

From: [Volkswagen Now Dealer Communications](#)
To: [VWoA Compliance](#)
Subject: [From: External] FIELD COPY: myVW Connectivity - Red Light Flashing
Date: Wednesday, April 8, 2026 10:15:52 AM

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By **Connected Services** April 8, 2026

Dealer Principal, General Manager, Parts Manager, Sales Manager, Service Administrator-Other,
To Service Consultant, Service Manager, Service Technician

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Brand

myVW Connectivity - Red Light Flashing

alt_text



Dear Volkswagen Dealers,

We have recently identified an issue affecting myVW connectivity for vehicle models built since mid-January 2026 with T-Mobile as the cellular service provider.

- Issue description: flashing red overhead-module LED with diagnostic trouble code (DTC) B200500.
- Note: this issue affects multiple carlines and is not restricted to a specific model.

Over the period of 4/4/26 through 4/5/26, a software update was transmitted to all connected devices impacted by this issue. Cars that previously exhibited the flashing red LED and had the B200500 DTC will automatically correct themselves over the next week as part of an automatic module reboot cycle.

In the event the LED in the vehicle is still flashing and the B200500 DTC is present after this update, please follow the steps listed below.

New Cars at PDI

- For new cars taken out of Transport Mode after 4/5/26, this issue should not be present as these cars should connect.
- For new cars that were taken out of Transport Mode before 4/5/26, and still exhibit the flashing red LED with the B200500 DTC, technicians will need to complete the following steps to recover the car:
 1. Place the car in an area with good cellular coverage.
 2. Open the driver door.
 3. 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.
 4. For MQB platform vehicles (Jetta, Tiguan, Taos): remove the 7.5

amp fuse in position SC17. For MQB-37W platform vehicles (Atlas, Atlas Cross Sport, GTI and Golf R): remove the 7.5 amp fuse in position SC19.

5. Wait 15 minutes with the fuse out to allow the Control Module for Emergency Call Module and Communication Unit -J949- internal backup battery to completely discharge.
6. Re-insert the fuse into the slot and reinstall the pull out door.
7. Switch the vehicle ignition ON and observe the 3-button module for 2 minutes.
8. Check the Elsa2Go status to see if the process was successful. (After performing any recovery task, you will need to press the “Refresh Status” link on the Elsa2Go screen.)
9. If the Elsa2Go status is not correct after 2 minutes, keep the vehicle running outside for an additional 20 minutes to allow the process to complete.
10. After 20 minutes, check the Elsa2Go status to see if the process was successful. Status indicators have changed to “Connected” and “Complete”.

Customer Owned Cars

- New cars that were taken out of Transport Mode prior to 4/5/26, and exhibit the flashing red LED and having the B200500 DTC, need the following steps to recover the car:
 1. Place the car in an area with good cellular coverage.
 2. Open the driver door.
 3. 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.
 4. For MQB platform vehicles (Jetta, Tiguan, Taos): remove the 7.5 amp fuse in position SC17. For MQB-37W platform vehicles (Atlas, Atlas Cross Sport, GTI and Golf R): remove the 7.5 amp fuse in position SC19.

5. Wait 15 minutes with the fuse out to allow the Control Module for Emergency Call Module and Communication Unit -J949- internal backup battery to completely discharge.
6. Re-insert the fuse into the slot and reinstall the pull outdoor.
7. Switch the vehicle ignition ON and observe the 3-button module for 2 minutes.
8. Check the Elsa2Go status to see if the process was successful. (After performing any recovery task, you will need to press the “Refresh Status” link on the Elsa2Go screen.
9. If the Elsa2Go status is not correct after 2 minutes, keep the vehicle running outside for an additional 20 minutes to allow the process to complete.
10. After 20 minutes, check the Elsa2Go status to see if the process was successful. Status indicators have changed to “Connected” and “Complete”.

Due to the impacted services, the following email is being sent to all affected vehicle owners whose Sales date is prior to 4/5/26:

"We recently identified an issue that is impacting the availability of your vehicle's emergency services.

You may have noticed the light on your vehicle's overhead module is blinking red. The blinking red light indicates that some of the features and services associated with the overhead button module are not available.

If you are currently enrolled in myVW and have an active Safe and Secure subscription, the following features are currently unavailable in your vehicle:

- Information Assistance: i-Call button
- Roadside Call Assist: Wrench button

Emergency Assistance: SOS button

- Automatic Crash Notifications

Since some of your vehicle's emergency services are unavailable at this time, in the event of an emergency please call 911 directly.

While the features above are currently unavailable in the vehicle, you can still access some of the services through the mobile app:

- To access Roadside Call Assist in the myVW app, go to the service tab and scroll to the bottom of the page. Then tap Roadside Assistance, from there you can choose to call or schedule online.
- If you are not currently enrolled in myVW: you will not be able to enroll using the i-Call button within the vehicle. However, you can still enroll through the myVW mobile app.

We have identified a potential solution and are actively working on implementing it for your vehicle via software update. No further action is required from you at this time. Once the issue has been resolved, the module light will turn from blinking red to green.

If the light in your vehicle has not changed to green by April 15, 2026, please bring it to your local dealer for service.

Please note: Safe & Secure is a service included with the purchase of your vehicle for a limited duration. There are no additional charges associated with this issue."

Thank you for your attention to this matter.

Sincerely,

signature Katja Ng



Fabio Rabelo

Vice President, Business Transformation & Connected Services

Volkswagen of America, Inc.

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