



## Technical Tip

<b>Topic</b>	91-18-05TT - Car-Net® Operation - No Green Light (OTAR: Over the Air Registration Indicator)
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Volkswagen
<b>Date</b>	August 3, 2018

## Condition

<b>ATTENTION:</b>
<b>THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN AS TITLED.</b>
<b>TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.</b>

### Car Net® Operation - No Green Light (OTAR: Over the Air Registration Indicator)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Passat, CC, Eos, Beetle, Beetle Convertible, Sportwagen, Golf, GTI, Golf R, Tiguan, Touareg, Atlas, Tiguan LWB	2014-2018	All	All	All	All

## Technical Background

Car Net operation with no green light concerns may be the result of no subscription or the free trial expiring.

## Service

Check for faults and for the in service date to make sure it is not past the 6 month free trial. Once past the free trial, the green light will go out.

If the free trial time has ended, check to see if the customer has a subscription. The customer must have a paid subscription for the green light (OTAR: Over the Air Registration Indicator) to be on.

If the customer has a paid subscription or it is during the free trial and there is no green light, perform these steps:

- Disconnect the Car Net Operating Control Unit (OCU) with the key off for 30 seconds.
- Once the OCU is reconnected, start the car and wait 5 minutes to see if the green light will come on.

On models where OCU cannot be accessed:

- Perform a battery capacitive discharge for 30 seconds and then wait the 5 minutes to see if the green light comes on.

If the green light comes on, push the "I" button to connect with Verizon. Once connection with Verizon is made, then Car-Net is set. If the green light still does not come on and the issue is due to connectivity, please call Verizon Dealer Support at 877-854-6673.



## Additional Information

<b>Revision History</b>		
<b>Revision Number</b>	<b>Released Date</b>	<b>Reason For Update</b>
2052091/1	8/3/18	Original publication.

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