

VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Field, Dealer Principal, General Manager, Sales Manager, Service Manager, Parts Manager.**

Subject: **FOLLOW-UP: 3G Sunset for MY2014-MY2019 Car-Net Equipped Vehicles**

As a reminder to the previous communication, AT&T, the wireless telecommunication network associated with the VW Car-Net services in most MY14-19 Volkswagen vehicles, has informed us of its decision to discontinue 3G wireless service in the U.S. starting February 22nd, 2022. This means that impacted vehicles will no longer be able to transmit or receive data. In the interim, customers who are eligible can still enroll in a month-to-month paid subscription. If a customer has an active VW Car-Net Security & Service subscription, it will not extend past January 31, 2022.

Starting November 1st 2021, dealers are no longer able to enroll customers in the CPO/3 month VW Car-Net Security & Service trial. Please note that this option has been removed from the CPO checklist as well.

Additional information will become available in the coming months. In the interim, information on the nationwide 3G Sunset is available when visiting vw.com/carnet. Look for the tab at the top right corner labeled "**Model Years 2014-2019**" the click on "**3G Turndown**".

NOTE: This does not have any impact to VW Car-Net Next Generation vehicles, **model year 2020 and newer** or the recently launched Carrier of Choice program with Verizon and T-Mobile partners.

Sincerely,



Frank Weith, Director, Connected & Mobility Services