



# VOLKSWAGEN DEALER COMMUNICATION - USA ONLY

## Repair Available – Service Action 91AG / Reset Car-Net® Module (OCU)

**This notice is for:**

- |                    |                      |                          |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** October 12, 2020

**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 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.

**Repair:**

- REPAIR AVAILABLE – October 13, 2020 / 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.
- See ELSA/ServiceNet for complete repair & claiming instructions.
- Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
- Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:**

No parts needed.

**Affected Vehicles**

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

*\*Counts reflect overall population; some vehicles may have already been repaired. 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.*

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – October 2020

**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.

**-END OF MESSAGE-**

*Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.*