

91-19-04TT - Car Net 2.0 - Green Light Does Not Come On After Turning Off Release date: 12/13/2019 Transport Mode

#### **ATTENTION:**

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN. TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles								
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To			
Tiguan LWB	2020	All	All	All	All			

Revision Table							
Instance Number	Published Date	Version Number	Reason For Update				
2058078/1	12/13/19	91-19-04	Original publication.				

## **Technical Background**

If the green light of the Telematics Control Head -*E264*- above the rear-view mirror does not come on within approximately 15 minutes after completion of the ePDI process and has been taken outside with clear line of sight to the sky, reference the following.

## Service

Part 1. (With the ignition OFF)

- 1. Open the driver door.
- 2. To the left and below the steering wheel, open and remove the pull out compartment door (Approx 4"x 6") by pressing the detent lever inside/above, exposing the fuse box.
- 3. Observing the fuses, starting from the upper left corner, the second row down, 3<sup>rd</sup> slot over (there may or may not be a fuse in the first slot so count carefully), remove the 7.5 fuse, at location SC17 (Figure 1.)
- 4. Wait 5 minutes with the fuse out to allow the Control Module for Emergency Call Module and Communication Unit -*J949* internal backup battery to completely discharge.
- 5. Re-insert the fuse into the slot and reinstall the pull out door.

### Part 2.

- 1. Turn the vehicle ignition on and allow the vehicle to run for 15-20 minutes outside, with clear line of sight to the sky.
- 2. After 20 minutes, observe the 3 button Telematics Control Head -*E264* above the rear-view mirror and determine if the green light is on.
- 3. If the green light still has not come on, please call 833-982-2048 the new Car Net 2.0 Dealer Support center for technicians.



91-19-04TT - Car Net 2.0 - Green Light Does Not Come On After Turning Off	Release date:	12/13/2019
Transport Mode		

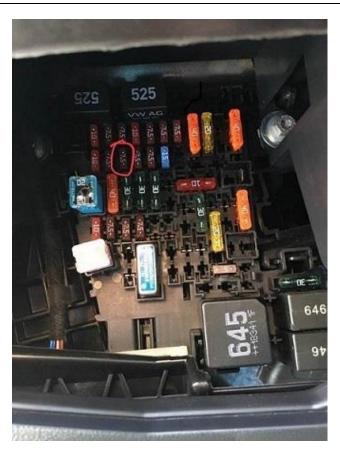


Figure 1.

# **Additional Information**

© 2019 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.