

## VWoA Compliance

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**From:** Volkswagen Now Dealer Communications <dealercomms@vw-now.com>  
**Sent:** Wednesday, January 12, 2022 10:30 AM  
**To:** VWoA Compliance  
**Subject:** FIELD COPY: 3G Sunset Update

Car-Net Team January 12, 2022

Customer Service Manager, Dealer Principal, General Manager, Parts Manager, Sales Manager, Service Consultant, Service Manager, Service Technician, Warranty Administrator

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After Sales

## 3G Sunset Update



Dear Volkswagen Dealers,

As we informed you earlier this year, AT&T has plans to shut down their 3G networks starting on 2/22/22. As a result, all MY2014-2019 Car-Net equipped vehicles will lose connectivity starting February 1, 2022, effectively shutting off all Car-Net functionality. MY2020 and newer vehicles are unaffected.

## CONNECTIVITY SOLUTIONS

The available solution will depend on the vehicle model year:

Beginning MY	Ending MY	Solution	Dealer Installed?	Approximate Availability Date
2014	2016	3rd Party Dongle from Mojio	N	February 2022
2017	2019	Operating Control Unit (OCU) Retrofit	Y	September 2022

## CUSTOMER OUTREACH

In the fall of 2021, Volkswagen notified impacted vehicle owners by email. In the coming months, we will inform them of the following optional connectivity solutions:

### MY14-16 Vehicle Owners

Customers will be directed to Mojio for a dongle. This solution will offer several similar Car-Net features, including:

- Trip Statistics
- Last Parked Location
- Vehicle Health Reports and Maintenance Reminders
- Dealer Locator and Schedule a VW Dealer Visit
- Boundary, Speed and Curfew Alerts
- Automatic Crash Notification – calls designated emergency contact
- Roadside Call Assistance – contacts VW Roadside 3rd party provider
- Wi-Fi Hotspot – additional data plan required

Additional subscriptions and service fees may apply.

### **MY17-19 Vehicle Owners**

Customers will be prompted to schedule an appointment with a Volkswagen dealership to replace the current OCU1 hardware in their vehicles with OCU3 hardware. Once the new hardware is installed, Car-Net features will only be available with the purchase of an active Car-Net subscription.

### **NO-COST SOLUTION AVAILABILITY**

Some customers will qualify to receive the solutions described above at no cost, based on the vehicle's months in service at time of the 3G network shutdown. The number of months will vary based on other factors such as Model Year, original equipment, and kind of purchase. Once the solutions are available, qualifying customers will receive a voucher via email or mail with a unique, one-time use code.

For 2017-2019 vehicles, the owner must present their unique code to their preferred Volkswagen dealer at time of OCU replacement in order for the dealer to be reimbursed for the no-cost retrofit. Dealers will need to include the unique code with their claim submission in SAGA in order to be paid standard warranty rates for parts and labor.

If a customer does not receive a voucher and would like to check their eligibility, they will have access to a web-based look-up tool; if they are eligible, the tool will advise them to contact Customer CARE to get their unique code.

### **KEY DEALER ACTIONS**

2014-2016:

No action is required from dealers. Please refer inquiring customers to the look-up tool for next steps.

2017-2019:

When a customer contacts your dealership to schedule the retrofit, confirm that the customer has their unique code. You will be required to enter this code in the SAGA claim to be eligible for payment. Each code may only be used once; claims with duplicate or inaccurate codes will not be reimbursed. Please note, dealer inventory vehicles are not eligible for repair.

Please watch for further communications regarding parts ordering, repair instructions, and claim coding.

Sincerely,  
The Car-Net Team

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