

## VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers, Sales and Service Managers, FOMS, and SOMS**  
Subject: **MY20 Passat Car-Net Availability – Coming in Q1, 2021**

We have some good news! ***Eligible*** MY20 Passat trims SE, SEL and R-Line sold last year will soon have the hardware available for dealers to order. You will get more information later in January on the ordering and installation process, as well as how to get paid for installation.

To help you with customer inquiries, we have some FAQ's to use as guidelines -

***How do I know if my MY20 Passat is eligible for Car-Net hardware installation?***

Most Passats sold after July of 2020 are not eligible for Car-Net. The best way to verify is the Monroney Label. If a customer has a Monroney label that says Car-Net will be available at a later date, then this customer will be able to schedule a service visit with you to get the hardware installed.

***When can I schedule a Service Appointment for the Car-Net hardware installation?***

The latest timing is that parts will be available for dealers in March timeframe. Please call back/check back with us in February to confirm timing.

***Does it cost me any money to get Car-Net?***

Customers will get the hardware installation at no charge. Enrollment is required to get standard Remote Access features for 5 years. Other services do required a paid subscription. Go to [vw.com/carnet](http://vw.com/carnet) for package and pricing details.

As we finalize the part availability for dealers, another communication with the full process details will be issued. The process will include a list of VINs that are eligible for the retrofit to help guide you. Look for another update at the end of next month.

Sincerely,



Frank Weith, Director, Connected & Mobility Services