



Service description
Mobile online services
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Service description
Mobile online services
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Portfolios

These instructions contain descriptions for the portfolios Guide & Inform, Guide & Inform Premium, Security & Service, Security & Service Basic, Security & Service Plus, We Connect, We Connect Go, We Connect Start and We Connect Plus.

Valid documents

In order to use the mobile online services, please observe and follow this service description, the owner's manual of the vehicle and the Terms and Conditions at www.myvolkswagen.net.

Linguistic form

For better legibility, the male form of address is used. However, this refers to all genders equally. The shortened linguistic form is used for editorial reasons and does not represent a value judgement.

Description of symbols



Refers to a section within a chapter that contains important information and safety notes  that should always be observed.



Indicates the end of a section.



Indicates situations in which the vehicle must be stopped as quickly as possible.

TM

The symbol means "Trademark" and identifies an recognised but not (yet) officially registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.



The symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

DANGER

Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.

WARNING

Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.

CAUTION

Texts with this symbol indicate dangerous situations which could lead to slight or medium injuries if you do not observe the warning.

NOTICE

Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.



Texts with this symbol contain additional information on the protection of the environment.



Texts with this symbol contain additional information.

Volkswagen AG works continuously to develop and further improve all vehicle types and models. Please understand that we must therefore reserve the right to alter any part of the vehicle and its equipment or technical specifications at any time. The data provided concerning scope of delivery, appearance, performance, dimensions, weights, standards and vehicle functions are all correct at the time of going to print. Some of the equipment and functions described might not yet be available or may be available only in certain countries. Information about this is available from your local Volkswagen dealership.

The vehicle shown may have certain items of optional equipment which are only available at extra

cost, or which are only available in certain markets. Your Volkswagen dealership will be able to inform you about variations in different countries. Subject to alteration and amendment. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

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Service description for private services

Scope

Validity

This service description applies to all Volkswagen Passenger Cars vehicles until a new edition is published. It contains a description of all mobile online services, independently of the vehicle in which the services are offered or to which portfolio they are assigned

This service description also contains descriptions of services and functions that will be introduced at a later time or are country-dependent.

Individual services may function in some countries although this is not intended. In these cases, there is no claim to the provision of services from Volkswagen AG.

Third-party content

Some services may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

Some services contain external information that originates from third parties, e.g. the map views. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

Information status

All data in this service description correspond to the information available at the time of its going to print. Due to the continuous development of the myVolkswagen customer area, the app and the services, there may be differences from the information in this service description. No claims can be derived on the basis of the information in this service description.

This service description will be updated from time to time. Please always use the latest version.

Data processing

Volkswagen collects, processes, transmits and uses personal data belonging to the user within the framework of legal regulations for the purpose of smooth functioning and provision of the services.

Some services require vehicle data to check the following:

- Is the vehicle currently travelling within defined speed limits?
- Where was the vehicle parked?
- Is the vehicle travelling inside or outside geographically defined areas?

This information is displayed in the myVolkswagen customer area and in the app.

All vehicle occupants must agree to use of the activated service and the associated data processing. If this is not the case, the service must be deactivated if possible, or the vehicle occupants must be excluded from using the vehicle. The driver is responsible for asking for the consent of all vehicle occupants. Execution of services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the services.

Getting started

Prerequisites for using the services

In order to be able to use the full scope of the services, the following prerequisites must be met.

- ✓ The primary user has reset the Infotainment system to the factory settings before the services are used for the first time.
- ✓ We Connect or Car-Net was also ordered for the vehicle and has been installed at the factory.
- ✓ The vehicle and user are located in the area covered by the services.
- ✓ Data transmission is possible without restrictions at the location of the user and vehicle.
- ✓ The mobile telephone is compatible for use of the app.
- ✓ The settings in the mobile telephone permit data transmission by the services.
- ✓ A personal Volkswagen ID has been set up.
- ✓ There is a valid contract for use of the services.
- ✓ A vehicle has been added to the user account.
- ✓ Neither the control unit and communication unit of the emergency call module nor individual services are deactivated or decommissioned.
- ✓ Certain technologies that are operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if

these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

WARNING

If you use the app and services when driving, this can distract you from what is happening on the road. If you are distracted, this can cause accidents and injuries.

- Drive with your full attention and with responsibility.

WARNING

If services are executed without due care or unsupervised, such as unintentionally locking persons in the vehicle, this can injure persons in and at the vehicle and cause accidents.

- Always carry out the services carefully and responsibly.

 The vehicle added in the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

 Do not disclose your login data, your password, the registration code or the S-PIN to others and keep them safe from access or viewing by other persons.
Change your password at regular intervals.

Setting up a Volkswagen ID

The Volkswagen ID provides personal access to the digital world of Volkswagen. It enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID in order to use the services. You can carry out registration for the Volkswagen ID via myVolkswagen or the app.

Registering via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a user account in the **Log in or create Volkswagen ID** area and follow the instructions on the screen.

Registering via the app

1. Install the app and follow the instructions on the screen.

Registering via the Infotainment system

 Registration for ID vehicles is possible only via the app or the myVolkswagen customer area.

Depending on equipment, you can also register for the Volkswagen ID via the Infotainment system.

1. Tap **Car-Net** or **We Connect** on the Infotainment system and follow the instructions of the configuration wizard.

Adding a vehicle

After you have set up your Volkswagen ID as primary user and have thus created your user account, you must add your vehicle by entering the 17-character vehicle identification number (VIN).

Adding via myVolkswagen

1. In the myVolkswagen customer area, click on **My vehicles** ► **Add vehicle**.
2. Enter and confirm the vehicle identification number (VIN).

Adding via the app

1. Launch the app and then open the **Add vehicle** area.
2. Enter and confirm the vehicle identification number (VIN).

Ordering and activating services

Ordering and activating services	e-Up, e-Golf	ID vehicles	All other vehicles
via app		x	
via myVolkswagen	x		x
via mileage	x		
via QR code		x	
via login enrolment		x	

Ordering and activating services	e-Up, e-Golf	ID vehicles	All other vehicles
with the registration code	x		x
with two-key verification process	x		x

Ordering services via the app

 Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the app, confirm your **Approval of the Terms and Conditions and Terms of Use**.
2. Tap **Order now for €0**.
3. Wait for email with confirmation.

Ordering services via myVolkswagen

 Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the myVolkswagen customer area, confirm your **Approval of the Terms and Conditions and Terms of Use**.
2. Tap **Order now for €0**.
3. Wait for email with confirmation.

 You can extend contracts that will expire in the near future via the **Extend contract** function button in the vehicle overview. If your contract has only just begun or still has a long period to run, this function button will not be visible.

Activating services for e-Up and e-Golf

After ordering the services via myVolkswagen, you will be automatically asked for the current mileage of the added vehicle.

1. Enter and confirm the mileage.

Activating services and becoming the primary user for ID vehicles

 The first user who logs in using the QR code becomes the vehicle's primary user.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, tap **System settings ► Connect to We Connect**.
3. Scan the QR code with the We Connect ID. app.
You will become the vehicle's primary user and the services will be activated as soon as the data has been transferred.

Activating services with the registration code on the Infotainment system for all vehicles except for ID vehicles

A registration code will be displayed automatically after ordering the services.

The registration code is valid for 14 days. After this period has elapsed, you will need to request a new registration code via the myVolkswagen customer area.

 In the **Overview for my vehicle** area, the registration code is displayed below the vehicle for all vehicles that have not been fully activated. Select **Finish activation** to continue the activation process.

1. Take the registration code with you to the added vehicle.
2. Unlock the vehicle.
3. Switch on the ignition and leave it switched on until activation has been completed successfully.
4. With the Infotainment system switched on, tap the **Registration** function button in the area **We Connect (online services)** or **Car Net (online services)**.
5. Enter the registration code, confirm, and wait until successful activation is confirmed in the Infotainment system.

Activating services with the two-key verification process on the Infotainment system for all vehicles except for ID vehicles

1. Take both mechanical vehicle keys that belong to the vehicle with you to the vehicle.
2. Switch on the ignition and the Infotainment system.
3. In the **Manage users** area, tap the **Become primary user** function button.
4. Press  on the first vehicle key.
5. Press  on the second vehicle key.

Proof of ownership has been provided once the Infotainment system has processed the radio signals.



Setting, changing and resetting the S-PIN

Input of the S-PIN (security PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

Setting the S-PIN via myVolkswagen or the app

- You can set the S-PIN via **User account and settings** in the myVolkswagen customer area.
- In the app, you can set the S-PIN during the registration process.

 The S-PIN (security PIN) should consist of four non-identical digits that are not sequential in either ascending or descending order.

Changing the S-PIN via myVolkswagen or the app

- You can change the S-PIN via **User account and settings** in the myVolkswagen customer area.
- You can change the S-PIN in the app in the **Your data** area. To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

 If you enter the S-PIN incorrectly several times, the input field will be blocked for a certain period.

Resetting the S-PIN via myVolkswagen and app for ID vehicles

- You can reset the S-PIN via **User account and settings** in the myVolkswagen customer area.
- You can reset the S-PIN in the app in the **Your data** area.
- Resetting the S-PIN does not affect your online services.

Resetting the S-PIN via myVolkswagen and app for e-Up and e-Golf

- After the S-PIN has been reset, the services can no longer be used until the vehicle keeper has verified themselves in the vehicle. You must enter an activation PIN in the vehicle for verification. The services can then be used again in full.

Resetting the S-PIN via myVolkswagen and app for all other vehicles

- As soon as the S-PIN reset, certain online services can no longer be used by your app. These services will be available again only after successful verification of the vehicle keeper. For verification,

please have both vehicle keys read and start the process on the Infotainment system. The services can then be used again in full. 

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at the Volkswagen dealership or through Volkswagen Ident, a video chat in the app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap **Start**.
2. Have your identity document ready.
3. Follow the instructions on the screen.

A message confirms that the identity check has been performed successfully. 

Managing ID vehicles

In the vehicle administration area, you can add further vehicles to your user account or remove vehicles.

Adding a vehicle via the app

1. In the app, open the **my Garage** area.
2. Select the vehicle and tap .

Removing a vehicle via the app

1. In the app, open the vehicle view and tap   **Delete**. 

Managing vehicles other than ID vehicles

In the vehicle administration area, you can add further vehicles to your user account or remove vehicles.

Adding a vehicle via myVolkswagen

1. In the myVolkswagen customer area, tap **My vehicles** ► **Vehicle administration** ► **Add vehicle**.

Removing a vehicle via myVolkswagen

1. In the myVolkswagen customer area, open **Vehicle administration**.
2. Click **Remove** next to the vehicle that you want to remove and confirm.

The vehicle is then deleted from your user account. No further services can be performed or data displayed for the deleted vehicle.

Managing users

After successful registration and verification, you can assign rights to the vehicle users in all vehicles except for ID vehicles.

 Inform all secondary users about the content of this service description.

 You can assign user roles and rights to other persons in the myVolkswagen customer area or in the app in your user account for all vehicles except for ID vehicles.

 In the case of ID vehicles, there are anonymous users in addition to the primary user. It is not possible to manage the anonymous users.

Creating secondary users via myVolkswagen

The primary user has unrestricted rights and can transfer rights to other vehicle users.

1. Open the **Vehicle administration** area.
2. Click **Invitations** and enter the email address and username of the secondary user.
3. Click **Send**.

The secondary user receives an email with their invitation. You can activate the services for the secondary user as soon as the secondary user accepts the invitation.

You can withdraw invitations again if necessary in the **Secondary user**.

Creating secondary users via the We Connect app

1. In the app area, tap **Permissions** ► **Invite secondary user**.

Removing secondary users via myVolkswagen

1. Open the **Vehicle administration** area.

2. In the **Secondary user** area, click on **Revoke secondary user permission** next to the corresponding secondary user.

Removing secondary users via the We Connect app

1. In the app area, tap **Permissions**.
2. In the list of users, select the secondary user who is to be removed.
3. Tap  ► **Revoke permission**.

Resetting or deleting the primary user

 With ID vehicles, the primary user is always deleted if the vehicle is reset to the factory settings.

If you sell your vehicle or transfer the services to another user, you should reset the Infotainment system to the factory settings. This will also delete the service-specific data that are stored in the vehicle.

When you restore the system to factory settings, a pop-up window appears in the Infotainment system asking whether you also want to reset the primary user. Carrying out this function will delete the link between the primary user and the services in the relevant vehicle. Resetting the Infotainment system to the factory settings (delivery state) permanently deletes entries, settings and the stored data according to the selection you make.

Changing and deleting user data

You can change or delete your user and login data. Any changes to your login details will simultaneously also apply to the all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. In the myVolkswagen customer area, click on **Settings** and open one of the following areas:
 - **Personal details**.
 - **Account settings**.
 - **Vehicle administration**.
2. Click **Change data**, change the user data and save.
3. Follow the further instructions on the screen.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on **User data and settings** ► **Adapt data**.
2. Click on **Delete data** and confirm.

Your data will be deleted. Your Volkswagen ID will not be deleted.

Roles and rights of ID vehicle users

The vehicle users can have different rights. These are always linked to the vehicle identification number (VIN). The primary user can link the vehicle to their Volkswagen ID by means of the VIN.

Primary user The vehicle keeper or a long-term user of the vehicle, e.g. company car driver.

- The primary user has unrestricted rights.
- The first user to register in the vehicle becomes the primary user.

Guest users A logged-in user who is not a primary user or a secondary user.

- A guest user has restricted rights. The user's vehicle settings are stored in their vehicle profile and they can transfer these settings to other vehicles. However, the user cannot use any services in their app.

Anonymous guest A user who is not logged in.

- An anonymous guest can use the vehicle's basic functions.

Roles and rights of vehicle users except for ID vehicles

The vehicle users can have different rights. These are always linked to the vehicle identification number (VIN). The primary user can link the vehicle to their Volkswagen ID by means of the VIN.

Primary user The vehicle keeper or a long-term user of the vehicle, e.g. company car driver.

- The primary user has unrestricted rights and can transfer rights to other vehicle users.
- Transfer of rights and creation of secondary users are the responsibility of the primary user.
- If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary users A person who uses the vehicle regularly alongside the primary user.

- Secondary users must be invited by the primary user for the vehicle.
- Secondary users can use mobile online services, but have restricted rights.
- Secondary users cannot use In-Car Apps or the Service Scheduling function.
- The primary user can create up to five secondary users and delete them again at any time.

Guest users A logged-in user who is not a primary user or a secondary user.

- A guest user has restricted rights. The user's vehicle settings are stored in their vehicle profile and they can transfer these settings to other vehicles. However, the user cannot use any services in their app.

Anonymous guest A user who is not logged in.

- An anonymous guest can use the vehicle's basic functions.

Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen

Information on registration, the individual services and frequently asked questions (FAQ) may be available in the **Help** area. You will also find the service description there.

Short help texts and videos are available for you in many areas via myVolkswagen. You can display help texts by clicking on the  icon.

Using the chatbot, you can search directly for a certain question or keyword after tapping **Start chat**. The chatbot shows several possible answers for the respective topic.

Help via the app

Information on the service portfolio and individual services, frequently asked questions (FAQ) and also tutorials on the app are available in the **Account** area. You can display this information by clicking on the  icon.

Services

Introduction to the topic

You will find information on the functions and operation of individual services below. The services form part of different service portfolios. You can obtain further information on individual services and their assignment to the service portfolios at www.my-volkswagen.net.

Depending on function, the services can be run either via the myVolkswagen customer area or via the app.

You can read or delete notifications for the individual services in the myVolkswagen customer area. In order to receive notifications automatically, you must activate the checkbox next to the corresponding service.

Emergency Call Service

The "Emergency Call Service" allows you to make an emergency call manually or automatically.

How does the service work?

Depending on the vehicle equipment and country, you can make an emergency call by means of the control in the roof console. The required connection is established by a factory-fitted control unit. There is an indicator lamp in the control. Depending on the operating state in the vehicle, the indicator lamp lights up in different colours and light sequences.

 The emergency call cannot be made via the button for the legally required eCall Emergency System in some countries that apply EU directives but are not in the European Union. This also applies if the indicator lamp in the button module indicates correct functioning. In other EU user states, the indicator lamp may light up red or flash continuously until the ignition is switched off.

The telephone call centre communicates in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.

Please also observe the information on the "Emergency Call Service" in the owner's manual of the vehicle.

Making an emergency call

You can make an emergency call with transmission of vehicle and location data in three different ways:

- Manually via the **Emergency call** function button next to the numeric keypad in the telephone menu on the Infotainment system.
- Manually via the button for the legally required eCall Emergency System  in the roof console.
- Automatically in the event of an accident where airbags are triggered or the belt tensioners are activated.

 An emergency call has a higher priority than the information call or breakdown call. If you press the button for the legally required eCall Emergency System , existing information calls or breakdown calls will be terminated and the Emergency Call Service set up.

Data transmission

In the event of an emergency call, the available data is transmitted to the Volkswagen emergency call centre to determine the necessary rescue measures.

The transmitted data includes the following:

- Current position of the vehicle.
- Vehicle identification number (VIN).
- Type of vehicle drive.
- Vehicle type.

 Depending on the vehicle equipment and country, data transmission can be influenced by the privacy settings. The Emergency Call Service function can be guaranteed only if data transmission is fully possible.

 The function of the emergency call service may be restricted if Infotainment systems have been retrofitted.

Troubleshooting

The "Emergency Call Service" cannot be run or the functions are restricted.

- Make sure that the prerequisites for using the services are met → page 3.
- In order to make an emergency call, the vehicle must be factory-fitted with the emergency call module control unit and communication unit.
- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite signal reception.

- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid license for the use of the emergency call service.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, the emergency call reverts to the statutory eCall emergency call system, if available. No emergency call will be made if the statutory eCall Emergency System is not available. Also forwarding to the emergency number 112 does not take place.
- The vehicle ignition is not switched on.

Breakdown Call

The “Breakdown Call” service allows you to request expert assistance if your vehicle breaks down.

How does the service work?

You can make a breakdown call by means of a voice call. Some vehicle data, e.g. the current location, is transmitted parallel to the voice call. The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

Please also observe the information on “Breakdown Call” in the owner’s manual of the vehicle.

Making a breakdown call

If possible, park the vehicle at a safe distance from moving traffic and secure the vehicle.

You can make an breakdown call in two different ways:

- Manually via the breakdown call button  in the roof console.
 - Manually via the Breakdown call function button in the telephone menu of the Infotainment system.
- Depending on the vehicle model and service portfolio, one of the following two options appears in the Infotainment system pop-up window:
- Make emergency call or breakdown call.

- Make emergency call or phone Volkswagen Damage Service.

You will be connected to an advisor. Any relevant vehicle data is transferred at the same time. The advisor will forward all relevant information to a service partner so that the workshop can then arrange an appointment with you.



A breakdown call has a higher priority than a normal call. If you press the breakdown call button during a normal call, the normal call will be terminated and the breakdown call set up. If the breakdown call button is pressed during an information call, the information call will be terminated and the breakdown call set up.

Troubleshooting

The “Breakdown Call” service cannot be run or the functions are restricted.

- ◀ – Make sure that the prerequisites for using the services are met → page 3.
- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite signal reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception.
- There is no valid licence for the use of the Breakdown Call service.
- The vehicle components required for the breakdown call are damaged or do not have sufficient electrical power.
- The vehicle ignition is not switched on. ▶

Information Call

The “Information Call” service allows you to set up a connection to Volkswagen Customer Care.

How does the service work?

You can obtain information relating to Volkswagen by making a voice call. The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

The Information Call is not available in all countries. In countries where there is no Information Call num-

ber, pressing the  button will play a voice message telling you that the service is not available.

Please also observe the information on "Information Call" in the owner's manual of the vehicle.

Making an Information Call

Ensure that making an information call does not distract you from what is happening on the road.

You can make an information call in two different ways:

- Manually via the information call button  in the roof console.
- Manually via the **Information call** function button in the telephone menu of the Infotainment system.

 The information call has a higher priority than a normal call. If you press the information call button during a normal call, the normal call will be terminated and the information call set up. If the emergency call button is pressed during an information call, the information call will be terminated and the emergency call set up.

Troubleshooting

The "Information Call" service is not available or the functions are restricted.

- Make sure that the prerequisites for using the services are met → page 3.
- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite signal reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception.
- There is no valid licence for the use of the Information Call service.
- The vehicle components required for the Information Call are damaged or do not have sufficient electrical power.
- The vehicle ignition is not switched on. <

Vehicle Health Report

The "Vehicle Health Report" service informs you about the current vehicle status. This service lists existing warning messages and any due maintenance events, and also shows you the current status of the driver assist systems.

How does the service work?

You can request vehicle health reports manually or, depending on equipment, define at which time or distance intervals you would like to automatically receive a vehicle health report. You can view the vehicle health reports via myVolkswagen.

Depending on equipment, old vehicle health reports are automatically saved in an archive. This gives you access to up to 150 vehicle health reports from the last 24 months. Older reports are automatically deleted from the archive.

Viewing vehicle health reports via myVolkswagen

You can view vehicle health reports via myVolkswagen in the **Vehicle health report** area.

Viewing the vehicle health reports via the app

Depending on the app, you can view the vehicle health report under  ► **Vehicle settings** ► **Other** ► **Vehicle health report** or in the **Services** area.

Troubleshooting

The "Vehicle Health Report" service cannot be run or cannot be run correctly.

- Make sure that the prerequisites for using the services are met → page 3.
- The vehicle has driven less than 300 km since registration.
- It can take a few minutes after the ignition is switched off before the current vehicle data is available in the myVolkswagen customer area.
- The date and time are not set correctly in the vehicle or on the computer. This means that the wrong timestamps are generated in the vehicle health report. Check the time and date settings in the vehicle and on the computer before requesting a vehicle health report. <

Service Scheduling

The "Service Scheduling" service automatically informs your personal authorised workshop as soon as a service event is due in the vehicle, e.g. an engine oil change.

How does the service work?

The vehicle sends the corresponding vehicle data to your personal authorised workshop. The authorised workshop will then contact you via the defined contact channel and arrange a service appointment.

 The period between the automatic transfer of the data by the vehicle and the first attempt by the authorised workshop to contact you can take several days for technical reasons.

WARNING

Using Service Scheduling could lead you to neglect essential activities in the vehicle or to disregard text notifications or warning/indicator lamps in the vehicle. This can cause breakdowns in traffic, accidents and serious injuries.

- Observe the information on service and maintenance in the owner's manual and service schedule.
- Observe text messages and lit up warning and indicator lamps in the vehicle.
- Drive with your full attention and with responsibility.

Defining, changing or deleting an authorised workshop via myVolkswagen

In order to use the "Service Scheduling" service, you must first define a personal authorised workshop in the **Service and maintenance** area. You can define a personal authorised workshop for each vehicle, and also change or delete this workshop later on.

Defining, changing or deleting an authorised workshop via the app for ID vehicles

In order to use the "Service Scheduling" service, you must first define a personal authorised workshop in the **Authorised workshop** area. You can define a personal authorised workshop for each vehicle, and also change or delete this workshop later on.

Using Service Scheduling via myVolkswagen

You can activate or deactivate the "Service Scheduling" service in the **Service and maintenance** area. You must also define the channel via which the authorised workshop can contact you here, e.g. via email.

Troubleshooting

The "Service Scheduling" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- Select and activate an authorised workshop in the myVolkswagen customer area.
- Define a contact channel in the myVolkswagen customer area. <

Doors & Lights

The "Doors & Lights" service allows you to see whether doors, windows, bonnet or boot lid are open or closed or whether the vehicle is locked or unlocked. In some vehicle models you can also see whether the side lights or parking light are switched on or off.

Viewing the status via the app

You must select the desired vehicle in order to view the status of doors, windows, lids or lights. Open windows or doors are shown in red. Open doors are shown open. Switched-on lights are shown as a light cone.

Open doors, windows and lids, and switched-on lights are additionally highlighted with a red exclamation mark.

Troubleshooting

The "Doors & Lights" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3. <

Horn & Turn Signals

The "Horn & Turn Signals" service allows you to remotely have the vehicle flash its turn signals and, depending on country, sound its horn.

 Please observe the applicable laws and the local regulations in the respective country. Use of the "Horn & Turn Signals" service may be prohibited in noise protection areas and other correspondingly identified areas.

Sounding horn and flashing turn signals via the app

You must select the desired vehicle in order to have the vehicle sound its horn or flash its turn signals.

You can carry out the “Horn & Turn Signals” service by tapping the  function button or by swiping the button to the right, or by tapping the  function button.

Troubleshooting

The “Horn & Turn Signals” service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- The distance from the vehicle is over 100 m (around 31 ft).

Lock & Unlock

The “Lock & Unlock” service allows you to remotely control or check the doors and luggage compartment of the vehicle.

⚠ WARNING

Careless or unsupervised use of the “Lock & Unlock” service can result in serious injury or death.

- Read and observe the information and warnings on the subject of “Opening and closing” in the owner’s manual for the vehicle.

 Secondary users can also use the “Lock & Unlock” service.

Locking and unlocking via the app

You must select the desired vehicle in order to lock or unlock doors and the boot lid. The  or  symbols show whether the vehicle is locked or unlocked. You can lock or unlock the vehicle by tapping the  or  function buttons.

Troubleshooting

The “Lock & Unlock” service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Time Manager

You can plan your appointments with the “Time Manager” service.

How does the service work?

Appointments can be sent from the app to the vehicle. The corresponding destination is transferred at the same time.

The route is calculated starting from the vehicle’s last recorded parking position.



The appointments in the calendar need to contain an address for driving routes to their locations.

Using Time Manager via the app

You must select the desired vehicle in order to use the Time Manager service.

If you select an appointment from the list, the driving route and the estimated driving time according to the current traffic situation are displayed.

If it is not possible to reach an appointment in time, the system will notify you of this.

Troubleshooting

The “Time Manager” service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Parking Position

The “Parking Position” service allows you to view the parking position of the vehicle and access a description of the route from your current location to the vehicle’s parking position.

How does the service work?

After you have parked your vehicle and left the vehicle, your current parking position is calculated using GPS coordinates and transferred automatically to the service server. When you wish to return to the vehicle, you can view the parking position and route description via the app.

Displaying the parking position via the app

You must select the desired vehicle in order to view the parking position and own location.

Your current location is shown in the **Map** area. You can access the vehicle’s parking position via the  function button.

You also have the following options in the **More** area

Show route Show route from current location to the vehicle.

Route guidance Open the navigation app to start route guidance to the vehicle.

Share address Share parking position with stored contacts.

Troubleshooting

The "Parking Position" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- If the position of the vehicle changes without the ignition being switched on, e.g. if it is towed away, the new parking position cannot be determined.
- The location tracking services of the mobile telephone are deactivated. Activate the location tracking services in order to be able to perform route calculation to the vehicle.

Vehicle Status

The "Vehicle Status" service allows you to view various data relating to the vehicle status.

Viewing the vehicle status via the app

You must select the desired vehicle in order to view the vehicle status.

Open windows or doors are shown in red in a graphic representation. Open doors are shown open.

The current vehicle status is shown in the **Vehicle information** area. The following data is available:

- Combined range.
- Range according to drive form.
- Charge level of the high-voltage battery for vehicles with electric drive.
- Tank fill level for hybrid vehicles and vehicles with combustion engine.
- Information about open or closed doors and windows.
- Information about vehicle lights that are switched on or off.
- Information about the central locking.

In the **Vehicle information** area, you can view the remaining time before maintenance, the average fuel consumption, and the distance covered on the last journey.

Depending on your vehicle equipment, it may be necessary to swipe to the left to view this information if the data is not displayed immediately.

Troubleshooting

The "Vehicle Status" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Driving Data

The "Driving Data" service provides you with the collected driving data after every trip.

How does the service work?

After you have parked your vehicle and switched off the ignition, the driving data collected during this journey will be stored automatically on the service server. The following driving data is available, depending on equipment:

- Distance covered.
- Driving time.
- Average speed.
- Average consumption.
- Average secondary consumption.
- Recovered energy (brake energy recuperation).

Displaying driving data via myVolkswagen

You can view the driving data of a vehicle as a chart in the **Driving data** area under **More**. You can sort the chart according to different driving data.

You can display the driving data since the last refuelling via the  function button.

You can display additional details for individual driving data items by clicking on a bar in the chart.

You can delete the driving data completely or for a certain period. You can download the driving data by means of **Export data**.

Displaying driving data via the app

You can view the driving data of a vehicle as a chart in the **Driving data** area. You can display additional details for individual driving data items by clicking on the desired journey or a bar in the chart. You can define which driving data or which period is to be displayed.

You can delete the driving data completely or for a certain period in the **Manage data** area by means of **Reset driving data**.

Under , you can select display of the driving data **Since start**, **Long-term** or **Since refuelling**.

Deleting driving data

You can delete individual journeys by a long press on a bar in the chart.

Troubleshooting

The "Driving Data" service is not available.

1. Make sure that the prerequisites for using the services are met → page 3.

Speed Alert

The "Speed Alert" function informs you as soon as the vehicle exceeds a speed threshold that you have defined. This function is available only in Japan, China and North America.

How does the service work?

You can define a total of ten different speed thresholds, but only activate two speed thresholds for the vehicle. You will be automatically informed via the defined notification channel if the vehicle exceeds one of the activated speed thresholds. If you activate a speed threshold of 0 km/h, you will be informed when the vehicle starts moving with the engine running.

The configured speed is the warning threshold for alerts. In practice, the alert threshold may differ by up to 5 km/h from the set speed. This is due to quality impairments when the signals are sent and software-related data conversion.

Managing speed alerts via the app

You must select the desired vehicle in order to manage speed alerts.

1. Tap the **Notifications** function button in the **Services** area of the app.
2. Tap the  function button and carry out one of the following functions:
 - Activate or deactivate a speed alert.
 - Change already defined speed alerts.
 - Create a new speed alert.
 - Delete an existing speed alert.

Troubleshooting

The "Speed Alert" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- The defined speed threshold is above the maximum possible speed of the vehicle.
- No notification channel has been defined. Define a notification channel in order to receive alerts when the vehicle exceeds an activated speed threshold → page 9.

Area Alert

The "Area Alert" function informs you as soon as the vehicle crosses an area boundary that you have defined. This function is available only in Japan, China and North America.

How does the service work?

You can define up to eight different area boundaries, but can activate only four area boundaries for the vehicle. You will be automatically informed via the defined notification channel if the vehicle crosses one of the activated area boundaries. There may be slight inaccuracies for technical reasons.

Managing area alerts via the app

You must select the desired vehicle in order to manage area alerts.

1. In the **Services** area, tap the **Notifications** function button.
2. Tap  and carry out one of the following functions:
 - Activate or deactivate area alert.
 - Change already defined area alerts.
 - Create a new area alert.
 - Delete an existing area alert.

Troubleshooting

The "Area Alert" service is not available.

- Make sure that the prerequisites for using the services are met → page 3.
- No notification channel has been defined. Define a notification channel in order to receive alerts when the vehicle crosses an activated area boundary → page 9.

e-manager

The "e-manager" or also "Charging Manager" service combines the "Charging", "Air Conditioning" and "Departure Times" services in one application.

Charging → page 16.

Air Conditioning → page 16.

Departure Times → page 17.

Plug & Charge

The "Plug & Charge" service allows all vehicle users to charge the high-voltage battery at a home or public charging station without manual activation as soon as the charging connector is plugged in.

How does the service work?

The primary user concludes a driving power contract, installs the contract certificate in the vehicle via the We Connect ID. app and activates Plug & Charge in the Infotainment system. Every vehicle user can use the function. The privacy setting must be set to "Online and location data" for this.

Troubleshooting

The Plug & Charge service cannot be run.

- Make sure that the function is activated in the Infotainment system.
- Make sure that the privacy setting is set to "Online and location data".

Charging

The "Charging" service allows you to adjust the charging operation for the high-voltage battery and define it so that the vehicle has reached a defined charge level at the set departure time.

DANGER

The high-voltage systems and high-voltage batteries in electric and hybrid vehicles are extremely dangerous. They can cause burns or other injuries and even lead to a fatal electric shock.

- Please read and observe the information and warnings on the subject of the "high-voltage battery" in the owner's manual for the vehicle.

Adjusting the battery charge limit and charging current via the app

The upper battery charge limit and the reduced charging current can be adjusted via the app.

-  The upper battery charge limit can be set separately in all charging location profiles.

Charging the high-voltage battery via the app

In order to charge the high-voltage battery, you must connect the vehicle to a suitable mains socket and select the desired vehicle in the app.

Using the  function button, you can start charging in the **Charging** area by sliding the control to the right. The remaining charging duration is displayed depending on the vehicle model. You can stop charging manually by sliding the control to the left in the **Ready in ...** area.

Troubleshooting

The "Charging" service is not available or charging is aborted.

- Make sure that the prerequisites for using the services are met → page 3.
- Make sure that the selector lever of the automatic gearbox is in **P** position.
- The charging connector is not connected. Make sure that the charging connector is connected correctly.
- The automatic socket lock is not working. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- The vehicle is being checked with a diagnostic tester.
- The operating time of the air conditioning system in battery operation has been exceeded.
- There is a technical fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Air Conditioning

The "Air Conditioning" service allows you to air-condition the vehicle interior of an electric or hybrid vehicle before you start a journey. Depending on equipment, you can also switch the windscreen and rear window heating on and off.

How does the service work?

Since air conditioning requires energy from the high-voltage battery, you should run the "Air Conditioning" service only when the vehicle is being charged at a mains socket. Otherwise the range of the vehicle will be reduced. The maximum running time of the air conditioning system is 30 minutes when connected to an external power supply and 15 minutes in battery operation. If there are major differences between the interior and exterior tempera-

ture, the required interior temperature may not be reached in the available time.

Air conditioning the vehicle via the app

You must select the desired vehicle in order to air condition the vehicle.

When you tap **Air conditioning**, you can adjust the desired temperature by means of the slider and start or manually end air conditioning with the **Start** or **Stop air conditioning** buttons.

Starting and ending the window heating via the app

You must select the desired vehicle in order to start and end the window heating function.

You can start or end window heating by tapping **Window heating**.

Troubleshooting

The "Air Conditioning" service cannot be run or air conditioning is aborted.

- Make sure that the prerequisites for using the services are met → page 3.
- Make sure that the selector lever of the automatic gearbox is in **P** position.
- Charge level of the high-voltage battery is too low.
- The ignition is switched on.
- The vehicle is being checked with a diagnostic tester.
- There is no external power supply.
- There is a technical fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Departure Times

The "Departure Times" service allows you to specify various times at which an electric or hybrid vehicle should be air-conditioned to a set temperature and/or the high-voltage battery charged to a certain percentage. These times can be one-time or recurring.

Examples of departure times

You drive to work every day from Monday to Friday at 7:00 am. The interior of your vehicle should have reached a temperature of 21°C by this time. Furthermore the high-voltage battery should be charged to 60%. This is sufficient to drive purely electrically to your workplace. You have a contract with an electricity provider, who supplies you with low-cost off-

peak electricity between 11:00 pm and 5:00 am. The high-voltage battery can be charged with a maximum of 10 A on your electricity mains.

You could set your departure times as follows:

Charging location

- Name: Home.
- Function: charging and air conditioning.
- Upper battery charge limit: 60%.
- Maximum current: 10 A.
- Off-peak power: 11:00 pm to 5:00 am.

Departure time

- Time: 7:00 am.
- Regular: Monday, Tuesday, Wednesday, Thursday, Friday.
- Charging location: Home.

Adding and editing charging locations

 You can create a maximum of ten charging locations. You can only delete charging locations if they are not allocated to a Departure Time. The charging location "Standard" cannot be deleted.

You must select the desired vehicle in order to add or edit charging locations.

In the **Departure times** area, you can define a new charging location by means of **Add charging location** or tap and edit an already defined charging location.

You can adjust the following settings:

- Name.
- Function to be performed (Charging, Air Conditioning, or Charging and Air Conditioning).
Depending on vehicle, the auxiliary heater or auxiliary ventilation system can also be adjusted.
- Upper battery charge limits (maximum charge level).
- Maximum current.
- Off-peak power.

You can accept the settings by tapping the **Synchronise** function button.

 The interior temperature is set to the value defined in the "Air Conditioning" service.

 For the "Standard" charging location, you can only activate or deactivate the "Charging" and "Air Conditioning" functions.

Programming departure times via the app

You must select the desired vehicle in order to program departure times.

In the **Departure times** area, you can adjust the following settings for each departure time:

- Activate or deactivate departure time.
- Assign charging location.
- Define departure time.
- Define interval and weekday.

Troubleshooting

The “Departure Times” service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Weather

The “Weather” service allows you to display the latest weather information for your current location, your destination, or other specified locations, taking into account the estimated time of arrival, on the Infotainment system display.

How does the service work?

The weather request is processed using the latest data from third parties. The search only delivers results for regions or countries in which the service is available.

You can access the following weather data:

- Current temperature in °C.
- Highest and lowest temperature in °C.
- Wind speed in km/h.
- Wind direction.
- Cloud cover depicted by clouds and sun.
- Probability of rain in %.
- Rainfall in mm.

⚠ WARNING

Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Starting a weather query

In the **Car-Net** area, you can display weather data for the following locations by tapping the **Weather** function button:

Nearby Weather data for your current location.

Destination When route guidance is active: weather data for the destination.

Map Weather data and forecast for any location from the navigation map material.

You can update the weather data via the **Update** function button.

You can obtain a weather forecast covering the next 3 days at your selected location by tapping the **Forecast** function button.

Tap the **Today** function button to return to today's weather.

Troubleshooting

The “Weather” service cannot be run or the functions are restricted.

1. Make sure that the prerequisites for using the services are met → page 3.

Parking Spaces

The “Parking Spaces” service helps you locate suitable (multi-storey) car parks in the vicinity of your current vehicle location and can show their prices and opening times.

How does the service work?

Possible car parks are shown in the Infotainment system map view. You can then start route guidance directly to the displayed locations. Your search query is processed using the latest data from third parties. The search only delivers results for regions or countries in which the service is available.

Searching for a car park via the app

You must select the desired vehicle in order to search for car parks.

In the **Map** area, the following information is displayed under **Parking**:

- The nearest car park and distance to it on the map and in the information window.
- Additional car parks together with the distances to them.

You can start navigation to a car park in the Infotainment system by tapping the **Use in vehicle** function button.

Troubleshooting

The “Parking Spaces” service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Satellite Maps

The "Satellite Maps" service allows you to access a navigation view based on satellite images in order to facilitate orientation.

How does the service work?

You can use the "Satellite Maps" service to view a photorealistic representation of your surroundings. In addition, you can save downloaded satellite images in the Infotainment system and then also use them without an active data connection.

Troubleshooting

The "Satellite Maps" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Filling Stations and Charging Stations

The "Filling Stations and Charging Stations" service allows you to search for filling stations and charging stations near your vehicle's current location. As well as showing you the location of petrol or charging stations, the search result also includes information about fuel and electricity prices and opening times.

How does the service work?

If you select a petrol or charging station from the displayed list, the location data will be used as a navigation destination. The fuel prices and opening times are provided based on the latest data from third parties.

Finding filling stations and charging stations via the app

You must select the desired vehicle in order to search for filling stations and charging stations.

In the **Map** area, the following information is displayed under **Filling station**:

- The nearest filling or charging station and distance to it on the map and in the information window.
- Additional filling or charging stations together with the distances to them.

You can start navigation to a filling or charging station in the Infotainment system by tapping the **Use in vehicle** function button.

Troubleshooting

The "Filling Stations and Charging Stations" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Online Gracenote

Depending on equipment, the "Online Gracenote" service allows you to automatically display the album cover of the music track you are currently playing.

How does the service work?

The album covers are automatically stored in the Infotainment system and are subsequently available even without an active data connection.

If you listen to music from a CD, DVD, SD card or a USB stick via the Infotainment system, the album cover corresponding to the music will be displayed on the Infotainment system screen.

For this, readable meta information for the music tracks and the respective album cover must be available in the Infotainment system memory. A number of album covers are already stored in the memory in the factory. Above all album covers that are not yet available in the Infotainment system can be accessed online in a third-party database. Album covers can be accessed and stored in the Infotainment system only if they are also available in the third-party database.

The memory space for album covers in the Infotainment system is limited. If a new album cover is added when the memory is full, the oldest pictures will be overwritten.

If you have already manually assigned an album cover to your songs, this album cover will be displayed and not replaced by the original album cover. If an original album cover cannot be displayed, a general placeholder will be displayed in its place.

Troubleshooting

The "Online Gracenote" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Online Anti-Theft Alarm

The "Online Anti-Theft Alarm" service informs you if certain unauthorised activities are performed on the vehicle.

Please observe the information on the anti-theft alarm in the owner's manual of the vehicle.

 When parking the vehicle in noise control areas or in other accordingly signposted areas, please note that the anti-theft alarm system can trigger an acoustic alarm.

How does the service work?

In order to use the "Online Anti-Theft Alarm" service, you must first define a contact channel in the Notification settings area of myVolkswagen.

The anti-theft alarm is activated automatically when the vehicle is locked using the vehicle key. If certain unauthorised actions are performed on the locked vehicle, the anti-theft alarm will issue acoustic warning signals for approximately 30 seconds and visual warning signals for up to 5 minutes. At the same time, the vehicle will send a push message or an email via the contact channel you have set.

Troubleshooting

The "Online Anti-Theft Alarm" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- The vehicle was not factory-fitted with an anti-theft alarm system.
- No contact channel has been defined. Define a contact channel in the myVolkswagen customer area.

Online Map Update

The "Online Map Update" service allows you to download new navigation data to the Infotainment system via the internet.

How does the service work?

New navigation data are provided approximately twice a year on the Volkswagen server.

If you are making a journey with the aid of route guidance, you will be informed about any updates along the route before starting the journey. As soon as new navigation data is available, you will be in-

formed once on the Infotainment system via a pop-up window. If you confirm the message, you will be taken to the download manager.

In the download manager, you can individually select available system updates from a list. The download manager shows favourites in case you do not know which system updates are relevant for you. Here, favourites are regions that you have travelled through at least 30 times with the vehicle.

You will be informed about the data usage and required memory space. The selected system updates will then be downloaded and installed on the Infotainment system.

Reliable telecommunications and GPS signals need to be available at the current location of the vehicle and a connection needs to be in place for the duration of the online map update. If a system update is not transferred completely by the system, a corresponding message will appear on the Infotainment system. The Infotainment system can access updated navigation data only once the data has been transferred and installed completely. If you cancel a system update manually, data that has already been downloaded will be deleted.

Troubleshooting

The "Online Map Update" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- Corrupt navigation data was downloaded. Download the navigation data again, or carry out the update with an SD card if possible in order to rectify the fault.

Online Route Calculation

The "Online Route Calculation" takes into account the current traffic situation and evaluates forecasts on development of the traffic situation in order to calculate an optimised route for you.

How does the service work?

You can access information on your current location and the current location of the vehicle in the Map area. You can then have an optimised route calculated from this. You can define frequently used destinations as private or work addresses. You also have the option of searching for POIs, destinations from the destination memory and recently used destinations.

You have the option to switch from “Online Route Calculation” to conventional navigation at any time.

 An Online Route Calculation in the vehicle can differ from an Online Route Calculation in the app because the requisite external information is taken from different sources.

Troubleshooting

The “Online Route Calculation” service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Online POI search (voice control)

The “Online POI search (voice control)” service allows you to search for POIs by voice control.

Please observe the information on voice control in the owner’s manual.

Using voice control via the Infotainment system

You can activate voice control via the **VOICE** button on the Infotainment system or the  button on the multifunction steering wheel.

You can speak voice commands once all acoustic signals and voice guidance have ended and the  symbol appears on the screen. The points of interest are displayed. You can start navigation to a point of interest by tapping on the point of interest.

The voice control system adapts to each user once the first few voice commands have been given, after which voice control recognition improves.

Troubleshooting

The “Online POI search (voice control)” service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- Avoid external and background noise, such as conversations in the vehicle. Keep all windows, doors and the sliding roof closed.
- Do not point the airflow from the vents towards the roof console.
- Speak voice commands only once all acoustic signals and voice guidance have ended and the  symbol is shown on the Infotainment system screen.
- Words and numbers that are unclear will not be recognised by the system. If possible, speak clearly and at a normal speed.

- Speak at a normal volume without exaggeration or long pauses. It may be necessary to speak slightly louder when the vehicle is travelling at higher speeds.

Online Auxiliary Heater & Ventilation

The “Online Auxiliary Heater & Ventilation” service enables you to heat or ventilate the vehicle interior prior to starting your journey.

WARNING

The exhaust gases of the auxiliary heater also contain carbon monoxide, which is odourless, colourless and toxic. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater or leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never program the auxiliary heater so that it is switched on and runs in unventilated or enclosed spaces.

WARNING

Parts of the auxiliary heater’s exhaust system become very hot. This can cause fires.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.

Starting the auxiliary heater or ventilation via the app

You must select the desired vehicle in order to start the auxiliary heater or ventilation.

You can start the heating or ventilation operation in the **Auxiliary heater** or **Ventilation** area by sliding the corresponding control to the right and confirming this with the S-PIN. The remaining running time is displayed. You can adjust the operating period in the Infotainment system.

You can stop the heating or ventilation operation manually by sliding the control to the left again.

You can set departure times in order to define times at which the vehicle is to be heated or ventilated. To do this, select and activate a departure time from the overview and define the departure time and weekdays. You must confirm your inputs by entering the S-PIN.

Troubleshooting

The "Online Auxiliary Heater & Ventilation" service cannot be run or heating is aborted.

- Make sure that the prerequisites for using the services are met → page 3.
- Make sure that the selector lever of the automatic gearbox is in **P** position.
- The ignition is switched on.
- The vehicle is being checked with a diagnostic tester.
- There is a technical fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Remote Ventilation Control

The "Remote Ventilation Control" function allows you to control the ventilation function of the parked vehicle. The service is available without auxiliary heater but requires sufficient engine power and capacity of the high-voltage battery.

Starting ventilation control via the app

You must select the desired vehicle in order to start ventilation control.

You can start the ventilation operation in the Remote Ventilation Control area by sliding the control to the right.

You can stop the ventilation operation manually by sliding the control to the left again.

The maximum cooling effect is reached after 10 minutes. The temperature can then be maintained for a further 10 minutes. The duration of ventilation control cannot be set.

Troubleshooting

The "Remote Ventilation Control" service cannot be run or heating is aborted.

- Make sure that the prerequisites for using the services are met → page 3.
- Make sure that the selector lever of the automatic gearbox is in **P** position.
- The ignition is switched on.
- The vehicle is being checked with a diagnostic tester.
- There is a technical fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Online Traffic Information

The "Online Traffic Information" service displays an overview of the current traffic situation in a certain area and helps you to select a convenient route.

 In certain countries, the "Online Traffic Information" service may be available only for motorways and selected main and country roads.

Traffic flow display

◀ The traffic flow display shows you any potential congestion or slow-moving traffic on the entered route. You can also view the traffic flow away from the active route to compare the traffic flow on your route with that on surrounding roads.

Some roads may be highlighted in different colours and show road signs.

- Yellow roads: there is a high level of dense or slow-moving traffic on this section of the route.
- Red roads: there are severe traffic disruptions with stationary traffic on this section of the route.
- Dotted roads: access to this section of the road is limited, e.g. due to road works.

Traffic Situation

Current traffic information is shown automatically on the navigation map in the Infotainment system and is displayed as events on the selected route, depending on the situation. You can tap on these events on the navigation map to obtain further information.

Troubleshooting

The "Online Traffic Information" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3. ▶

Online Destination and Route Import

Using the "Online Destination and Route Import" service, you can create routes and define destinations in the app. You can send created routes and destinations to the vehicle and import them into the Infotainment system before setting off. You can also receive new routes whilst on the road, e.g. from control centres.

Sending destinations to the vehicle via the app

You must select the desired vehicle in order to send destinations to the vehicle.

1. Enter a place, contact or appointment into the search bar. Alternatively, you can tap your desired destination on the map.
2. In the information field, check whether the address matches the destination you searched for.
3. Tap the function button at the bottom right. An input screen opens.
4. Enter the name of the destination.
5. Tap the **Use in vehicle** function button.

The destination is forwarded to the vehicle.

 The sent destinations will be retrieved by the Infotainment system the next time you start the vehicle. Alternatively, you can access new destinations in the Infotainment system by means of the **Update** function.

Troubleshooting

The "Online Destination and Route Import" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Streaming services

The "Streaming Services" service allows you to use selected streaming services in the vehicle via the Infotainment system.

Purchasing a data plan via myVolkswagen

In the **Data plans & Updates** area, you can view your current data volume and purchase a data plan in the myVolkswagen area of the cooperation partner via the **Purchase data plans** function button. You can activate the **Top up in car** function in order to be able to also top up the data volume in the vehicle's Infotainment system in future.

 You can also use the data volume of your mobile telephone via a mobile hotspot.

Setting up and activating a streaming service via the Infotainment system

In order to use a streaming service in the vehicle, you must first set up and activate the streaming service.

1. Tap **Media**.
2. Tap **Source**.

3. Tap **Streaming**.
4. Under **Manage media streaming services**, tap the function button for the respective streaming service.
5. Follow the instructions on the screen.

The respective streaming service is activated.
The vehicle is connected to the streaming service.

Logging into the streaming service via the Infotainment system

1. Tap **Settings**.
2. Tap **Manage streaming services**.
3. Tap the desired streaming service.

Using a streaming service via the Infotainment system

1. Tap **Media**.
2. Tap **Source**.
3. Tap the desired streaming service.
4. Tap the desired folder under **Selection** to play the tracks in that folder.

Logging out of the streaming service via the Infotainment system

1. Tap **Settings**.
2. Tap **Manage streaming services**.
3. Tap the streaming service to remove the tick.
4. Confirm logout.

Troubleshooting

The "Streaming Services" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- Make sure that there is a valid licence for the service and a "Streaming & Internet" plan.
- Make sure that there is a valid subscription for the respective streaming service and that you are known as a user.
- Make sure that sufficient data volume is available.
- The service can be used exclusively by the primary user.
- The Infotainment system in the vehicle is not suitable for using the service.

Internet Radio

The "Internet Radio" service allows you to play radio stations and podcasts in the vehicle.

Troubleshooting

The "Internet Radio" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

Hybrid Radio

The "Hybrid Radio" service combines conventional radio and Internet radio. When you leave the broadcasting area of a station, automatic switchover to the online stream means that you can continue listening to this station.

Troubleshooting

The "Hybrid Radio" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

3D City Maps

The "3D City Maps" service allows you to use three-dimensional city views of the surroundings in order to make navigation easier in selected cities and provide realistic impressions of tourist attractions and roads.

Troubleshooting

The "3D City Maps" service cannot be run.

1. Make sure that the prerequisites for using the services are met → page 3.

News RSS Feed

The "News RSS Feed" service allows you to display current news in the vehicle.

How does the service work?

The vehicle automatically retrieves current news from your subscribed RSS feeds from the internet and displays this on the vehicle's Infotainment system.

Activating and deactivating News RSS Feed via my-Volkswagen and app

In the **My news in the vehicle** area, you can define by means of **Add RSS feeds** which news you want to have displayed in the vehicle. You can subscribe to up to ten RSS feeds by entering the addresses of the desired RSS feeds. The news from the subscribed RSS feeds will be displayed on the vehicle's Infotainment system as soon as the vehicle is connected to the internet.

Troubleshooting

The "News RSS Feed" service cannot be run.

- Make sure that the prerequisites for using the services are met → page 3.
- You have not subscribed to any RSS feeds. Subscribe to up to ten RSS feeds.
- The address entered to subscribe to an RSS feed is incorrect. Check whether the entered address is correct.

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