

## VWoA Compliance

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**From:** Volkswagen Now Dealer Communications <dealercomms@vw-now.com>  
**Sent:** Friday, October 27, 2023 8:15 AM  
**To:** VWoA Compliance  
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VW Customer Experience & Digital Strategy October 27, 2023

All Dealership Personnel

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CX & Marketing

## 3G Sunset Update



Volkswagen

car-net

Dear Volkswagen Dealers,

As of February 22, 2022, AT&T, the wireless network provider for VW Car-Net, discontinued its 3G wireless network. This decision disabled the VW Car-Net system on Car-Net equipped 2014-2019 Volkswagen models. In these vehicles, the green light in the overhead console will no longer illuminate, indicating there is no longer an active connection and the vehicle can no longer transmit or receive data. This means the features below are no longer available. However, for some MY2017-2019 Car-Net equipped vehicles, Volkswagen has been working on a technical solution that will enable resumption of some telematics services. **Due to unanticipated difficulties, the timing to release a technical solution, if any, is uncertain at this time.** We will provide updates when we have more information.

Features Impacted by 3G Sunset:

#### **Safe and Secure**

SOS and Emergency Call Feature, Roadside Call Assistance, Stolen Vehicle Locator, Information Assistance and Automatic Crash Notifications.

#### **Remote Access**

Remote Lock and Unlock, Remote Honk and Flash, Vehicle Health Reports, Fuel Status, Mileage Trip Statistics, Send POI, Boundary Alerts, Curfew Alerts, Valet Alerts, Speed Alerts and last parked location\* made available through the mobile app are no longer functional or accessible.

\* Remote Unlock/Lock and Remote Panic Button Honk using the vehicle's key fob are not impacted by the 3G sunset.

#### **CUSTOMER INFORMATION**

For customers seeking additional information on the impacts of the 3G sunset and potential solutions, please refer the customer to the VIN look-up tool on the Car-Net 3G Sunset website

[For Customers](#)

#### **KEY DEALER ACTIONS**

At this time, there is no action needed from you. **It is important to note, replacing the OCU will not restore connectivity, and is not claimable under warranty.** If a customer should contact you regarding potential solutions, please refer them to the Car-Net 3G Sunset website

Dealer Actions

For more information on the 3G Sunset, see available FAQs.

FAQ

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