



Volkswagen ID.3 - Infotainment system restart

Data sheet	
Manufacturer	Volkswagen
Vehicle model	ID.3
Drive unit	Electric
Year of manufacture	2020-2022
Symptoms	Unable to operate the infotainment system using the display
Recommended tool	mega macs X, macsRemote

Important safety information

Sporadically restarting infotainment system

In the above-mentioned vehicle type, the infotainment system may restart while the car is moving or shortly after having started the vehicle. In some cases, the display permanently freezes, which means that it is no longer possible to operate it by touching the screen or using control elements.

If the above-mentioned fault applies and you can rule out faults in the periphery of affected systems, it may be caused by a faulty infotainment system software version.

A faulty software version may cause certain processes in the infotainment system to not run correctly. As a result, the system no longer responds to input or freezes completely. In some cases, the system automatically restarts to restore its functionality.

In this case, updating the infotainment system software may eliminate the issue.

For instance, use Hella Gutmann macsRemote Services or a mega macs series PassThru-capable diagnostic unit to update the software. Furthermore, registered access to the vehicle manufacturer's online portal is required. If the appropriate equipment is not available, please contact an authorised specialist workshop.

Once the cause of the fault has been rectified, delete the fault memory and then go for a test drive.

Please note

Please always observe the maintenance and repair notes provided by the vehicle manufacturer when carrying out such work and checks!

Safety information for hybrid/electric vehicles!

Work on electric vehicles may only be carried out by persons who have been instructed in electrical engineering and who are appropriately qualified.

Improper handling may lead to life-threatening situations. Each country's specific laws and regulations regarding work on high-voltage systems must be strictly observed.

This fault pattern may also occur in other vehicle models with comparable equipment variants.

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