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Technical Service Handbook

VIN: WV1ZZZ2HZJA011164

Sales code: S7BC7A

Engine code: DDXC

Registration number:

Username: erwin

Model year: 2018

Model description: Amarok DC High 165 TDI8at

Gearbox code: SZH

Final drive code:

Service advisor name:

Basic filtering of vehicle description

Brand	Model year	Sales model	Engine code	Gearbox code	Final drive code
N	2018	S7% - AMAROK, CADDY, T6	%	%	%

PR numbers
7UP

Technical product information

Composition/Discover Media: various complaints (software: 04xx; manufacturer: Preh)

Transaction No.: 2050039/1

Release date: 16-Jan-2018

Customer statement / workshop findings



Only the Composition/Discover Media radio-navigation system (PR number **7UP** or I7A) of manufacturer Preh (**SW: 04xx**) is affected by this complaint.

Customer statement:

Display and operating unit:

- After the start of the engine the screen of the display-operating unit stays black. But the sound (radio) is available.
- After the start of the engine the screen of the display-operating unit stays black. The volume of the radio cannot be changed with the knob, but no other mode can

be selected on the touchscreen.

Navigation:

- The reading of the navigation data of the SD card takes too long (up to 30 minutes).
 - In the display and operating unit of the Discover Media the message "Navigation data being checked" is shown.
- After selecting the online POI search (points of interest) the Composition/Discover Media switches itself off and on (reset).
- The detailed POI display does not work. After selecting a POI all other previously shown POIs disappear.

Phone/WiFi:

- When looking for a Bluetooth connection the Composition/Discover Media switches itself off and on (reset).
- The WiFi cannot be activated. The WiFi button is greyed.
- The WiFi connection cannot be set up. The following message is shown in the display-operating unit:
 - "The WiFi connection failed. Please try again."

Car-Net:

- The Car-Net cannot be activated. After pressing the "Car-Net" button the following message is shown:
 - "Service not available"

Driver assistance systems:

- After selecting the reverse gear no picture of the reversing camera is shown. The screen stays black.
- After the start of the vehicle the following message is shown in the display-operating unit:
 - "Park Pilot not available at the moment"

Workshop findings:

- One or several of the customer statements can be reproduced.

Technical background

Incorrect software in infotainment control unit.

Production change

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Measure

Software update for radio-navigation system Composition/Discover Media.



The device must work correctly. If the device switches itself off and on (reset), the software update cannot be carried out. In this case the device must be replaced according to the repair manual/parts catalogue.



Inform the customers in advance that when updating the radio-navigation system Composition/Discover Media:

- The user settings are reset to default.

Update the software of the infotainment control unit according to the following table.



The software version listed in the following table was up-to-date when this TPI was published. Updated software versions may lead to deviations. At least the software version listed in the "New" column (or higher) must be used.

The software update is performed via an SD card. You have to make the appropriate SD card for the software yourself (with the SD Creator). Proceed as follows:

We recommend a commercially available SDHC card in:

- Full format (no micro SD card in adapter)
- From 8 GB (memory)
- Label the SD card before use with part number 3G0.919.360.BT.
- The SD Creator and its software are available on the mirror server. Detailed information for its operating can be found in the help menu option of the SD Creator.
- Install the SD Creator by following this link:
 - http://mirrorserver/dav/BTAC/Trade-Retail/Tools/SD-Creator/setup_V1.0.exe
 - Save the executable file (setup_V1.0.exe) on your computer before starting the installation.



- For the connection with your BTAC box the mirror server is provided as the standard network address. If the connection fails, check whether you have used a different name for the standard network address. If so, enter the other name instead of mirror server in the above link.
- In case of problems with the SD Creator, refer to the manual first.



It is not allowed to copy SD cards you made yourself. If you want to have several copies, use the SD Creator again to produce them. The SD Creator checks whether the SD card can be used. Software updates with a copied SD card can damage the device (if the software update is interrupted). Devices damaged by an interrupted software update cannot be accounted under warranty.

Now update the software of the infotainment control unit with the action code P468.

Software update for radio-navigation system Composition/Discover Media.



If the infotainment control unit has the software version: 0468 a software update is not necessary.

Old part number	Old software version	New part number	New software version	Action code
5C0.035.680.G	0449, 0461, 0464	5C0.035.680.G	0468	P468
5C0.035.680.F	0449, 0461, 0464	5C0.035.680.F		
5K7.035.200.L	0449, 0461, 0464	5K7.035.200.L		
5K7.035.200.K	0449, 0461, 0464	5K7.035.200.K		



With this device it is possible to perform a software update with an action code.

Precautionary measures with software update:

- Because of the highest transmission stability for updating control units the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in USB operation or use the cable-connected VAS5055. If these devices are not available, use the VAS5054 in USB connection mode.
- Perform the vehicle identification.
- Under Software Version Management select "update software".
- After the message "SD card with part number 3G0.919.360.BT needed" insert the SD card in the SD1 slot of the infotainment control unit.
- A request to enter the source appears in the vehicle diagnostic tester (SD1, SD2, CD/DVD, USB).
- After entering the source (for SD card: SD1 or SD2) the ODIS tester starts and monitors the software update.
- The specification documentation then takes place automatically.
- Check whether the language in the instrument cluster has to be changed. If necessary, adjust the language in the instrument cluster.

Warranty accounting instructions

Service number/damage code/manufacture:

Depending on the equipment of the vehicle with radio or radio-navigation system use one of the following accounting instructions.

Radio 9130/ 0039/ ...

Navigation system 9132/ 0039/ ...



- The labour times are correct at the time of publication. The time units may differ, if the repair operations catalogue has been updated. In this case the time allowances in the repair operations list apply. Except for the open time items (... 99).
- The necessary time for using the ODIS tester is not included. The time must be accounted separately via the diagnosis log of the ODIS service tester.

Accounting with APOS:

Main operation Associated operation	Repair operation number	Designation	Time units (TU)
Models: *			
Main operation	27 06 89 00	Charge battery	20 TU
Associated operation	01 50 00 50	GFF/guided functions	*according to diagnosis log
Associated operation	91 30 2599	Update the control unit software	20 TU ¹⁾
The repair operations include all measures according to the repair instructions.			

¹⁾ Use the above times only for this TPI.

Accounting with APOS/2:

T6

Model	Illustration:	Position:	Designation	Activity:	Time units
SF*, SG*	T10-000	02	Charge battery	98	20

SF*, SG*	STA-002	01	Guided Fault Finding	98	*according to diagnosis log
SF*, SG*	STA-002	02	Update the control unit software	98	20 TU
* according to self-diagnosis protocol					
The repair operations include all measures according to the repair instructions.					

Amarok

Model	Illustration:	Position:	Designation	Activity:	Time units
S6*, S7*	T10-000	02	Charge battery	98	20
S6*, S7*	STA-002	01	Guided Fault Finding	98	*according to diagnosis log
S6*, S7*	STA-002	02	Update the control unit software	98	20 TU
* according to self-diagnosis protocol					
The repair operations include all measures according to the repair instructions.					

Caddy 4

Model	Illustration:	Position:	Designation	Activity:	Time units
SA*	T10-000	02	Charge battery	98	20
SA*	STA-002	01	Guided Fault Finding	98	*according to diagnosis log
SA*	STA-002	02	Update the control unit software	98	20 TU

* according to self-diagnosis protocol

The repair operations include all measures according to the repair instructions.

Parts information



- The required SD card (part number 3G0.919.360.BT) is classed as servicing material and therefore cannot be accounted under warranty. The SD card can be reused in the same way as an Update CD/DVD.
- It is not allowed to copy SD card (part number 3G0.919.360.BT). Software updates with a copied SD card can damage the device (if the software update is interrupted). Devices damaged by an interrupted software update cannot be accounted under warranty.

Customer information



Please inform the customer that a software update will be carried out on the infotainment control unit. Explain to the customer that after the update various control units will be configured to ensure they work in conjunction with other control units in the vehicle.

Service installations in the vehicle not included in the vehicle equipment list through feedback to the SVM may not work after the configuration. Ask the customer whether he is aware of non-genuine service installations or changes.