

VWoA Compliance

Subject: Get ready for improvements

From: Volkswagen of America

Sent: Tuesday, June 13, 2023 1:04 PM

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Dear Ken,

Starting June 1 of this year, we're extending our Safe & Secure connected vehicle emergency services¹ to owners/lessees of Model Year 2020 to 2023 Volkswagen vehicles equipped with VW Car-Net hardware² at no cost for five years.

This five-year complimentary Safe & Secure plan is designed to support you when you're out on the road with these helpful services:

- [Emergency Assistance](#)³- If you or a passenger needs help, you can press the SOS Button in your vehicle and a Safe & Secure Emergency Specialist can send help to your vehicle's location.
- [Automatic Crash Notifications](#)³- If and when your airbags go off, you will automatically be contacted by Safe & Secure Emergency Specialist to see if you need help.
- [Anti-Theft Alerts](#)⁴- You get alerts on your smartphone through the myVW app when an intrusion detection alert is activated while you are away from your vehicle. (*Requires the myVW app*)
- [Stolen Vehicle Locator](#)⁵- If your vehicle is stolen, upon your authorization, a Safe & Secure Emergency Specialist can work with authorities to access your vehicle's location remotely.

- Anti-Theft Alerts⁴- You get alerts on your smartphone through the myVW app when an intrusion detection alert is activated while you are away from your vehicle. (*Requires the myVW app*)
- Stolen Vehicle Locator⁵- If your vehicle is stolen, upon your authorization, a Safe & Secure Emergency Specialist can work with authorities to access your vehicle's location remotely.
- Information Assistance⁶- You can call one of our agents for help using the i-button in the vehicle so that you can keep both hands on the wheel and your eyes on the road.

To learn more about this offer, please visit our [Frequently Asked Questions](#).

Software Update Required:

You'll be able to enjoy the complimentary Safe & Secure plan once your vehicle successfully completes a free software update to help improve the functionality of mobile network communications capabilities in your vehicle. This update is necessary to address a connectivity issue where the indicator in the vehicle shows the vehicle is connected and all services are available when in fact, this may not be accurate. *We will attempt to perform this update over-the-air.* Once this software update is available, you will receive an in-vehicle notification in the infotainment system. Simply follow the on-screen prompts to proceed with the free software download and installation.

Upon installation, you can expect *minor bug fixes and enhancements including:*

1. Improvements in the Connected Service Module including registering, pairing and responsiveness of Car-Net connected services,
2. Repairs to the in-vehicle microphone, and
3. GPS bug fixes

For more information about software updates go to vw.com/software.

Once this update is complete, you will need to accept the Car-Net Terms of Service and activate the plan in the Shop section of the myVW app. Coverage will expire on May 31, 2028.

Additional action may be required!

If the software update fails to complete over-the-air, WE WILL NOTIFY YOU when there is an available repair at your local Volkswagen dealer. The timing of an available in-dealer repair is unknown at this time. **While you're still eligible to enroll in Safe & Secure, it's important to note that without the completed software update, some Safe & Secure services including Emergency Assistance, Anti-theft Alerts and Automatic Crash Notifications may be unavailable or inactive.**

Disclaimers:

1 Five (5) year complimentary plan applies to MY20 to MY23 vehicles equipped with Car-Net hardware. Most MY20 Passat vehicles are not equipped with Car-Net hardware. Valid in the U.S. only. Rental fleet vehicles and vehicles that are or have been classified as totaled, salvaged, or rebuilt are not eligible. For customers who do not have an existing Safe & Secure plan, the Safe & Secure complimentary plan will begin on original (new, unused) vehicle in-service date or June 1, 2023, whichever is later. Enrollment in the complimentary plan is required for services to be activated. For customers who already have an active Safe & Secure subscription, complimentary plan will begin after paid subscription has been exhausted. Remainder of Safe & Secure plan is transferable. Paid subscription is required to continue services after complimentary plan expires. Services require VW ID, myVW app, and myVW account, cellular connectivity, network compatible hardware, availability of vehicle GPS signal, and acceptance of myVW and Car-Net Terms of Service (for use of the myVW application(s) and Car-Net service). Offer not redeemable for cash. Services depend on connection to and continued availability of 4G LTE cellular service, which is outside of Volkswagen's control. Services are not guaranteed or warranted in the event of 4G LTE network shutdowns, obsolescence, or other unavailability of cellular connectivity that relies on existing vehicle hardware. Always pay careful attention to the road and do not drive while distracted. All services and features may not be available on all vehicles. For example, ID.4 vehicles do not include Stolen Vehicle Location services or Anti-Theft Alerts, and MY21 ID.4 vehicles do not have the Information Assistance service. Some features may require the most recent software update. Certain Car-Net services may require additional payment for emergency and other third-party services rendered such as towing or ambulance transport services. Standard text and data rates may apply.

2 Most MY20 Passat vehicles are not equipped with Car-Net hardware and therefore are not included in this Safe & Secure complimentary plan.

3 May require additional payment for emergency and other third party services rendered such as towing or ambulance transport services.

4 Requires myVW mobile app. Standard text and data rates may apply. ID.4 Safe & Secure plan (for all model years) does not include Anti-Theft Alerts.

5 MY21 ID.4 Safe & Secure does not include Information Assistance.

6 For use by law enforcement authorities only. See Terms of Service for details. ID.4 Safe & Secure plan (for all model years) does not include Stolen Vehicle Location services.