

# UPDATE Technical Bulletin

RETAIL SALE.

- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

**NOTE:**  
**Required DMS Wording/Text: (line item, customer concern description on repair order):**  
91N9 UPDATE – MIB2 MQB Modular Infotainment System Software Update (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Golf, GTI, Golf Sportwagen	2016	All	All

REVISION HISTORY		
Revision	Date	Purpose
1	December 15, 2015	Original publication
2	December 15, 2015	Criteria 02 added to the SAGA sheet

## Condition

This update has been proactively released to prevent one or more of the following infotainment related symptoms:

- App-Connect malfunctions or is inoperative
- Infotainment display goes blank or dark
- Infotainment system freezes or reboots
- Infotainment system turns off without input
- Display screen turns blue with “Emergency Download” error message displayed
- Bluetooth is unavailable or inoperative
- Navigation system malfunctions or is inoperative
- Voice Recognition malfunctions or is inoperative

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It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO

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- Settings in menu are not stored or missing
- Audio source changes without input after key cycle
- SD card malfunctions or is inoperative
- Loss of paired Bluetooth device
- Language settings change without input
- Loss of radio presets
- Announcement volume changes or fluctuates without input
- Loss of audio output

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91N9 code in Elsa, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the New Vehicle Limited Warranty period.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Technical Background

Software level 0613 is available to enhance infotainment system functionality.

## Production Solution

Not applicable.

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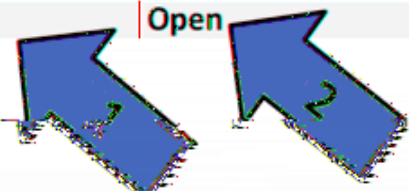


## Service

### NOTE:

- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

Applicable Criteria ID (s)	Campaign/Action Status
01	Open



**EXAMPLE**

### Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

#### TIP

On the date of repair, print this screen and keep a copy with the repair order

- Ensure that the Status is “Open”  
<arrow 2>
- Note the Applicable Criteria ID  
<arrow 1> for use in determining the correct work to be done and corresponding parts associated.

### Proceed to Section B

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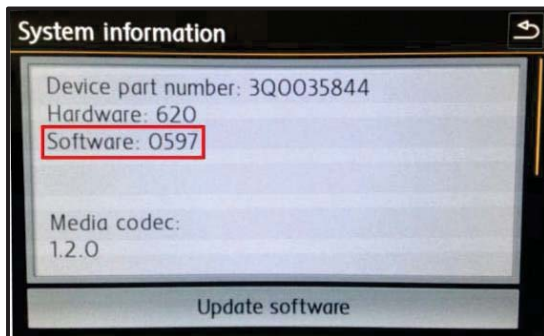


## Section B – Update Infotainment System Software

### NOTE

- This technical bulletin must be read in its entirety prior to performing the software update.
- The SD card, P/N: SW0613UD, used for this Update was supplied to each dealership under Technical Bulletin Instance # 2042467 and WILL NOT be claimed as part of the TBDX Update repair. Additional SD cards may be ordered from the Volkswagen Technical Literature Ordering Center at [www.vw.techliterature.com](http://www.vw.techliterature.com)

- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition ON.
- Switch the radio ON.
- Check the software version by pressing the “Menu” hard key on the infotainment unit.
- Using the tuner knob, scroll through the touch screen menu and stop on “setup”.
- Select “Setup” on the touch screen menu.
- Select “System Information” on the touch screen menu.



- If the currently installed software level is LOWER than **0613** <as shown>, proceed with these repair instructions.
- If the currently installed software level is GREATER than or EQUAL to **0613**, this work procedure does not apply.

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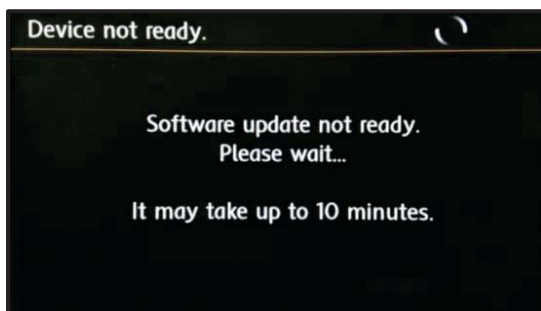
## TIP

- Additional copies of the SD card may be ordered from Volkswagen Technical Literature Ordering Center at [www.vw.techliterature.com](http://www.vw.techliterature.com)
- The SD card required for this Update is SW0613UD.

- Insert the SD card, P/N: SW0613UD, into the 5F module SD card reader located in the glove box.
- Select "Update Software" on the touch screen menu.



- Select "Next" <as shown> on the touch screen menu.



- The "Device not ready" screen will be displayed temporarily.
- After this screen is displayed, the Infotainment system will reboot and return to the normal operating mode.
- If the unit does not restart within 2 minutes, turn the unit ON using the ON/OFF button (volume knob).

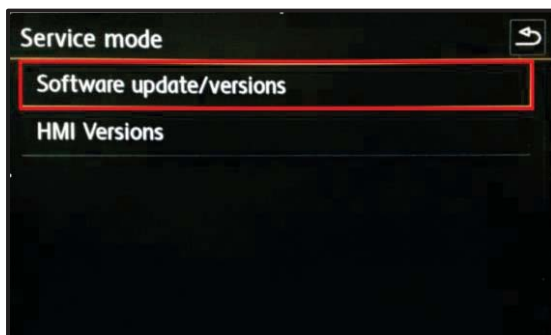
## TIP

The Infotainment system may reboot one or more times during the update process. This is normal and does not indicate a malfunction.

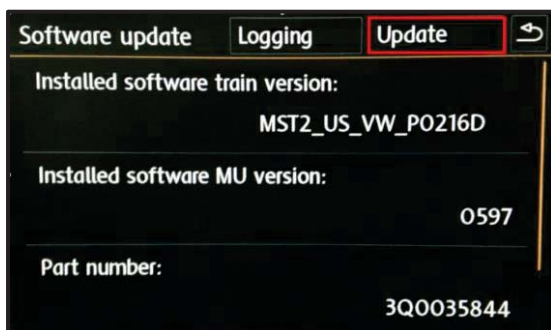
- After the Infotainment system turns back on, enter "Service Mode" by pressing and holding the "Menu" key button on the Infotainment unit for 10 seconds.

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- Select "Software update/versions" <as shown> on the touch screen menu.



- Select "Update" <as shown> on the touch screen menu.



- Select "SD card" <as shown> on the touch screen menu.



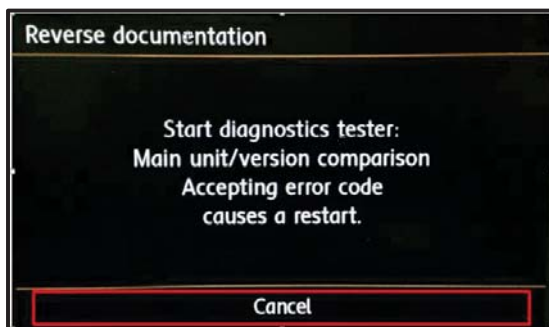
- Select "MST2\_US\_VW\_P0504D" <as shown> on the touch screen menu.

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- Select “Start” <as shown> on the touch screen menu.

- Select “Next” on the touch screen menu to begin the software update.



- When the “Reverse documentation” screen is displayed, select “Cancel” <as shown> on the touch screen menu.

- The SD card update portion of the work procedure is now complete. Remove the SD card from the 5F module in the glove box.
- Connect the diagnostic tester to the vehicle’s Data Link Connector (DLC)

## NOTE

Prior to launching the ODIS application and starting this procedure, confirm the tester screen saver and power settings in accordance with Special Tools and Equipment – Service Information Circular #VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using VAS 6150/x & VAS 6160X tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

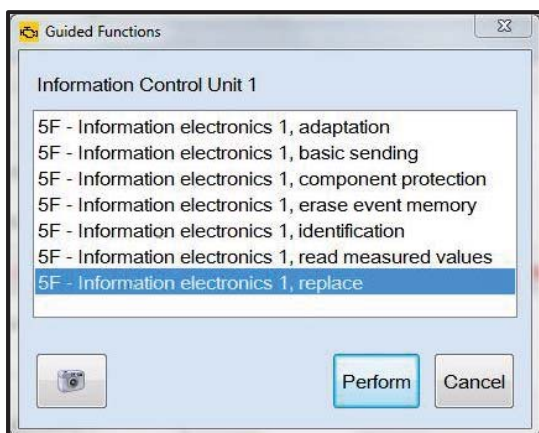
- Launch the ODIS application.
- Begin Guided Fault Finding (GFF) by clicking “Starting Diagnosis”.
- Allow GFF to complete interrogation of the vehicle’s control modules.
- Once the GFF interrogation of the control modules has been completed click on the “Control modules” tab.
- Right click on “5F Information Control Unit 1” in the control modules list.

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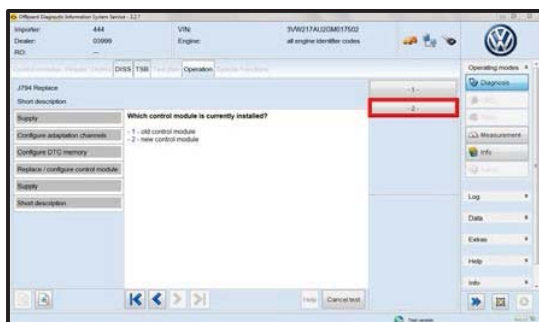




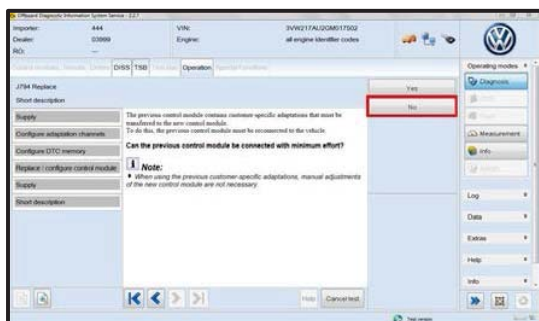
- Select “Guided Functions”.



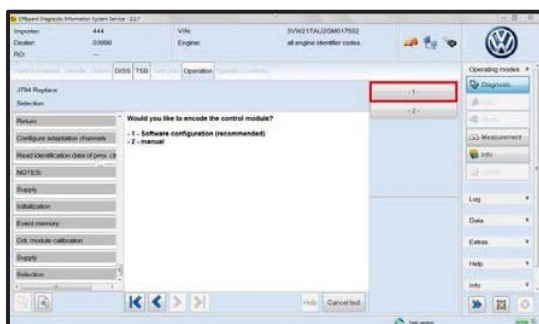
- Select “5F – Information electronics 1, replace” <as shown>.
- Select “Perform”.



- Select option 2, “new control module” <as shown>.



- Select “No” <as shown>.



- Select option 1, “Software configuration (recommended)”.

- Follow the on-screen directions to complete the test plan.

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- Enter Geko ID when prompted.
- When directed, restart the Infotainment system by pressing and holding the ON/OFF button (volume knob) for 10 seconds.
- When directed, press the ON/OFF button once to switch the Infotainment system back on.
- The update is now complete.
- Exit GFF.
- Remove the battery charger.
- Close the battery cover.
- Close the hood.

**Work Complete**

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## Warranty

<b>Claim Entry Procedure</b>	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in Elsa on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
<b>Claim Help</b>	<p><b>U.S. dealers</b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry.</p> <p><b>Canadian dealers</b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."</p>
<b>Required Customer Notification</b>	<p>Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order.</p> <p>Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.</p>

### Claim Entry Instructions

After UPDATE has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ **U.S. dealers:** Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ **Canada dealers:** Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	91N9
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	3ME
<b>Claim Type</b>	<p>Sold vehicle: 7 10</p> <p>Unsold vehicle: 7 90</p>
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01 or 02
	<p>Updated software installed, no further work required</p> <p>Labor operation: 0183 00 99 10 T.U.</p> <p>-OR-</p> <p>Infotainment module software updated</p> <p>Labor operation: 9130 25 99 40 T.U.</p>

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## Required Tools

Tool Description	Tool No:	Quantity
Diagnostic Tester	VAS6150C (or equivalent)	1
Remote Diagnosis Head	VAS5054A (or equivalent)	1
Battery Tester/Charger	GRX3000VAS (or equivalent)	1

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

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## UPDATE FACT SHEET – UPDATE Code 91N9

Dear Volkswagen Customer,

Today we performed UPDATE code 91N9 on your vehicle. This UPDATE installed revised software into your Infotainment system which improves overall system performance. This software update was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!