Technical Tip

Topic	91-14-01TT – Car Net™ Equipped Vehicles- False Outbound Calls
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	November 2, 2018

Condition

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

Car Net™ False Outbound Calls

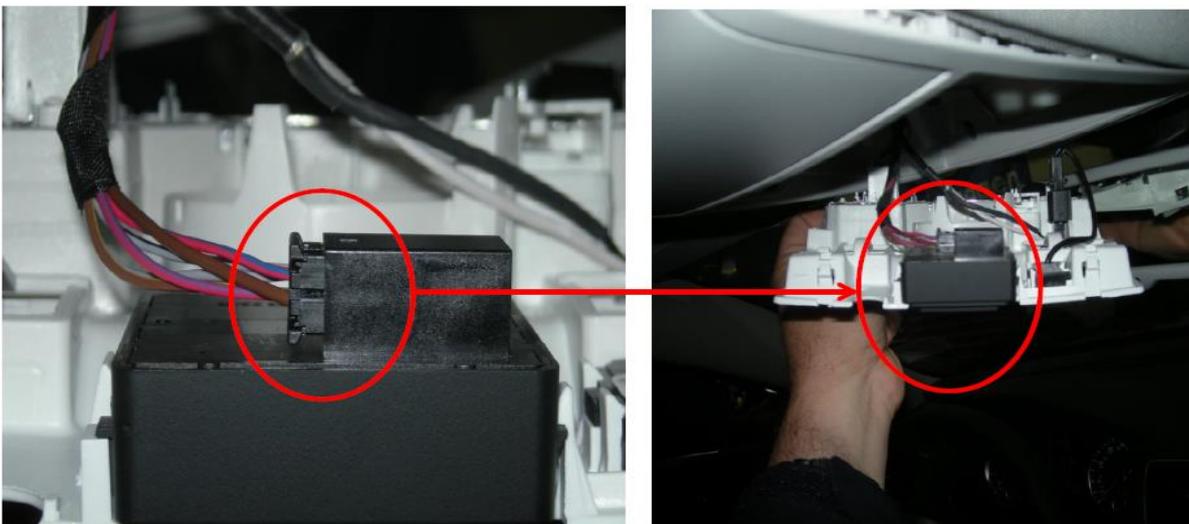| Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Eos, Jetta, Beetle, Beetle Convertible, Passat, CC, Tiguan, Atlas, Tiguan LWB	**2014-2019**	**All**	**All**	**All**	**All**

Technical Background

Customer complains of false outbound Car Net™ calls.

Service

If a 2014-2019 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

Revision History		
Revision Number	**Released Date**	**Reason For Update**
2036224/7	November 2, 2018	Update to model and model year applicability.
2036224/6	July 7, 2017	Update to latest standard.
2036224/5	April 28, 2017	Include model year 2017 applicability.
2036224/1	January 17, 2014	Original publication.