



91-19-04TT - Car Net 2.0 - Green Light Does Not Come On After Switching OFF Transport Mode

Release date: 4/01/2020

**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
Tiguan LWB, Cross Sport, Atlas, Jetta, Golf, GTI, Arteon	2020, 2021	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2058078/2	4/1/20	91-19-04	To include additional models and model year applicability.
2058078/1	12/13/19	91-19-04	Original publication.

### Technical Background

If the green light of the Telematics Control Head -**E264**- above the rear-view mirror does not come on within approximately 15 minutes after completion of the ePDI process and has been taken outside with clear line of sight to the sky, reference the following.

### Service

**Part 1.** (With the ignition OFF)

1. Open the driver door.
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.
3. Observing the fuses, starting from the upper left corner, the second row down, 3<sup>rd</sup> slot over (there may or may not be a fuse in the first slot so count carefully), remove the 7.5 fuse, at location SC17 (Figure 1.)
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.
5. Re-insert the fuse into the slot and reinstall the pull out door.

**Part 2.**

1. Turn the vehicle ignition on and allow the vehicle to run for 15-20 minutes outside, with clear line of sight to the sky.
2. After 20 minutes, observe the 3 button Telematics Control Head -**E264**- above the rear-view mirror and determine if the green light is on.



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Figure 1.

### Additional Information

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