Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Golf/GTI, Touareg, Jetta Sportwagen, and Routan.	**2014**	**All**	**All**	**All**	**All**
All Except Touareg	**2015**	**All**	**All**	**All**	**All**

Condition

91 14 14 December 19, 2014 **2038669** Supersedes Technical Bulletin V911411 dated October 13, 2014 to update web feature information.

Car-Net Unresponsive - Verizon Telematics Service Interruptions and Outages (U.S. Only)

Technical Background

When beginning diagnosis for customer concerns related to functionality of the Car-Net system, it is important to understand that the symptom(s) **may not** be related to any problem with the vehicle itself. If there are any problems with the AT&T 3G service and/or a service interruption or outage with the Verizon Telematics system, one or more Car-Net functions may be inoperative.

Production Solution

Not applicable.

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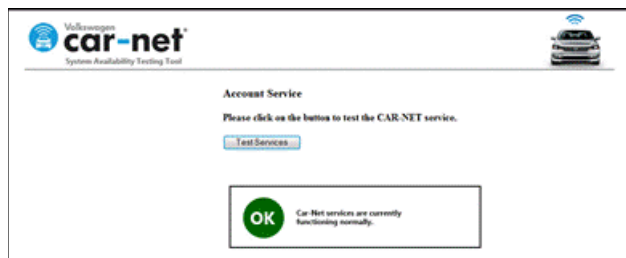
Service
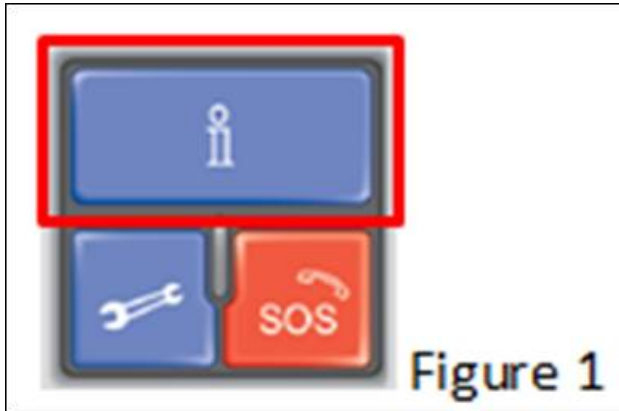
Figure 1

- First attempt to verify the customer complaint by pressing the **"i"** button (see Figure 1) in the overhead console.

- If pressing the **"i"** button successfully initiates a call to the Car-Net call center, the malfunction is not occurring at this time.

- If the concern is not occurring at this time, ask the customer where the vehicle was located at the time of the malfunction. Determine whether or not the area in which the malfunction occurred was within the AT&T 3G Service area. A coverage map is available at www.att.com/maps/wireless-coverage.html

- If the malfunction occurred in an area outside of the AT&T 3G Service area, no further action is required. Inform the customer that the Car-Net functions are not available outside the AT&T 3G Service area.

- If the complaint **is** verified, and pressing the **"i"** **does** **not** successfully initiate a call to the Car-Net call center, check the status of the Verizon Telematics service online. To check the status of Verizon Telematics online, visit www.vwhub.com

- Once the main VW Hub site opens, click on the "Service" tab near the top of the page.

- Once the page refreshes, click on Car-Net System Status in the column of hyperlinks on the left side of the page.
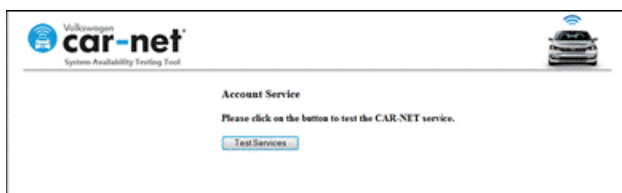
The screen shown here will now be visible. Click the "Test Services" button to check the status of the Verizon Telematics Car-Net System.

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If after clicking the "Test Services" button, the result reads OK, and Car-Net services are functioning normally, proceed with normal diagnostics.

If the result shown after clicking the "Test Services" button indicates that the Car-Net Verizon Telematics system is experiencing a service outage or interruption, no further diagnosis of the vehicle is required. The customer complaint is the result of the service outage or interruption.

- If this web application is not available or additional information regarding the Verizon Telematics Car-Net system is required, it is still possible to contact the Verizon Telematics Volkswagen Dealer Support Helpline at **(877) 854-6673** to determine whether or not there are any service interruptions or outages that could affect Car-Net operation.

- If it is confirmed that there are no Verizon Telematics service interruptions or outages, proceed with normal diagnostics.

Warranty

Information only.

Required Parts and Tools

No Special Parts required.
No Special Tools required.

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.