Customer statement / workshop findings

> **① NOTICE**
>
> **This claim only affects the radio and navigation system with PR: I8Q/SZ6 (and software version: 1xxx).**

Customer statement:

Radio/Settings/Functions:

- Sometimes the radio and navigation system switches off and on again automatically (restart).

- During a system update, the radio and navigation system displays a pop-up window regarding a system update.

- Claims related to the reversing camera system display: The reversing camera does not turn on or does not turn off when driving in forward gear at relatively high speeds.

- The infotainment system sometimes turns on spontaneously after parking and locking the vehicle.

- It freezes (not operational) after resetting to factory settings.

- It cannot be reset to default settings.

- The radio and navigation system does not emit sound or the sound cannot be regulated; voice control system defective.

- Sometimes the radio and navigation system turns off or freezes when calculating the route or guidance to the destination.

Control units with screen:

- Sometimes the radio and navigation system screen goes black and does not work.

- Sometimes the control unit with screen displays the pop-up window/text message *"Component protection active"*.

- Sometimes the radio and navigation system screen "flashes".

Telephone/Audio output/Audio settings:

- If two mobile phones are connected, the search entry is no longer displayed in the radio and navigation system.

- Sometimes it is not possible to establish a Bluetooth connection.

WLAN/Mirrorlink:

- The Android Auto and Apple Car play wireless connection does not work.

- When using CarPlay, the radio and navigation system screen sometimes goes "black" and stops working.

- An online/internet connection cannot be established with a mobile phone via the radio and navigation system.

  – Only if the following mobile phone is used: Samsung S22/ S23: The "androidAuto" app does not work.

Workshop findings:

- One or several customer claims can be reproduced.

and/or

In the information electronics system control unit (diagnosis address: 005F) the following event entries are stored permanently:

- B18B0F0 Vehicle Key Management System (VKMS) - Missing adaptation

- B18B0F1 Vehicle Key Management System (VKMS) - No basic parameterisation

Document history:

Item no./Revision no.:	Modification type:
2066233/6	Modification in:

	• Heading data.
	• Customer statement.
	• Measure.
	• Warranty accounting instructions.

> **① NOTICE**
>
> **The content of this table will not change if the reason for the following revision is only due to changes in the TPI heading data.**

Technical background

Discrepancy caused by the software in the information electronics control unit.

Production change

- - -

Measure

1. **Radio and navigation system software update**

2. **Radio and navigation system software configuration**

> **① NOTICE**
>
> – **Before carrying out the measure (points 1 and 2), check whether event entry: B18B0F0 or B18B0F1 is stored in the information electronics control unit (diagnosis address: 005F). If event entry: B18B0F0 or B18B0F1 is stored, replace the information electronics control unit according to Guided Fault Finding/SEAT Original Parts Catalogue.**
>
> – **If the spare part is provided with SW version 1805 or later, then it is not necessary to continue with points 1 and 2.**

Regarding point 1. Radio and navigation system software update

Create a USB stick with the SD-Creator:

• Create a USB stick using SD-Creator according to TPI 2059999/*

• Identify the USB stick before using the corresponding reference number. See the reference number in the table below.

> **① NOTICE**
>
> **The device must have a stable operation. If the software update cannot be carried out because the equipment turns off and on again repeatedly (loop restarts), the equipment must be replaced according to the SEAT Repair Manual/Original Parts Catalogue. A single restart does not justify replacing the equipment. Bear in mind that if the equipment is replaced, the costs cannot be settled with this TPI.**

> **① NOTICE**
>
> **Inform the customer that when the radio and navigation system software is updated:**
>
> – **the user settings will be reset to factory settings.**
>
> – **after the software update, all saved stations and telephone connections will be deleted. Next, the stations and telephone connections must be memorised again**

In the event of a complaint, update the information electronics control unit software according to the following tables.

> **① NOTICE**
>
> **The software version included in the following table corresponds to the version in force on the date of completion of this publication. The software versions may differ slightly due to a later update. The software version indicated in the column "Software version (new)" or later must be used.**

Next, run the software update.

Radio and navigation system software update

Original part reference	Original software version	New part reference	New software version	SD-Creator reference number
5FA.035.888.A	1246, 1325, 1765	5FA.035.888.A	1805	
5FA.035.875.A	1246, 1325, 1765	5FA.035.875.A	1805	
5FA.035.869.A	1246, 1325, 1765	5FA.035.869.A	1805	
5FA.035.871.A	1246, 1325, 1765	5FA.035.871.A	1805	
5FA.035.888.C	1545, 1765	5FA.035.888.C	1805	
5FA.035.875.C	1545, 1765	5FA.035.875.C	1805	5FA.919.360.A
5FA.035.869.C	1545, 1765	5FA.035.869.C	1805	
5FA.035.871.C	1545, 1765	5FA.035.871.C	1805	
5FA.035.888.D	1765	5FA.035.888.D	1805	
5FA.035.875.D	1765	5FA.035.875.D	1805	
5FA.035.869.D	1765	5FA.035.869.D	1805	
5FA.035.871.D	1765	5FA.035.871.D	1805	

Instructions for the software update

Safety measures for the software update:

- Connect the on-board network to a separate voltage supply.

- Disconnect all unnecessary electrical equipment while updating the software (e.g. ventilation, seat heating, interior/exterior lighting, etc.).

- Make sure that sources of electromagnetic radiation (e.g. mobile phones or wireless DECT phones) are not used either in the car or in the immediate vicinity while updating the control unit software.

- Do not start the engine during the software update.

- Do not attempt to use the radio and navigation system during the software update.

Software update:

> ⓘ **NOTICE**
>
> **Before starting the software update, the radio and navigation system must be reset to factory settings:**
> – **Reset the radio and navigation system to factory settings.**
> – **Carry out the software update of the radio and navigation system according to Service notification 2063815/*.**

> ⓘ **NOTICE**
>
> **After the software update of the information electronics system control unit (diagnosis address: 005F) document the construction status again. The new construction status documentation can be carried out as described below:**

- Select the affected vehicle in the GFF (Guided Fault Finding) or GF (Guided Functions):

- Perform a full vehicle systems test.

- After the software update of the information electronics system control unit (diagnosis address: 005F), if event entry B201A00 is stored, process the corresponding verification plan.

– *B201A00: Check software version management*

- If the event entry indicated above (B201A00) is not stored, the new documentation of the construction status must be carried out by means of a test code. To do this, proceed as described below:

  – Special functions,

  – Adapt the software,

  – Select test code:**R805**

Regarding point 2. Radio and navigation system software configuration:

In the GFF of the Offboard Diagnostic Information System diagnostics equipment, carry out the radio and navigation system software update (diagnosis address: 005F) as described below:

- In the test plan, select the "Own test plan" tab,

- Systems capable of self-diagnosis,

- Diagnosis address 005F,

- Functions,

- Software configuration.

Warranty accounting instructions

Service ID/Fault: 9196/0202

> **⬤ NOTICE**
>
> **In order to simplify the processing of the warranty settlement by the manufacturer, the TPI number (process number) must always be indicated. In markets with "DISS/ SAGA Kopplung" the TPI number is automatically copied from the DISS system. In markets without "DISS/ SAGA Kopplung" the field "MST process number (Service Technique Handbook)" must be completed manually with the TPI number.**

Work item No.	Description of work item	Time Units (TU)
01 50 00 00	Guided fault finding/guided function	According to diagnosis protocol. 1)
27 06 89 50	Confirm battery voltage	10 1)
01 51 00 99	Software update *Software update according to Service notification:* 2063815/*. ***Includes:*** • Steps 2 to 8 • Step 11: Steps 13 to 17	40 1)
The work items indicated include all the tests as given in the work instructions		

1) The times indicated are only applicable to this TPI. When submitting the warranty application, please include the number of the TPI used to streamline the process.

> **⬤ NOTICE**
>
> – **The work times published in this TPI correspond to the TUs valid on the date of completion of this publication. The time units (TU) may vary slightly due to a subsequent update of the Catalogue of Work Items. The times currently in force according to the Catalogue of Work Items are valid, except for the work items entered manually (… 99)."**
>
> – **The time for the Offboard Diagnostic Information System (ODIS) is not included in the times specified below. The time must be invoiced separately using the Offboard Diagnostic Information System (ODIS) diagnostics equipment form.**

- **If the software update cannot be carried out because the equipment turns off and on again repeatedly (loop restarts), the equipment must be replaced according to the SEAT Repair Manual/Genuine Spare Parts Catalogue. A single restart does not justify replacing the equipment.**
- **Bear in mind that if the equipment is replaced, the costs cannot be settled with this TPI.**

Parts information

> **ⓘ NOTICE**
>
> - **Keep in mind that the required USB stick is an operative media. For this reason the costs of the USB stick cannot be charged to the customer or under warranty. The USB stick, similarly to an update CD or DVD, should always be re-used to update the software.**
> - **It is not permitted to copy the autogenerated USB stick. If you wish to have several copies, use the SD-Creator tool again to create a new USB stick. The SD-Creator tool checks the applicability of the USB stick internally. The software updates performed with a copied USB stick can damage the unit (due to the interruption of the software update).**

Customer information

> **ⓘ NOTICE**
>
> - **Inform the customer that the information electronics system control unit software must be updated. Explain to the customer that after updating the software, different control units must be reconfigured to ensure their correct operation with other control units in the vehicle.**
> - **It is possible that retrofitted parts in the vehicle that are not currently included in the vehicle's assembly list via the transmission to the SVM (software version management) stop working after the setting. Ask the customer if they have ordered non-original retrofitted parts or modifications from third parties or if they aware of this.**