



## Technical Tip

<b>Topic</b>	91-14-01TT – Eos, Jetta, Beetle, Passat, CC, Tiguan Car Net™ Equipped Vehicles- False Outbound Calls
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Volkswagen
<b>Date</b>	April 28, 2017

## Condition

**ATTENTION:**

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.**

**TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

### Car Net™ False Outbound Calls

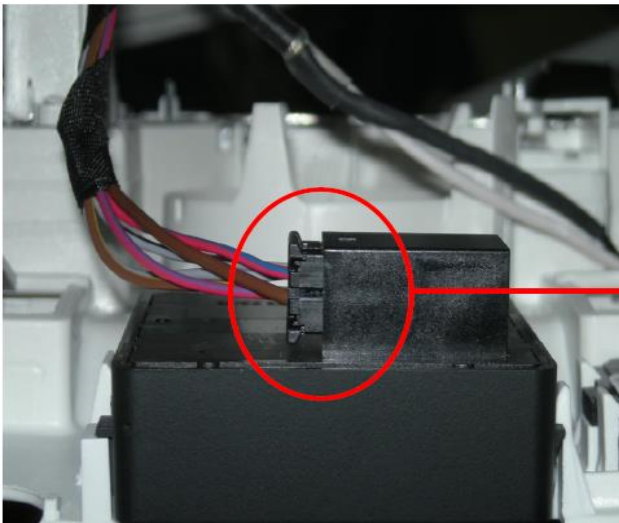
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Eos, Jetta, Beetle, Passat, CC, Tiguan	2014-2017	All	All	All	All

## Technical Background

Customer complains of false outbound Car Net™ calls.

## Service

If a 2014-2017 Model Year vehicle equipped with the Car Net™ system experiences a customer complaint where the system is placing false outbound calls, it is possible that the cause is a loose or unplugged connector at the 3-Button Assembly in the overhead console. If this concern is verified and there is no damage to the terminal(s) or connector(s), simply secure or plug in the loose connector.





## Additional Information

<b>Revision History</b>		
<b>Revision Number</b>	<b>Released Date</b>	<b>Reason For Update</b>
2036224/5	April 28, 2017	Include model year 2017 applicability.
2036224/1	January 17, 2014	Original publication.

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