

Reminder: Your Car-Net Services are Ending

Option to Keep Connected Vehicle Services

<First and Last Name>
<Street Address>
<City, State and Zip Code>

Dear <First Name>,

Beginning February 22, 2022, AT&T, the wireless network provider for VW Car-Net, will discontinue their 3G wireless network. This means that the VW Car-Net telematics system on your <modelyear, model> will no longer function and your vehicle will no longer transmit or receive telematics data through the Car-Net system. If you have an active Car-Net subscription, it will not extend past January 31, 2022.

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Volkswagen has identified a technical solution that will restore your vehicle's connectivity by upgrading the hardware in your vehicle. *Due to the industry-wide supply chain issues, the replacement part required for this technology upgrade is anticipated to be available at your local Volkswagen dealership in Fall 2022. We will notify you when parts become available and provide you a one-time redemption offer code for a free repair. At that time, you can contact your dealer with your offer code to schedule a service to install the replacement part, at no charge to you.* Once this free service is complete, your vehicle will have the ability to receive connected services, however an active VW Car-Net subscription will be required to enjoy any of the connected vehicle features. Without an active paid subscription, Car-Net features will remain deactivated.

For the most up-to-date information on the 3G sunset, please visit our website at carnet.vw.com/3gsunset.