Service Action Code: 91AG

Subject | **Reset Car-Net® Module (OCU)**

Release Date | October 13, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	TIGUAN	2,077

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ *Campaign status must show "open."*
- ✓ *If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.*

Problem Description

Our records indicate that a backend systems (cellular network) issue disrupted the Car-Net registration process for vehicles included in this service action. As a result, the green light for the Car-Net system is not on. In order for these owners to get the 5-year Car-Net remote access package that came with the vehicle, a manual reset of the Car-Net module is required.

Corrective Action

Perform a manual reset of the Car-Net module. Once this has been done, owners will need to complete the enrollment / registration process for Car-Net services. Dealers should assist owners with this process if necessary by either using the dealer enrollment portal or simply pressing the i-Button in the vehicle, before leaving the dealership.

Code Visibility

On or about October 13, 2020, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in October 2020. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on ***April 30, 2021.*** Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.
Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

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Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	91AG
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action **U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.
Criteria I.D.	01

LABOR

Labor Op	Time Units	Description
0183 00 99	10	Car-Net light is illuminated green, no further work required

-OR-

LABOR

Labor Op	Time Units	Description
9193 33 99	30	Perform manual reset of Car-Net module

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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 91AG – Reset Car-Net® Module

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2020 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Our records indicate that a backend systems (cellular network) issue disrupted the Car-Net registration process for vehicles included in this service action. As a result, the green light for the Car-Net system is not on. In order for owners to get the 5-year Car-Net remote access package that came with the vehicle, a manual reset of the Car-Net module is required.
What will we do?	Your authorized Volkswagen dealer will manually reset the Car-Net module in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. Once the manual reset has been performed, owners will need to complete the enrollment / registration process for Car-Net services. If necessary, your dealer can assist you with this process while you are at the dealership for this repair.
What should you do?	Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer. This service action will be available for you free of charge **only until April 30, 2021.** If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

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Repair Overview

- Manually reset the OCU by removing and installing the power supply fuse.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

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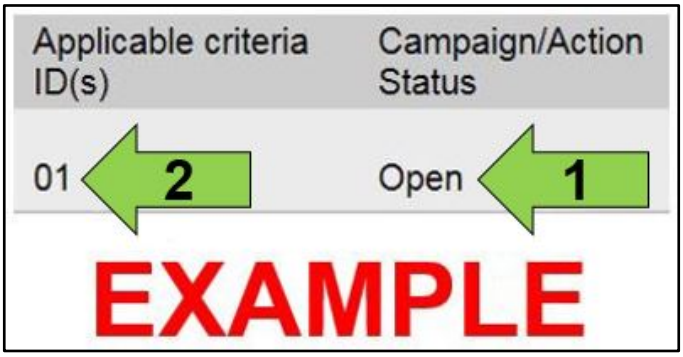
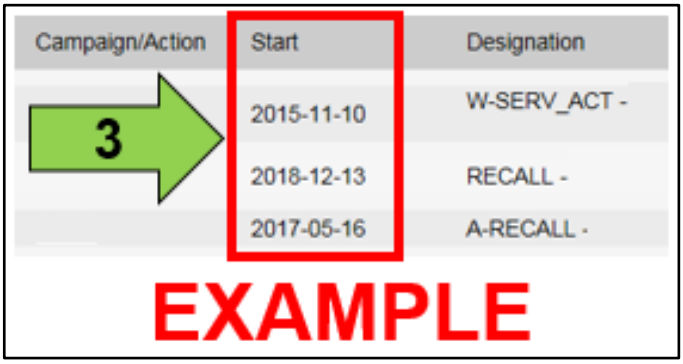
Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.





- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

STOP!

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

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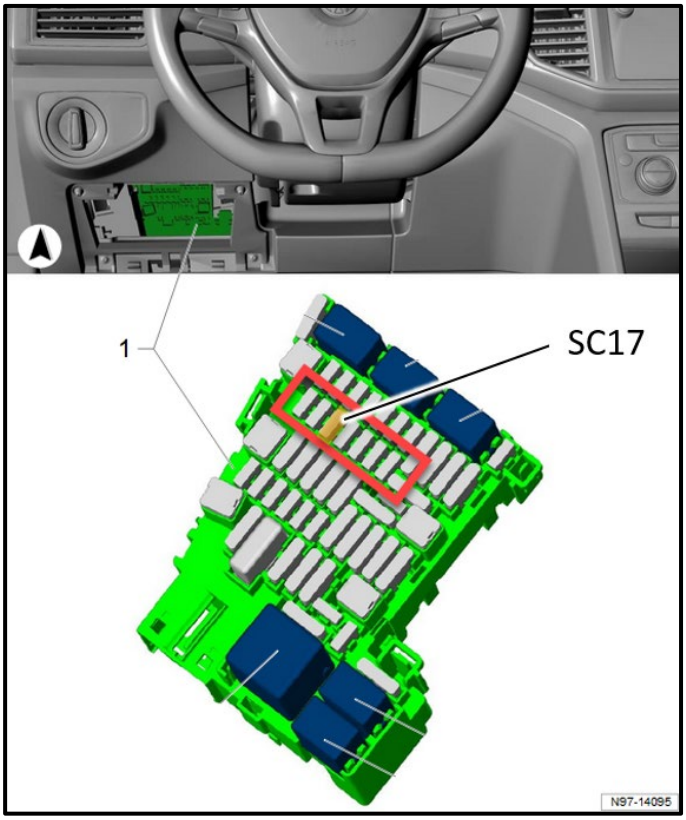
Section B – Resetting Car-Net Module (OCU)

Check the status of the status light <arrow> in the Car-Net button array:

- If the green light is illuminated:
  - The OCU does not require resetting.
  - Proceed to Section C.
- If the green light is not illuminated:
  - Proceed to the next step.



Remove and reinstall fuse for the OCU:

- Access the SC fuse panel.
- Remove fuse SC17.
- Confirm that the instrument cluster is not operating.

NOTE

An indication that the proper fuse was pulled is the loss of power to the instrument cluster.

- Wait 5 minutes.
- Reinstall fuse SC17.

NOTE

Observing the fuses starting from the upper left corner of the SC fuse panel, fuse SC17 is located in the second row, third position from the left. There may or may not be a fuse located in the first position (SC15).

- Reinstall fuse panel cover.

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Check the status of the status light in the Car-Net button array:

- Turn the ignition on.
- If the green light <arrow> illuminates:
  - Proceed to Section C.

TIP

- It may take a few minutes for the green light to illuminate.
- If the green light does not illuminate after a few minutes:
  - Take the vehicle outside with clear line of sight to the sky.
  - Initiate a bus sleep by locking the car for a few minutes with the remote.
  - Recheck operation after 15-20 minutes.

- If the green light is not illuminated:
  - There may be an issue outside of the scope of this action.
  - Contact Volkswagen Technical Assistance if further assistance is needed.
  - Any additional diagnosis and repairs if the green light does not illuminate will not be covered under this action.

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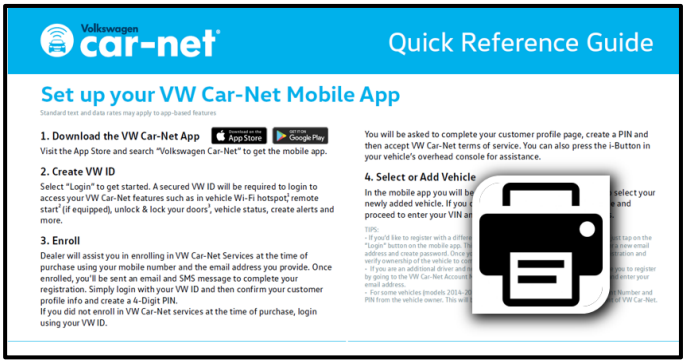
Section C – Car-Net Registration

- Advise the customer that they can now register for their Car-Net services by pressing the “i” button <arrow> in the Car-Net button array.



Volkswagen car-net Quick Reference Guide

Set up your VW Car-Net Mobile App

Standard text and data rates may apply to app-based features

1. Download the VW Car-Net App

Visit the App Store and search “Volkswagen Car-Net” to get the mobile app.

2. Create VW ID

Select “Login” to get started. A secured VW ID will be required to login to access your VW Car-Net features such as in vehicle Wi-Fi hotspot[1], remote start[2] (if equipped), unlock & lock your doors[3], vehicle status, create alerts and more.

3. Enroll

Dealer will assist you in enrolling in VW Car-Net Services at the time of purchase using your mobile number and the email address you provide. Once enrolled, you’ll be sent an email and SMS message to complete your registration. Simply login with your VW ID and then confirm your customer profile info and create a 4-Digit PIN.
If you did not enroll in VW Car-Net services at the time of purchase, login using your VW ID.

You will be asked to complete your customer profile page, create a PIN and then accept VW Car-Net terms of service. You can also press the i-Button in your vehicle’s overhead console for assistance.

4. Select or Add Vehicle

- Print out the Car-Net Quick Reference Guide attached to end of this document and provide it to the customer.
- **Proceed to Section D.**

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Section D – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

TIP

Ensure Campaign Completion Label does not cover any existing label(s).

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Volkswagen car-net®

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You will be asked to complete your customer profile page, create a PIN and then accept VW Car-Net terms of service. You can also press the i-Button in your vehicle's overhead console for assistance.

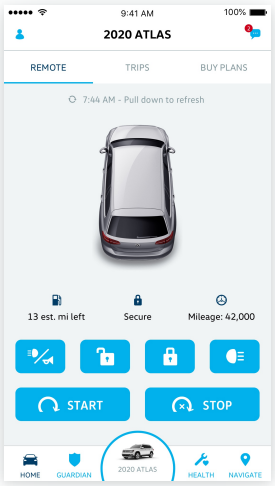
4. Select or Add Vehicle

In the mobile app you will be taken to your VW Car-Net Garage to select your newly added vehicle. If you don't see your vehicle, tap **Add Vehicle** and proceed to enter your VIN and follow the owner verification steps.

TIPS:
- If you'd like to register with a different email than what was provided at time of sale, just tap on the "Login" button on the mobile app. This will take you to VW ID registration page to enter a new email address and create password. Once you confirm your new email, you will complete registration and verify ownership of the vehicle to complete the change.
- If you are an additional driver and not the vehicle owner, the owner will need to invite you to register by going to the VW Car-Net Account Management page. They will select "Add Driver" and enter your email address.
- For some vehicles (models 2014-2019) you can add a vehicle by obtaining the Account Number and PIN from the vehicle owner. This will be sent via 2 emails to the owner upon enrollment of VW Car-Net.

Remote Access

When on the REMOTE tab, on the HOME screen



Remote Locking & Unlocking[3]

Tap 🔒 to lock your doors.

Tap 🔓 to unlock your doors.

Remote Honk/Flash

Tap 💡 to flash the lights for 10 seconds.

Tap 📯 to sound the horn and flash the lights for 10 seconds.

Remote Start & Stop[2] (if equipped)

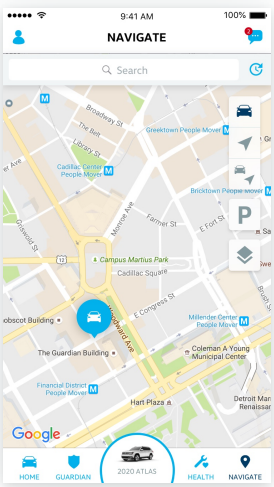
Tap START to start your VW.

Tap STOP to stop your VW.

Remote Start & Stop Tips:
Dealer installed Remote Start may take between 24-48 hours to show on the mobile app.
Your mobile device needs to be paired to your vehicle for Remote Start & Stop to function. Go to "Manage Paired Devices" under the Account Management screen (👤), then proceed to your vehicle and accept notice on the touch screen display. Remote Start is only available within the VW Car-Net mobile app.

Navigate

When on the NAVIGATE screen



Find Last Parked Location[4]

Tap 🚗 to see your VW's location.

Tap ➤ to see your location.

Tap 🚗➤ to see your VW and your location.

Tap P to see available parking options.[5]

Send a Location to Your Factory-Installed In-Vehicle Navigation[6]

Tap 🔍, enter a destination or key word. Select the location pin on the map.

Tap SEND TO MY VW to begin your navigation in the Vehicle.

Safe & Secure (requires paid subscription)

Your Volkswagen Vehicle is equipped to connect you to help when you need it.

Buttons inside your Volkswagen Vehicle

Wrench Button connects you to VW Roadside Call Assist[7]

i-Button connects you to a VW Car-Net Response Center Specialist

SOS Button connects you to the Emergency Response Center

Anti Theft Alerts[8]

Download the Car-Net Mobile App to get an alert notification when your vehicle's intrusion alarm goes off.

Stolen Vehicle Locator[9]

If your vehicle is ever stolen, Car-Net® Safe & Secure can work with authorities to help locate it.
- Contact the police.
- File a police report.
- Call VW Car-Net Response Center at 1-833-648-2735

IMPORTANT: You must verify you are the owner of the vehicle and provide the police report case number before VW Car-Net can assist law enforcement in locating your vehicle.

Volkswagen car-net®

Quick Reference Guide

Diagnostics & Maintenance

Check how your vehicle is performing and receive service reminders to keep your vehicle healthy and happy.

When on the HEALTH screen

Vehicle Health Report[10]

Get a snapshot of your vehicle's condition. The report shows mileage and status of key vehicle systems:

- Driver assistance systems
- Safety equipment
- Tires and brakes
- Heating and air conditioning equipment
- Engine, transmission, and powertrain

Service Appointment Scheduling

Schedule dealer appointments through your VW Car-Net app. Vehicle Health reports can be sent to your preferred dealer prior to your appointment.

In-Vehicle Wi-Fi (requires trial or paid data plan)

Connect up to four passenger Wi-Fi[1] enabled devices, including smartphones, laptops, gaming devices, and more.

When on the BUY PLANS tab, on the HOME screen

Buy Plans Tab

Find the right plan for you. Choose from a monthly unlimited Hotspot data plan or have the convenience of connecting your vehicle to your existing mobile data plan.

SSID & Passphrase

To access your SSID & Passphrase, go to "Wi-Fi" under the Account Management screen ( ) and click on "SSID & Passphrase".

Guardian Services

Reduce worry when your loved ones are driving your VW Vehicle. Set Speed, Boundary, Curfew, and Valet alerts to receive an email or text message if the driver isn't following your car rules.

When on the GUARDIAN screen

Speed Alert[11]

Sends an alert when your car exceeds a pre-defined speed limit.

Tap speed alert.

Tap create new speed alert.

Name the alert & set the desired date and time constraints as well as speed limit

Curfew Alert[11]

Send an alert when your car is used during pre-determined times.

Tap curfew alert.

Tap create new curfew alert.

Name the alert & set the desired date and time constraints

Boundary Alert[11]

Sends an alert when your car enters or exits a pre-defined area.

Tap boundary alert.

Tap create new boundary alert.

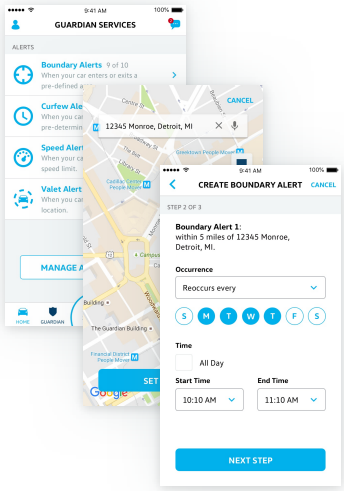
Search the location and set the parameters.

Set the desired date and time for the alert to be active

Adjust notification settings, and SAVE

Valet Alert[11]

Sends an alert if your car is driven outside of your preset valet location. You can manage the alert settings in the Car-Net app.

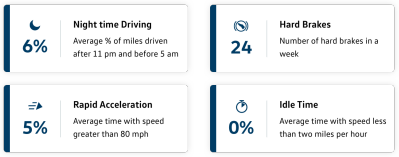


DriveView™[12]

With DriveView™, you may be eligible for discounts on auto insurance[13] and learn about your driving behavior. Get your daily, weekly, monthly, and cumulative DriveView™ score across 4 factors (Night time Driving, Hard Braking, Idle Time, and Rapid Acceleration.)

To enroll in DriveView™, go to "DriveView™" under the Account Management screen ( ) and accept the terms of service.

When on the TRIPS tab, on the HOME screen you can check your DriveView™ scores after driving for a while.



See applicable Terms of Service and Privacy Statement available at www.vw.com/carnet for details. Always pay careful attention to the road, and do not drive while distracted.
1. The Wi-Fi hotspot feature is intended for passenger use only. 4G LTE coverage is not available in all areas. See materials provided for terms, privacy, data security details. Requires trial or paid Wi-Fi plan from third party wireless provider.
2. Requires compatible factory-installed or dealer-installed remote start feature. See Owner's Manual for further details and important warnings about the keyless ignition feature. Do not leave vehicle unattended with the engine running, particularly in enclosed spaces, and consult local laws for any limitations on use. Standard text and data rates may apply.
3. Standard text and data rates may apply. See Owner's Manual for further details and important warnings about locking and unlocking your vehicle remotely.
4. Standard text and data rates may apply. Do not use feature to locate stolen vehicle.
5. Powered by Parkopedia. Requires parking facility participation. Volkswagen not responsible for accuracy of pricing & payment options, hours of operation, and features. See parkopedia.com for important information and details. Standard text and data rates may apply
6. Requires compatible factory-installed navigation system. Standard text and data rates may apply.
7. Roadside Call Assist connects you to a Roadside Call Assist third-party provider and may require additional payment for services rendered.
8. Requires paid subscription and VW Car-Net Mobile App. Standard text and data rates may apply.
9. Requires paid subscription. For use by law enforcement authorities only. See Terms of Service for details.
10. Refer to your vehicle's warning and indicator lights for the most current diagnostic information. Always consult owner's literature for maintenance guidelines.
11. Standard text and data rates may apply.
12. Discounted insurance rates may not be available in all states. Discounts are provided by third party auto insurance companies and are not guaranteed. Use of your vehicle by multiple drivers may impact your driving score and your ability to obtain discounted insurance. Always obey all speed and traffic laws.
13. Discounted insurance rates may not be available in all states. Use of your vehicle by multiple drivers may impact your driving score and your ability to obtain discounted insurance.
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