

VWoA Compliance

From: VW OTA Support
Sent: Tuesday, October 5, 2021 9:35 AM
To: VWoA Compliance
Subject: FW: VW Car-Net Over the Air Software Updates

From: VW OTA Support <vwotasupport@vw.com>
Sent: Friday, September 17, 2021 3:11 PM
To: VW OTA Support <vwotasupport@vw.com>
Subject: VW Car-Net Over the Air Software Updates

VW Car-Net Software Updates

An **over-the-air (OTA) update** will be available for your Volkswagen vehicle. This is a **software** improvement that will be sent to your vehicle through wireless means upon consent. While this is not required, it will improve some Wi-Fi connectivity issues that you may be experiencing. It may also help VW Car-Net mobile app response time when communicating with our vehicle's software applications.

Here is what you can expect during an OTA update.

- 1 Software Update is Available** - upon ignition start, you will see an in-vehicle screen message that the update is available. To begin the download, touch "Download".
- 2 Download Initiated** – the download will start and requires the vehicle to be running. It usually takes 20 minutes to complete the download. If you turn off the ignition before the download completes, then it will restart the next time you turn on the ignition and drive. It may take a few drive times for the download to complete.
- 3 Download Complete /Installation Initiated** – you will get an in-vehicle screen message that informs you the download is complete. Begin installation by closing your vehicle door and touch "Start". You can then leave your vehicle and allow the installation to be complete.

NOTE: During the installation process, VW Car-Net services will not be active. We do not advise that you drive the vehicle during this time.
- 4 Installation Complete** – you will see an in-vehicle message and a VW Car-Net Mobile App message when the software installation is complete. If something should go wrong, you will receive further instruction.

Please make sure to download the [VW Car-Net Mobile App](#) and log in to get additional push notifications during this procedure.

Should you experience any issues, contact us at vwotasupport@vw.com

www.vw.com

Confidentiality Notice: This message (including any attachments) is intended exclusively for the individual or entity to which it is addressed. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by e-mail and delete all copies of the message.

Please consider the environment before printing this email