



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
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
2059154/1	4/1/20	91-20-02TT	Original publication.

Technical Background

Support for next generation Car-Net® introduced in 2020 models.

Service

Technical support for Car-Net® will now be handled by the VW Technicians Helpline. Phone number 800-678-2389.

Non-Technical concerns will be addressed by the Bosch Call Center and includes the following:

- Enrollment Support
 - Verification of enrollment
 - Verification of service package & upgrades
 - Reinstatements (sale unwind)
 - Cancellations
- Service Execution
 - Explanation of Car-Net® services
 - Commands to vehicle
 - Use of CWP
 - Use of Mobile App
- Account Management
 - Password reset
 - Contact information updates
 - User role addition and changes
 - Communication preferences
 - Billing inquiries
 - Other inquiries, complaints and issues

Contact the Bosch Call Center at 833-982-2048



Additional Information

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