

To: Dealer Service, Service Technicians

Subject: **Important Follow-up VW Car-Net Information regarding OCU3 Replacements**

*Thanks for your patience with the VW Car-Net issues you may have experienced recently with the OCU3 Replacement Register and Pair process (Green Light) It was determined that a bug in the backend code was causing all replacement OCU replacements to fail and therefore the green light was not illuminated, which means no connectivity. A hotfix has since been put in place and this situation is resolved as of 11/20/20.*

*OCU3 replacement parts that were ordered should now be installed successfully. Please proceed in a normal manner.*

Sincerely,



Frank Weith, Director, Connected & Mobility Services