Parts Manufacturer	Arteon, Taos, Atlas, Atlas Cross Sport, Golf, GTI, Jetta, Tiguan	WG8 [2]	
Labor Operation [3] : Charge Battery	27068950 = See Elsa for latest time units		
Labor Operation [3] : Update Programming USB	91931999 = 30 TU		
Labor Operation [3] : Update Programming SVM	See GFF Time expenditure.		
Causal Part:	91931999		
Diagnostic Time [4]			
GFF Time expenditure	01500000 = Actual GFF print out. 70 TU max.	YES	

Road Test	01210002 = 00 TU	NO
	01210004 = 00 TU	
Technical Diagnosis	01320000 = 00 TU max.	NO

Claim Comment: Input "As per Technical Bulletin 2070941" 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

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

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.