

What is the 3G Sunset?

Telecommunication providers are consistently improving their networks, as seen with the transitions from 2G to 3G to 4G to 5G. In order to free up resources for the newer and faster 5G services, telecommunication providers are turning off their 3G networks. This is known as technological obsolescence. This means that any device relying on the 3G network, including the SIM hardware currently provided by AT&T and found on most 2014-2019 Volkswagen models will no longer transmit or receive telematics data through the Car-Net system as of February 22, 2022. Depending on your vehicle model year, Volkswagen has identified technical solutions that will continue to offer telematics services. [Click here](#) to look up your VIN and see what options are available to you.

How will I know when the 3G sunset has taken effect?

For current Car-Net subscribers, 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. If you are not a subscriber, the 3G sunset will not impact any vehicle services though the hardware in your vehicle will become obsolete.

Will my 2014-2019 Volkswagen vehicle be impacted by the 3G sunset if I don't currently subscribe to Car-Net Services?

If you're not a current Car-Net subscriber, the 3G sunset will not impact any active vehicle services though the hardware in your vehicle will become obsolete.

How are my Car-Net Services impacted by the 3G sunset?

For Model Year 14-16 Volkswagen Vehicle and all e-Golf Customers

The VW Car-Net telematics system will no longer function and the vehicle will no longer transmit or receive telematics data through the Car-Net system. This means that the following features will no longer be available after the 3G network has 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*

*Remote unlock/lock and remote panic button honk using your vehicle's key fob are not impacted by the 3G sunset.

Car-Net Mobile App

Mobile app and customer web portal access will be restricted

For Model Year 17-19 Volkswagen Vehicles

As of February 22, 2022, the VW Car-Net telematics system will no longer function and the vehicle will no longer transmit or receive telematics data through the Car-Net system. However, Volkswagen has identified a technical solution that will restore your vehicle's connectivity by upgrading the hardware in your vehicle. Once this service is complete, your vehicle will have the ability to receive connected services, however, an active VW Car-Net subscription will be required to enjoy any of the connected vehicle features. Without an active, paid subscription, Car-Net features will remain deactivated.

Due to the industry-wide supply chain issues, the replacement part required for this technology upgrade is anticipated to be available at your local Volkswagen dealership in Fall 2022. We will update [this website](#) when parts become available – so check back periodically. Once the part becomes available, please confirm parts and labor costs with your local Volkswagen dealer before scheduling your repair.

Until the technical upgrade occurs, the following features will no longer be available after the 3G network has 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*

*Remote unlock/lock and remote panic button honk using your vehicle's key fob are not impacted by the 3G sunset.

Car-Net Mobile App

Mobile app and customer web portal access will be restricted

Which Volkswagen vehicles are impacted by the 3G Sunset?

All VW models listed below that are equipped with Car-Net will be affected by the 3G Sunset.

2014-2019	Passat	2014-2019	Golf R
2014-2019	Jetta	2014-2019	Golf
2014-2016	Eos	2014-2019	eGolf
2014-2019	Tiguan	2014-2019	GTI
2014-2019	Beetle	2014-2019	Golf Sportwagen
2018-2019	Atlas	2014-2018	CC
2018-2019	Arteon		

What happens if I am involved in an accident after my Car-Net services are no longer available?

VW Car-Net services like SOS and emergency call feature, online roadside assistance, Information Assistance and Automatic Crash Notifications will not be available.

For emergency services, please dial 911.

You can contact VW Roadside Assistance by calling **Volkswagen 24-hour Roadside Assistance¹ Number: 1-800-411-6688**

As an alternative, Volkswagen has identified an aftermarket connected car solution called Motion by Mojio. This optional solution is available to our customers at a special price of \$295, including an easy-to-install 4G LTE device and an 18-month service subscription*. Motion by Mojio features a mobile app for IOS and Android devices and provides a range of helpful app-based features, including: automatic crash notifications which automatically initiates a call with local emergency responders and shares crash information; live vehicle trip tracking; vehicle trip history, driving statistics, customizable notifications for a range of vehicle health, status and security alerts and more. For more information or to purchase Motion by Mojio, please visit www.motionbymojo.com.

For Model Years 2017-2019, Volkswagen has identified a technical solution that will restore your vehicle's connectivity by upgrading the hardware in your vehicle. Once this service is complete, your vehicle will have the ability to receive connected services, however an active VW Car-Net subscription will be required to enjoy any of the connected vehicle features such as **Safe and Secure's** SOS and emergency call feature, and automatic crash notifications. Without an active paid subscription, all Car-Net features will remain deactivated.

*Additional subscriptions and service fees may apply.

What options are available for my vehicle if I want to continue to use VW Car-Net service?

[Click here](#) to look up your VIN and see what options are available to you.

For the MY17-19 Volkswagen vehicles, what is the expected timing to restore connected vehicle services functionality?

Due to industry-wide supply chain issues, the replacement part required for the technology upgrade identified for MY17-19 vehicles is anticipated to be available at your local Volkswagen dealership in Fall 2022.

For the MY17-19 Volkswagen vehicles, what if I don't want to wait for parts to be available for the technology upgrade?

For customers seeking a temporary solution while waiting for parts availability, Volkswagen has identified Motion by Mojio as an optional solution at a special price to our customers of **\$295** and includes an 18-month subscription* – available starting February 1, 2022. With this aftermarket plug-in device, you can enjoy several similar Car-Net features including:

- Driving Statistics, including Vehicle Timeline, Trip History and RoadScore
- Last Parked Location
- Nearby Fuel Locations with Real-Time Pricing
- Vehicle Health Reports and Maintenance Reminders
- Geofence, Disturbance, Speed and Diagnostic Alerts
- Automatic Crash Notification – alerts your designated emergency contacts
- Virtual Glovebox with Document Storage

*Taxes and additional subscriptions and service fees may apply.

Complimentary Solution Inquiries and Redemption

How do you determine who is eligible for a complimentary solution?

Program rules and eligibility are based on the in-service date of the vehicle.

I hear there is a no cost solution, why am I not included?

Program rules and eligibility are based on the in-service date of the vehicle.

If I am not eligible for the complimentary solution, what is the cost?

MY14-16 Motion by Mojio - \$295 which includes the 4G LTE device with 18-month service subscription, plus taxes and fees.

MY17-19 Technical Upgrade - Each dealer sets its own pricing for parts and labor. Once part availability is announced in the Fall 2022, be sure to contact your local Volkswagen dealer before scheduling your repair.

¹ Roadside Assistance connects out to a 3rd party that may require additional payment.

I lost my offer code. What can I do to retrieve it?

If you haven't received an offer code or misplaced it, please contact Volkswagen Customer CARE through [chat](#) or by calling 1 800 822 8987.

My offer code does not work. Can you help?

For assistance with your offer code, please contact Volkswagen Customer CARE through [chat](#) or by calling 1-800-822-8987.

MY14-16 Motion by Mojo Product Inquiries

What is the Motion by Mojo solution and how does it work?

A dongle is an aftermarket plug-in device that attaches to the vehicle's onboard diagnostic ("OBD") port that is located beneath the vehicle's instrument panel. The Dongle provides a communication interface with the vehicle and uses a 4G LTE cellular connection to transmit the information from your car to the Motion by Mojo platform and mobile apps. Technical Features of the dongle include:

- 4G LTE Cellular Modem
- Built-in 3-axis G-sensor and 3-axis gyro for driving statistics crash detection

Where can I get more information on the Motion by Mojo solution?

For more information or to purchase Motion by Mojo please visit www.motionbymojo.com.

If there is a product issue (non-functioning) is there a warranty? For how long? Who is responsible for any additional goodwill on the product?

Mojo is responsible for customer support related to Motion by Mojo. Any and all product related issues should be directed to Mojo. Customers can contact Mojo's Customer support team by tapping on "Support" in the Motion by Mojo mobile app.

What if a previous owner claimed the dongle but didn't provide it at time of sale...will future owners get the benefit?

Offer codes have a one-time redemption. The subsequent customer has the option to purchase the solution direct from Mojo. For more information or to purchase Motion by Mojo please visit www.motionbymojo.com by January 20, 2024.

Is the subscription transferrable?

No, the subscription is not transferrable.