


Please read the helpful information outlined below that will assist dealership Sales and Service teams in answering customer questions or issues for VW Car-Net.

myVW Mobile App has replaced the VW Car-Net App

myVW is an ownership experience and as part of that, a new myVW app was released on March 22nd, 2022. Current users of the Car-Net app have received an app update or will be prompted to download the new app version the next time they use the Car-Net app. All the same great features of Car-Net are in the app, along with some new owner features.

Remote Start Not Working

The reason for this could be a vehicle issue or a mobile app issue. In order to determine the cause, the customer can complete a preliminary check. First, make sure the customer's vehicle is in good coverage area and green light is on. **< If not, then follow tech bulletin for OCU >**

1. **Does the remote start work with the key fob?** If not, this is most likely a vehicle issue that needs investigating and not an issue specific to Car-Net.
2. **Does the customer have their mobile phone paired to the vehicle?** The customer can verify this by going to the  Account tab in the myVW mobile app and selecting "vehicle management", then tapping the vehicle, then selecting "paired devices".
 - a. The customer can pair the phone by clicking "**Pair this Device**".
 - b. **If a device is already paired**, often times deleting it and re-PAIRNG the device will fix the issue – the customer can do this swiping left and tapping "**Delete**" for the current paired device. Next, the customer should tap on the button at the bottom of screen "**Pair this Device**".
 - c. Once a new device is paired, the user may have to go to the vehicle, turn on the ignition and accept the paired device request to complete the process. NOTE: it could take a few minutes for the phone to get fully paired.
3. **Does the vehicle have low fuel?** Remote start doesn't work if the fuel level is low and the low fuel indicator is on.
4. **Are the doors locked?** While remote start should work when the doors are unlocked by first sending a door lock request, then a remote start command, the vehicle response to both commands can cause a timeout error. **For best results** - ensure the vehicle is locked before sending the Remote Start command.

If determined to be a Car-Net related issue for Remote Start, please follow normal troubleshooting procedure as outlined in the Technical Bulletin.

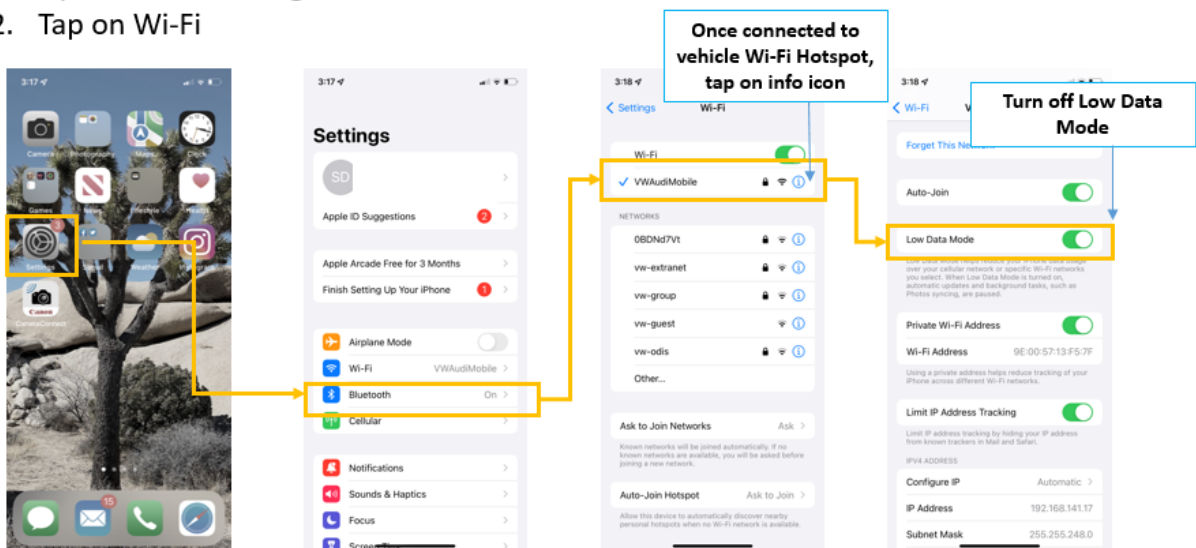
Wi-Fi Not Working

If the customer has an active data plan and believes their Wi-Fi isn't working, here are some steps to follow:

1. **Confirm that vehicle has an active data plan** – customer can view this in the myVW app under the store 🏪.
2. **Ensure that the connected phone/iPad is not in a low data or metered data setting** because this will restrict high data usage apps or websites to prevent your data from being depleted.

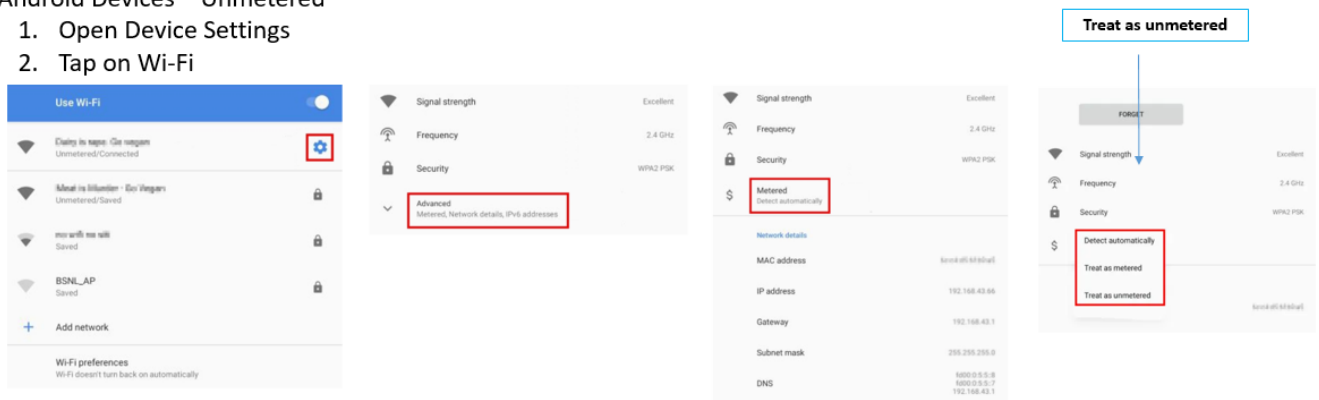
iOS Devices – Low Data Mode

1. Open Device Settings
2. Tap on Wi-Fi



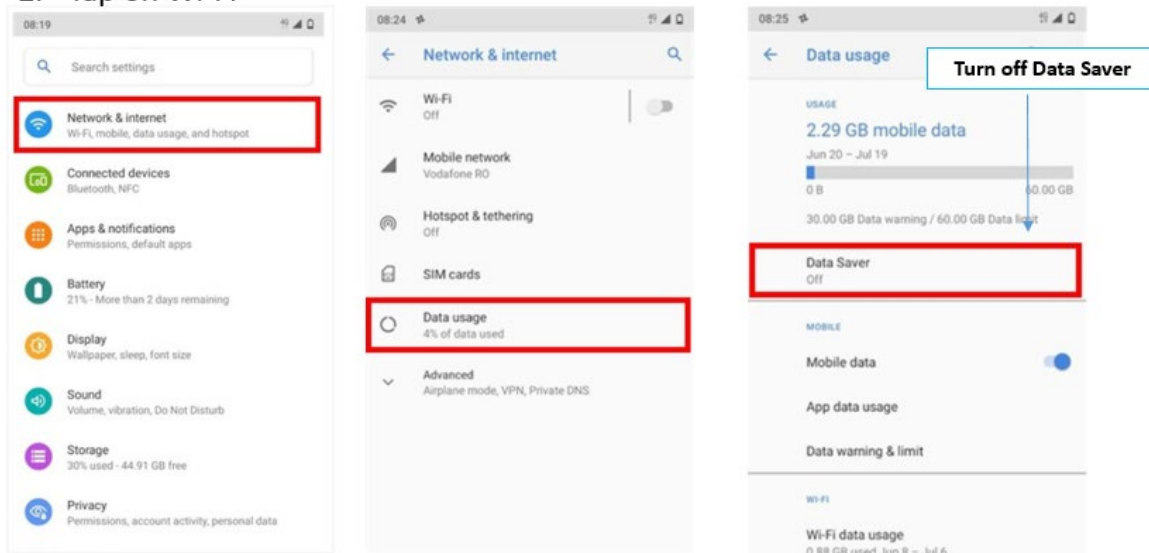
Android Devices – Unmetered

1. Open Device Settings
2. Tap on Wi-Fi



Android Devices – Data Saver

1. Open Device Settings
2. Tap on Wi-Fi



MY20 - 22 Passat Does Not Have VW Car-Net Remote Start through the myVW App

Passat models are not compatible with the VW Car-Net hardware required to enable remote start through the myVW app.

Enrollments - COVID enrollment form should no longer be used

While this was an acceptable/ contactless way to enroll customers during the pandemic, **the Car-Net team will no longer be accepting the paper form via email.**

- ✔ The best way to enroll a customer in VW Car-Net Remote Access is by enrolling the customer **through the Dealer Hub during the sales process.** In just a few steps the customer will be able to sign using your computer or you may direct the customer to reply "YES" to the one-time SMS text message that can be sent. Alternatively, the dealer/customer can press the iButton within the vehicle's 3-button module and inform the representative that you are with the customer who wants to enroll in Car-Net.