



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, ID.4, Taos	2020-2022	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2059154/3	6/18/21	91-20-02TT	Updated to include additional models and model year applicability.
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 enrollment
 - Verification of service package & upgrades
 - Reinstatements (sale unwind)
 - Cancellations
- Service Execution
 - Explanation of Car-Net® services
 - Commands to vehicle



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- 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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