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 within certain 2014-2019 Volkswagen models and other manufacturers' vehicles will no longer have an active connection and will be unable to transmit or receive data. 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 Assistance Number: 1-800-411-6688

The ability to purchase or renew VW Car-Net plans is no longer available. Since this service will not be available for purchase, refunds will not be required. If you are enrolled in a multi-year plan that expires after January 30, 2022, Verizon will provide a pro-rated refund related to the services purchased. If you only have a general question about your current VW Car-Net subscription status for Model Years 2014-2019 vehicles, you can contact Car-Net Customer Care at (877) 820-2290.

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