



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

Release date: 5/01/2020

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
2058078/4	5/1/20	91-19-04TT	To change title.
2058078/3	5/1/20	91-19-04TT	Add procedural steps to clarify instruction.
2058078/2	4/1/20	91-19-04TT	To include additional models and model year applicability.
2058078/1	12/13/19	91-19-04TT	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. Remove the 7.5 amp fuse in position SC17 (for all MQB platform vehicles).The instrument cluster losing power is an indication that the proper fuse was pulled. (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 observe the 3 button module for 2 minutes.
2. If the greenlight illuminates, then the process was successful.
3. If the green light is not illuminated after 2 minutes, keep the vehicle running outside for an additional 20 minutes to allow the process to complete.
4. After 20 minutes, if the green light is illuminated, the process is complete.



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

Release date: 5/01/2020

5. If the green light is not illuminated, turn the vehicle off and contact the VW Technician's Helpline at 800-678-2389.



Figure 1.

Additional Information

© 2020 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.