

**91-20-09TT - Car Net® 2.0 - Emergency Call Module and Communication Unit  
-J949- Green Light Does Not Illuminate**

Release date: 08/10/2020

## Condition

**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
All	2020-2021	All	All	All	All

### Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2060342/2	8/10/20	91-20-09	Metadata update.
2060342/1	7/24/20	91-20-09	Original publication.

## Technical Background

Car-net® 2.0 may not fully complete the initial Register and Pairing process (R&P) after removal of transport mode during ePDI. This may result in a lack of functionality and the green Car-net® LED in the overhead console not illuminating.

On 2020/2021 vehicles equipped with Car-Net® 2.0 while performing the PDI:

Once you take the vehicle out of transport mode, it may take up to 30 minutes for the system to come on line. The green light is an indicator that the vehicle has made a good connection.

No green light ON indicates that no connection was established. All vehicles equipped with Car-Net® 2.0 will need the green light ON, prior to being delivered to the customer.

## Service

In order for Car-Net® 2.0 to successfully complete the R&P process, perform the transport mode removal test plan using only Guided Fault Finding (GFF). Performing the transport mode removal test plan using Vehicle OBD may not enable all functionality and result in additional steps. Once the test plan completes, check if the green light is illuminated. If it still is not illuminated, take the vehicle outside and let it run for approx 15-20 min.

If the concern still remains and the green light is not illuminated, perform the following steps:

### Part 1. (With the ignition OFF)

1.1. Open the driver door.

1.2. 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.

1.3. Remove the 7.5 amp fuse in position SC17 (for all MQB platform vehicles). The instrument cluster losing power is an indication that the proper fuse was pulled. (Figure 1.)

**91-20-09TT - Car Net® 2.0 - Emergency Call Module and Communication Unit  
-J949- Green Light Does Not Illuminate**

Release date: 08/10/2020

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.

1.5. Re-insert the fuse into the slot and reinstall the pull out door.

**Part 2.**

2.1. Switch the vehicle ignition ON and observe the 3 button module for 2 minutes.

2.2. If the green light illuminates, the process was successful.

2.3. If the green light is not illuminated after 2 minutes, keep the vehicle running outside for an additional 20 minutes to allow the process to complete.

2.4. After 20 minutes, if the green light is illuminated, the process is complete.

2.5. If the green light is not illuminated, switch the vehicle OFF and contact the VW Technician's Helpline at 800-678-2389.



Figure 1. Fuse SC17

**Additional Information**

© 2020 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.