91-20-09TT - Car Net® 2.0 - Emergency Call Module and Communication Unit -J949- Green Light Does Not Illuminate　　**Release date:**　　2/4/2022

Condition

ATTENTION:
THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles					
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**
Jetta, Golf, GTI, Passat, Arteon, Tiguan LWB, Atlas, Atlas Cross Sport	2020-2022	All	All	All	All
Taos	2022	All	All	All	All

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2060342/5	2/4/22	91-20-09	Content added.
2060342/3	8/27/20	91-20-09	Model and model year update.
2060342/2	8/10/20	91-20-09	Metadata update.
2060342/1	7/24/20	91-20-09	Original publication.

Technical Background

Car-net® 2.0 may not fully complete the initial Register and Pairing process (R&P) after removal of transport mode during ePDI. This may result in a lack of functionality and the green Car-net® LED in the overhead console not illuminating.

On MY 2020 - 2022 vehicles equipped with Car-Net® 2.0 while performing the PDI:

- Once you take the vehicle out of transport mode, it may take up to 30 minutes for the system to come on line. The green light is an indicator that the vehicle has made a good connection.

- No green light ON indicates that no connection was established. All vehicles equipped with Car-Net® 2.0 will need the green light ON, prior to being delivered to the customer.

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Service

In order for Car-Net® 2.0 to successfully complete the R&P process, perform the transport mode removal test plan using only Guided Fault Finding (GFF). Performing the transport mode removal test plan using Vehicle OBD may not enable all functionality and result in additional steps. Once the test plan completes, check if the green light is illuminated. If it still is not illuminated, take the vehicle outside and let it run for approximately 15-20 minutes.

If the concern still remains and the green light is not illuminated, perform the following steps:

Part 1.

1.1. Connect the ODIS tester to the vehicle and initiate Guided Fault Finding (GFF).

1.2. Once the GFF module interrogation is complete, select Address 0075 Emergency Call Module and "right click", then select "Adaptation".

1.3. Search for "mobile online services, activation threshold". If the "Current value" is NOT 0, manually change the value to 0, then attempt to re-initiate the R&P process.

Figure 1.

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If there is no change in the condition, check the measured value in Address 0075 via "Read measuring values" and search for "Status GPS Reception" and "Connection status".

Status GPS Reception should show a minimum value of 3 tracked satellites.

Connection status Validity should read "valid".

Figure 2

If there is still no change in the condition, proceed to step Part 2.

Part 2. (With the ignition OFF)

2.1. Open the driver door.

2.2. To the left and below the steering wheel, open and remove the pull out compartment door (Approx. 4"x 6") by pressing the detent lever inside/above, exposing the fuse box.

2.3. Remove the 7.5 amp fuse in position SC17 (for all MQB platform vehicles).The instrument cluster losing power is an indication that the proper fuse was pulled. (Figure 3.)

2.4. Wait 5 minutes with the fuse out to allow the Control Module for Emergency Call Module and Communication Unit -*J949*- internal backup battery to completely discharge.

2.5. Re-insert the fuse into the slot and reinstall the pull out door.

2.6. Switch the vehicle ignition ON and observe the 3 button module for 2 minutes.

2.7. If the green light illuminates, the process was successful.

2.8. If the green light is not illuminated after 2 minutes, keep the vehicle running outside for an additional 20 minutes to allow the process to complete.

2.9. After 20 minutes, if the green light is illuminated, the process is complete.

2.10. If the green light is not illuminated, switch the vehicle OFF and contact the VW Technician's Helpline at 800-678-2389.

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Figure 3. SC17

Additional Information