











Service description
Guide & Inform
Edition 01.2020



Service description
Guide & Inform
V1, R1, en_GB
Print status: 01.11.2019
English: 2020.01

Description of symbols

-  Refers to a section that contains important information and safety notes  that should always be observed.
-  Buttons with blue upper case lettering refer to printed Infotainment buttons that are also visible when the Infotainment system is switched off.
-  Indicates the end of a section.
-  Indicates services, functions, equipment and devices that will be either added at a later date, are optionally available or can be used in addition. It also indicates equipment that is specific to certain models or countries.
-  The symbols indicate a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.
-  Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.
-  Cross reference to potential risks of damage to property in the same section or on the page specified.

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 services and functions. Please understand that we must therefore reserve the right to alter any part of the scope of delivery and its equipment or technical specifications at any time.

The data in this service description correspond to the information available at the time of going to print. Some of the services and functions described might not yet be available or may be available only in certain countries.

The vehicle illustrated on the cover 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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Thank you for choosing Volkswagen

Thank you for choosing a Volkswagen with Car-Net.

Read and observe the information in this service description before using the Volkswagen Car-Net services. This will allow you to quickly become familiar with the services and functions and ensure that you can recognise and avoid potential hazards for yourself and others.

If you have any further questions about Volkswagen Car-Net or your vehicle, or you think that this service description has not covered everything, please get in touch with your Volkswagen dealership or with Volkswagen customer support in your country. They will always be happy to deal with your questions, suggestions, praise or problems.

We hope you enjoy driving your new vehicle. Happy motoring.

Volkswagen AG



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About this service description

Scope

Validity

This manual applies to all vehicles from the Volkswagen Passenger Cars brand with "Guide & Inform" services in Europe and in countries where vehicles are registered in accordance with European directives. It is valid until a new edition is published, but at the latest until the end of February 2020, depending on what comes first.

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

Compatibility

"Guide & Inform" services and functions undergo continuous development and details are improved, modified and fine-tuned. Therefore, if you are using a vehicle that was manufactured prior to May 2017, some services and functions listed in this service description may not be available or may work differently in some cases.

Illustrations

Illustrations help with orientation and should be regarded as a general guide.

The descriptions for the app are valid for iOS and Android, unless otherwise specified. If only an iOS screen is shown, the Android screen will have a similar layout.

Information status

This manual will be updated from time to time. Please always use the latest version. You will find this in the Help section on the We Connect web portal → page 49. You should also download the updates to ensure you are always using the latest version of the app.

- Operating manual for the computer you are using to access the We Connect web portal.
- Operating manual for the mobile device on which you install the We Connect app.

If your vehicle can also use the "e-Remote" or "Security & Service" portfolio in addition to "Guide & Inform" services, please also observe the corresponding service descriptions.

Expected level of knowledge

We recommend that you acquire the following knowledge and skills if you don't already have them:

- Basic computer skills and familiarity with the operating system installed on your computer.
- Basic knowledge of how to use mobile devices and apps.
- Familiarity with the content of the relevant literature.

Valid documents

Observe the following documents and information:

- Owner's manual for your vehicle.
- Instructions for the factory-fitted Infotainment system.
- This service description.
- General Terms and Conditions at www.portal.volkswagen-we.com.

For your safety

Safety notes

Before running the "Guide & Inform" services, please read and observe the following safety notes so that you are aware of dangers to yourself and others and how these can be avoided:

WARNING

Using and running "Guide & Inform" services while driving can distract you from what is happening on the road. Accidents and injuries can occur if the driver is distracted.

- Always drive carefully and responsibly.

WARNING

Always take care when running the "Guide & Inform" services. Failure to do so could lead to accidents and serious injuries.

WARNING

Driving when the fuel level is low can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Always drive with a sufficient fuel level.
- Refill the tank in good time.

WARNING

The information displayed on the infotainment system, on the web portal and on the mobile device may distract you from actions required for safe driving. This can cause breakdowns in traffic, accidents and serious injuries.

- Always drive carefully and responsibly.
- React to displayed information according to the situation.
- Observe text messages and lit up warning and indicator lamps in the vehicle.

WARNING

Using computers and mobile devices in public or non-secured LAN and WLAN networks can lead to a loss of control of your Volkswagen Car-Net services.

- In addition to the usual precautionary measures to be taken when using the Internet, you should protect your computer and mobile device with suitable anti-virus software and regularly update its signatures.
- In addition to the generally recognised rules and information on the use of computers and mo-

bile devices, please also observe the information on handling and creation of a secure password for accessing the web portal.

WARNING

The following conditions can make it impossible to make an emergency call, make a telephone call, run a service or transfer data:

- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls, running services or data transfers are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

WARNING

In some countries and mobile networks, a help call or emergency call can only be made via the mobile device if the SIM card is "unlocked" and has sufficient credit.

WARNING

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

WARNING

Displayed traffic information and navigation recommendations for the suggested walking or driving route may not be compatible with the current walking or traffic situations.

- Road signs, signalling systems, traffic regulations and local circumstances should be prioritised over navigational recommendations for the walking or driving routes recommended on the web portal, in the Infotainment system and on the mobile device.
- Certain circumstances can make the originally planned driving time and route to the destination considerably longer or make navigation there impossible, e.g. due a road being closed.

WARNING

Set the volume on the Infotainment system so that noises outside the vehicle (e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

WARNING

When refuelling, always switch off the mobile device or any other wireless equipment in the vehicle. Electromagnetic radiation can generate sparks which can in turn start a fire.

WARNING

Mobile devices and other objects that are placed loose or incorrectly in the vehicle or are not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Always stow your mobile devices and other objects safely in the vehicle.

WARNING

Failing to observe the information in the manuals for the vehicle can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Before you perform activities on the vehicle for the services and functions described here, always read and observe the corresponding information and safety notes in the manuals for your vehicle.

NOTICE

Failure to observe illuminated warning and indicator lamps and text messages in the vehicle can lead to your vehicle being damaged.

- Check the status of the warning and indicator lamps multiple times during each journey, and check whether there are any text notifications. Only carry out these checks in situations where you will not be distracted from what is happening on the road.
- Respond to the notifications by taking appropriate measures.

NOTICE

The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. <

Notes on use

- Please read through this service description carefully.
- Always use the latest edition of the respective service description for each individual Volkswagen Car-Net service portfolio.
- Always use the latest version of the Volkswagen We Connect app and keep the app up-to-date using the updates provided.
- The login data you specify protect your user account from unauthorised access. Therefore please ensure that you always keep the user account details up-to-date. Update your email address on the web portal as soon as you change it. Please observe that the changes to the password and the email address will be valid for both Volkswagen portals.
- To prevent misuse, do not disclose your login data, your password or registration code to others and ensure that they cannot be accessed or viewed by others. Change the password at regular intervals.
- To avoid creating incorrect timestamps, for example in the Vehicle Health Report, the date and time in the vehicle and on the computer or mobile device should be set correctly.
- You can transfer usage rights for Car-Net services to other people once you complete registration → page 47.
- You are responsible for transferring usage rights and adding secondary users to your user account.
- Some of the Volkswagen Car-Net services provided by Volkswagen AG may contain links to websites 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 Car-Net services contain external information that originates from third parties, for example maps. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
- Please read and observe the operating manual for the computer and mobile device that you are using to run the services.

- Protect your computer and your mobile device from misuse, theft, damage and loss.
- Protect both the access to your router via the operating system with a secure password and also your network at home against unauthorised access with the appropriate settings in the router. Always keep your router's operating system up to date and change your password on a regular basis.

Legal requirements

Some Car-Net services require vehicle data to determine whether the vehicle is moving within currently set speed thresholds, where the vehicle is parked and whether it is moving inside or outside geographically defined areas. This information is displayed on the web portal and in the We Connect app.

Ask all users of your vehicle (drivers and passengers) whether they consent to the activated service. If an occupant does not give their consent, deactivate the service (if possible) or exclude the user from using the vehicle. If you fail to do so, you will be infringing the user's personal rights.

Identification



Fig. 1 Tracking.

In vehicles with Car-Net services which transmit data regarding the vehicle's current position and speed, a tracking symbol (→ Fig. 1) may be located either physically on the roof console or digitally on the screen of the Infotainment system.

Even if this symbol → Fig. 1 (e.g. in older vehicles) is not present, it is still possible that the control unit transmits the current vehicle position and speed.


Requirements for using the services

Using services via the Volkswagen We Connect app

In order to transfer data from the Volkswagen We Connect app to the Infotainment system, you

need a mobile device (e.g. a smartphone) that is capable of working as a mobile hotspot. Alternatively, the following can be used for data transmission:

- Suitable mobile phone interface and mobile device with remote SIM Access Profile (rSAP).
- **OR:** a SIM card for data transfer via the factory-fitted SIM card reader with telephone and data option.
- **OR:** a suitable CarStick* (functions only in conjunction with Discover Media).


 In the case of compatible iOS devices, the data connection can only be set up via a WLAN hotspot.

Technical prerequisites

The following requirements need to be met before you can use the services correctly and to their full extent:

- The Car-Net equipment must be ordered with your vehicle and have been installed at the factory.
- Your vehicle must be factory-fitted with a Car-Net-capable Infotainment system to run the services.
- Neither the entire service package nor individual services may be deactivated or decommissioned.
- External information from third-party providers (e.g. map views) must be available, correct, up to date and complete.
- Your location and that of your vehicle allow reliable mobile communications and GPS reception.
- The existing mobile radio standard must not be switched off by telecommunications providers.
- You and your vehicle are within the area covered by the services.
- Vehicle, computer, mobile device and service provider technology must be functioning fully and correctly.
- The 12-volt vehicle battery must be sufficiently charged.

Once you have created the user account or added a vehicle, you will have to drive a few kilometres in your assigned vehicle before individual services can start to generate and send correct data or notifications (e.g. "Vehicle Health Report").

 Since the scope and running of the services has continuously been expanded, it cannot be ensured that future services are compatible with your vehicle, computer or mobile device.

Organisational requirements

- A valid contract for use of the services exists between you and Volkswagen.
- You are located in a country where services are offered and available from the factory. <

Influencing factors

Bandwidth

The function and running speed of all services essentially depend on the available bandwidth of your Internet connection and the hardware used.

Even if a certain bandwidth is theoretically available, the following factors can contribute to reduced upload and download speeds:

- Areas with insufficient mobile and GPS reception.
- Maintenance, repairs, software updates and technical changes to your service provider's telecommunication networks and databases or those of third parties.
- Areas with sufficient mobile communications and GPS reception where the telecommunications provider's mobile network is out of order or is not available.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Impairment or interruption to mobile and GPS reception, for instance due to high speeds, landscape, tunnels, weather garages, car parks, underpasses, interfering devices or intensive use of the mobile network in the relevant radio cells.

Data option


Running services via the required Volkswagen app will use up data from any data plan you might have. If you have a contract without data flatrate, for example, the transfer rate will be significantly reduced when you exceed the data volume allowance guaranteed by your contract. This can lead to delays in running services or make it impossible to run the services. <

Volkswagen Car-Net

Introduction to the topic

Various Car-Net service portfolios that provide you with additional functions for your vehicle are combined under Volkswagen Car-Net. These services can be performed on a computer at home, for example, or on a mobile device (smartphone, tablet) while you are out and about.

An internet connection connects the vehicle to the computer or mobile device.


 By registering, you generate a Volkswagen ID which you can use to log into Car-Net and other Volkswagen systems. If you are already registered with a digital service from Volkswagen such as "MeinAuto.de", you can log into the We Connect portal or the We Connect app with this login data without having to register again.

The Car-Net service portfolio includes:

- "e-Remote".
- "Guide & Inform".
- "Security & Service".
- App-Connect.

Using the services

Complete the following steps to access the Volkswagen Car-Net service portfolio:

- Register for a Volkswagen ID → page 11, *Introduction to the topic*.
- Set a S-PIN → page 15, *S-PIN*.
- If required, confirm your identity with Volkswagen Ident → page 16, *Proof of identity (Volkswagen Ident)*.
- Add at least one vehicle.
- Order and activate Car-Net services. 

Overview of "Guide & Inform" services

Depending on the vehicle model and market, the number of available services may differ from this list. Not all services are available in every vehicle.

Guide & Inform services	Function
page 26, <i>Vehicle Health Report</i>	Provides information about the current status of the vehicle and lists any active warning messages and due service events.
page 27, <i>Time Manager</i>	Show routes to appointments listed in the calendar on your mobile device (<i>only via the app</i>).
page 28, <i>Parking Position</i>	Display parking position of your vehicle.
page 29, <i>News (RSS feeds)</i>	Select news stations and import them from the web portal.
page 30, <i>My Points of Interest (PPOI)</i>	Imports your points of interest before the start of your journey and manages these.
page 31, <i>Weather</i>	Informs you about the weather conditions at your current location, at your destination and in other predefined locations.
page 32, <i>Parking Spaces</i>	Provides information about free parking spaces/car parks in your area including prices, opening times and distance away.
page 32, <i>Satellite maps</i>	Permits orientation and provides additional information through realistic satellite images or satellite maps.
page 33, <i>Google Earth™</i>	Permits orientation and provides additional information through realistic satellite images (<i>only for existing vehicles</i>).
page 33, <i>Google Street View™</i>	Enables you to take a virtual tour of many locations throughout the world.
page 34, <i>Petrol stations</i>	Search for petrol stations (<i>only in the Infotainment system</i>).
page 35, <i>Online Gracenote</i>	Provides information about the music you are currently listening to.
page 36, <i>Online Map Update</i>	Updates navigation data via the Infotainment system

All "Guide & Inform" services are subject to the Terms of Use in their current version – see www.portal.volkswagen-we.com.

Guide & Inform services	Function
page 36, <i>Online Route Calculation</i> , page 38, <i>Setting addresses</i>	Use destinations and routes created on your mobile device or computer in your vehicle (<i>route import not possible in all vehicles</i>).
page 39, <i>Online POI search (voice control)</i>	Displays points of interest in the area as requested by you via voice command.
	Displays points of interest in the area as requested by you via text input.
page 40, <i>Online Traffic Information</i>	Provides up-to-the-minute information on traffic conditions.
page 41, <i>Online Destination and Route Import</i>	Sends individual points of interest (POIs) for navigation to the Infotainment system before the start of the journey.
page 45, <i>Hybrid Radio</i>	Listen to your local favourite station everywhere by automatic switching to the online stream.
page 45, <i>Internet radio</i>	Listen to a large number of national and international radio stations and podcasts and discover new ones.
page 45, <i>3D City Maps</i>	Three-dimensional (3D) views of selected cities.

All "Guide & Inform" services are subject to the Terms of Use in their current version – see www.portal.volkswagen-we.com.

Function

In order to communicate with the server, vehicles with the Volkswagen Car-Net portfolio Guide & Inform require a mobile device that is connected to the Infotainment system. In this service description, a "mobile device" refers to a mobile telephone, smartphone or tablet with a data option and the option to connect to the internet and install apps. In order to transfer data, you need a mobile device that has the capability to work as a mobile Wi-Fi hotspot. Alternatively, with the Business mobile phone interface ¹⁾, you can use a mobile device with remote SIM Access Profile (rSAP) or a SIM card²⁾ with telephone and data option or a suitable CarStick³⁾ for data transfer. In the case of compatible iOS devices, the data connection can only be set up via a Wi-Fi hotspot.

Car-Net status display

A symbol on the screen of your Infotainment system shows you the current status of your Car-Net services. The symbol is located in the upper status bar.

The symbols may be marked with Wi-Fi, 2G, 3G or LTE, for example, and indicate the connectivity type.

The current Volkswagen Car-Net status is displayed on the Infotainment screen as follows:

¹⁾ Formerly Premium. Designation was changed in week 22/2015.

²⁾ Data transfer via the factory-fitted SIM card reader.

³⁾ Works only in conjunction with Discover Media.

Symbol, meaning

White globe + Wi-Fi: Guide & Inform is available.



Grey globe: Guide & Inform and/or Security & Service are not available or not activated, tracking services¹⁾ are **inactive**.

Grey globe + Wi-Fi: Guide & Inform is not available with established connectivity, tracking services¹⁾ are **inactive**.



Grey globe, white key: private mode is active. All purchased Volkswagen Car-Net service packages have been **deactivated** by the user.

White globe, white key + LTE: personalised private mode is active. A Volkswagen Car-Net service package has been deactivated by the user, tracking services¹⁾ are **inactive**.



White globe, white vehicle + LTE: Guide & Inform and/or Security & Service are available, tracking services¹⁾ are active.

Grey globe, white vehicle: Guide & Inform is not available or not activated, tracking services¹⁾ are active.






















¹⁾ Relates to the following services: Area Alert, Speed Alert, Parking Position, Online Anti-Theft Alarm.

Overview of symbols

This overview shows the meaning of general symbols that may be used on the Volkswagen Car-Net

portal and also in the Volkswagen Car-Net app in some cases.

General symbols, meaning

	Change or edit editable data fields.
	Drop-down list for selection of entries or values.
	Close view, pop-up window, tab or website.
	Delete data, values, settings or entries.
	Checkbox. Entry is not activated.
	Checkbox. Entry is selected or activated.
	Slider for (continuous) adjustment of values.
	Slider for (continuous) adjustment of values.
	Create new setting, enlarge view or increase value.
	Reduce view or decrease value.
	Mark individual service tiles as favourites.
	Service tile is marked as favourite.
	Refresh view.
	Browse back in a website or go back to previous view or website.
	Browse forward in a website.
	Go back to previous view or website.
	Jump to top of website.
	Displays additional information.
	Log out.
	Opens a help page on the respective topic.
	Download a file.

ded. In these cases, there is no claim to the provision of services from Volkswagen AG. <

Costs

Exchanging data between the vehicle and computer or vehicle and mobile device via the internet can incur costs. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers (telephone or mobile phone providers).


Furthermore additional costs may be incurred when you run services (roaming fees).

Any extension of your Car-Net contract is also usually subject to a fee. <

Availability

Not all services are available in all countries. Therefore check which services will be available before driving aboard.

Security-relevant services can be run only if you have previously provided proof of identity
→ page 16, *Proof of identity (Volkswagen Ident)*.

 It is possible that individual services are available in countries even though this is not inten-

Getting started

Volkswagen ID


Introduction to the topic



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

The Volkswagen ID contains personal data (e.g. telephone number, address), account settings and apps that are associated with the Volkswagen ID.

You must have a Volkswagen ID to use Volkswagen Car-Net or Volkswagen We Connect services. You can register for the Volkswagen ID in several ways:

- On the Volkswagen We Connect portal → page 11, *Registering on the web portal*.
- In the Volkswagen We Connect app → page 13, *Completing registration in the app*.
- On the vehicle's Infotainment system → page 14, *Registering in the vehicle*.

 If you are taking on a previously registered vehicle it may be linked to another Volkswagen ID. You should therefore restore the Infotainment system to its factory settings before adding the vehicle → page 49, *Restoring the factory settings of the Infotainment system*.

 If you have already created a Volkswagen ID to use Volkswagen Car-Net or Volkswagen We Connect services as a private customer, you will **not** be able to use the same email address to log into Volkswagen We Connect Fleet. 

Registering on the web portal

The central location for Volkswagen We Connect is the website www.portal.volkswagen-we.com. The website is generally divided into multiple areas:

- An area with the navigation bar.

Starting and logging in

- An area where apps are available to download.
- Areas with information relating to Volkswagen models.
- An area for using Car-Net services.

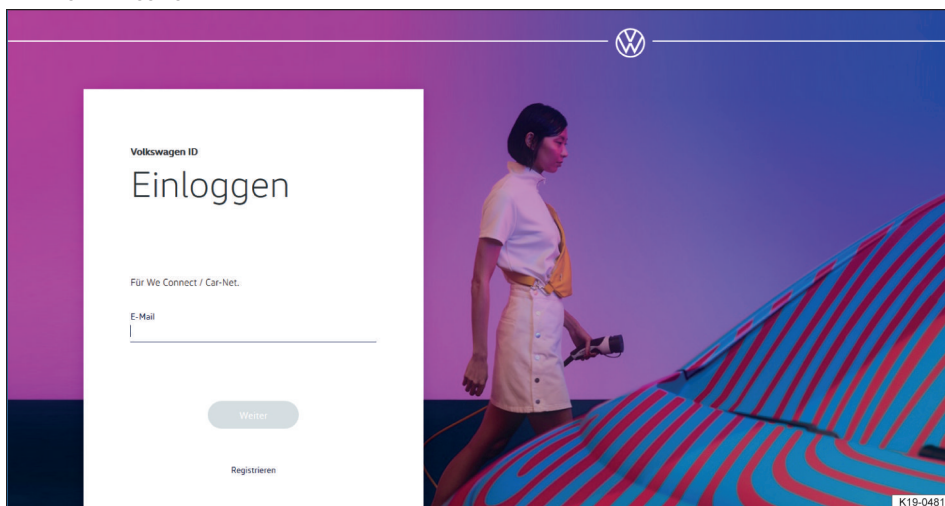



Fig. 2 Volkswagen We Connect homepage (schematic diagram).

1. Open the web portal.
2. Click **Log in** in the navigation bar on the left-hand side of the screen.
3. **Or:** click on **Log in** or **create user account** in the centre of the page.
 - The homepage for registering for a Volkswagen ID appears → Fig. 2.

4. Click **Register**.
5. Enter a valid email address.
6. Set a password → page 15, *Password*.
7. Accept the **Terms of Use**.
 - A confirmation email will be sent to the email address you entered.
8. Follow the instructions in the confirmation email.
 - Your Volkswagen ID is created.

 In future you will also be able to use your Volkswagen ID details (email address and password) to log into the We Connect app.

Adding a vehicle

Once you have created your user account, you need to add the vehicle you are assigning. Have the 17-character vehicle identification number (VIN) ready for the vehicle you want to add.

1. Open the web portal and log in.
2. Click **Add vehicle**.
3. Transfer the vehicle identification number (VIN) to the input field. In some cases, the first three letters will already be displayed.
 - The counter indicates how many characters from the vehicle identification number have already been entered.
4. Confirm the entries.
 - The vehicle has been added. Next you need to order Car-Net services.

Ordering Car-Net services

Once you have added the vehicle, you need to complete the order process to assign the Volkswagen Car-Net services to the vehicle.

1. Observe the information on the website and scroll downwards.
2. Click on the links to open the information on data protection, your right of revocation, the general terms and conditions and terms of use, and read through them carefully.
 - You will not be able to continue the order process and the registration if you do not agree to the terms. It will then not be possible to use the services.
3. Click on to accept the general terms and conditions and the terms of use.
4. Click **Order now for €0**.
 - You have concluded a binding contract for the use of Volkswagen Car-Net services with the vehicle whose vehicle identification num-

ber you entered during the registration process. Please observe the message on the screen.

You will receive an order confirmation email via the email address you specified for your user account. It contains the acceptance of your offer by Volkswagen AG and the contract with Volkswagen AG covering Car-Net services will come into force. A web page opens showing a system-generated registration code to verify the data you have entered.

Deactivating Car-Net services

You must verify the entered data once you have added the vehicle and ordered the Car-Net services. Depending on your vehicle model, you may be asked to provide the exact mileage of the vehicle or to enter the automatically generated registration code into the factory-fitted Infotainment system in the vehicle being assigned.

The registration code is valid for 14 days. After this period has elapsed, you will need to request a new registration code on the website.

1. Note the registration code.
 - If necessary, you can print out the registration code together with instructions or check whether the vehicle has been correctly assigned.
2. Take the registration code and vehicle key to the vehicle whose vehicle identification number has been registered on the web portal.
3. Unlock the vehicle.
4. Switch on the ignition and leave it switched on until activation is completed.
5. Switch on the Infotainment system.
6. Press the **Menu** button or function button on the Infotainment system.
7. Select **Settings**.
8. Touch **Car-Net (online services)**.
9. Touch **Registration**.
 - A number keypad is normally displayed so you can enter the registration code. If, despite the mobile device being paired, the numerical keypad is not displayed on the screen, then your mobile device currently does not support the required data connection type, e.g. rSAP. Cancel the process and follow the instructions in your Infotainment system manual to establish a data connection. Set up a hotspot if necessary.
10. If the registration code has not already been entered by the control unit, enter the registration code.

11. Touch **Save** or **OK**.
 - The registration code will be transferred from the Infotainment system via your paired mobile device to the processing server.
12. Wait until the login is confirmed on the Infotainment system. This can take several minutes.
13. Switch off the Infotainment system and ignition.
14. Lock the vehicle.
15. Click on **Add vehicle** on the web portal followed by the **Refresh page** function button to check whether the vehicle has been assigned correctly.

- The vehicle is normally assigned immediately. Depending on how reliable the mobile telephone and GPS reception are, and on the quality of the signals between the vehicle, server and computer, assignment of the vehicle may be delayed and occur later on.

16. Click **Confirm**.

If you want to assign more than one vehicle, repeat the registration process from **Add a vehicle** for each vehicle. ◀


Completing registration in the app

Requirements for registering in the app

- You have successfully installed the Volkswagen We Connect app → page 24, *Installing the We Connect App*.
- The requirements for using the services have been fulfilled → page 6, *Requirements for using the services*.

Starting and registration

1. Launch the app.
2. Touch **Login**.
 - The Volkswagen ID homepage appears.
3. Touch **Registration**.
4. Enter a valid email address.
5. Set a password → page 15, *Password*.
6. Accept the **Terms of Use**.
 - A confirmation email will be sent to the email address you entered.
7. Follow the instructions in the confirmation email.
 - Your Volkswagen ID is created.

 In future you will also be able to use your Volkswagen ID details (email address and password) to log into the Volkswagen We Connect portal.

Adding a vehicle

Once you have created your user account, you need to add the vehicle you are assigning. Have the 17-character vehicle identification number (VIN) ready for the vehicle you want to add.

1. Open the web portal and log in.
2. Click **Add vehicle**.

3. Transfer the vehicle identification number (VIN) to the input field. In some cases, the first three letters will already be displayed.

- The counter indicates how many characters from the vehicle identification number have already been entered.

4. Confirm the entries.

- The vehicle has been added. Next you need to order Car-Net services.

Ordering Car-Net services

Once you have added the vehicle, you need to complete the order process to assign the Volkswagen Car-Net services to the vehicle.

1. Observe the information on the website and scroll downwards.
2. Click on the links to open the information on data protection, your right of revocation, the general terms and conditions and terms of use, and read through them carefully.
 - You will not be able to continue the order process and the registration if you do not agree to the terms. It will then not be possible to use the services.

3. Click on to accept the general terms and conditions and the terms of use.

- appears, the entry is activated.

4. Click **Order now for €0**.

- You have concluded a binding contract for the use of Volkswagen Car-Net services with the vehicle whose vehicle identification number you entered during the registration process. Please observe the message on the screen.

You will receive an order confirmation email via the email address you specified for your user account. It contains the acceptance of your offer by Volkswagen AG and the contract with Volkswagen AG covering Car-Net services will come into force. A web page opens showing a system-generated registration code to verify the data you have entered.

Deactivating Car-Net services

You must verify the entered data once you have added the vehicle and ordered the Car-Net services. Depending on your vehicle model, you may be asked to provide the exact mileage of the vehicle or to enter the automatically generated registration code into the factory-fitted Infotainment system in the vehicle being assigned.

The registration code is valid for 14 days. After this period has elapsed, you will need to request a new registration code on the website.

1. Note the registration code.
 - If necessary, you can print out the registration code together with instructions or check whether the vehicle has been correctly assigned.
2. Take the registration code and vehicle key to the vehicle whose vehicle identification number has been registered on the web portal.
3. Unlock the vehicle.
4. Switch on the ignition and leave it switched on until activation is completed.
5. Switch on the Infotainment system.
6. Press the **Menu** button or function button on the Infotainment system.
7. Select **Settings**.
8. Touch **Car-Net (online services)**.
9. Touch **Registration**.
 - A number keypad is normally displayed so you can enter the registration code. If, despite the mobile device being paired, the numerical keypad is not displayed on the screen, then your mobile device currently does not support the required data connection type, e.g. rSAP. Cancel the process and follow the instructions in your Infotainment system manual to establish a data connection. Set up a hotspot if necessary.
10. If the registration code has not already been entered by the control unit, enter the registration code.
11. Touch **Save** or **OK**.


- The registration code will be transferred from the Infotainment system via your paired mobile device to the processing server.
12. Wait until the login is confirmed on the Infotainment system. This can take several minutes.
 13. Switch off the Infotainment system and ignition.
 14. Lock the vehicle.
 15. Open the We Connect app and log in.
 16. Click on **Add vehicle** in the app again, followed by the **Refresh page** function button to check whether the vehicle has been assigned correctly.
 - The vehicle is normally assigned immediately. Depending on how reliable the mobile telephone and GPS reception are, and on the quality of the signals between the vehicle, server and computer, assignment of the vehicle may be delayed and occur later on.
 17. Click **Confirm**.

If you want to assign more than one vehicle, repeat the registration process from **Add a vehicle** for each vehicle. ▶

Registering in the vehicle

1. Unlock the vehicle and switch on the ignition.
2. Switch on the Infotainment system.
3. Touch **Car-Net** on the Infotainment system.
 - The online configuration wizard will be started.
4. Establish internet connection via CarStick*, Wi-Fi or SIM card.
 - The internet connection must not be interrupted for the duration of registration.
5. If you do not yet have a user account: touch **Register**.
If you already have a user account: touch **Activate**.
6. Enter user data and email address to create the user account.
 - You can view legal information by touching the **≡** function button (terms of use, privacy policy, terms and conditions and legal notice).
7. During the registration process, an email with a confirmation link will be sent to the email address that you have entered. The confirmation link is time-limited. Click on the link in the email to complete registration.
 - The email may also have arrived in the spam or junk mail folders.

8. Complete all relevant input fields and observe any instructions displayed.
9. Select the correct entry from the drop-down menus.
10. After completing the relevant inputs, click on the corresponding function button to continue, e.g. **Next**, **Activate** or **Register**.

 If you do not agree with the terms of use or do not make entries in the mandatory fields, you will not be able to continue and complete registration.

Password

Creating a password

The password protects your user account from unauthorised access.

Observe the following points to protect your user account from misuse:

- Do not keep your password in public places.
- Change your password at regular intervals.
- Use a secure password with at least eight characters. Secure passwords contain the following elements:
 - At least one upper-case letter.
 - At least one lower-case letter.
 - At least one special character.
 - At least one number.

Have you forgotten your password?

If you have forgotten your password, you can create a new one on the We Connect web portal.

1. Click **Forgotten password?** in the login window.
2. Enter the email address with which you are registered in the input window.
3. Click **Send**.
 - You will receive an email with a link for verification that is valid for 24 hours.
4. Check your emails.
 - The email may also have arrived in the spam or junk mail folders.
5. Click the link in the email.
6. Follow the instructions and create a new password.
 - The old password is no longer valid.


Forgotten email address

Register again with a new email address.

S-PIN

The S-PIN (security PIN) is a four-digit number sequence and can be freely selected by the user.


The S-PIN is queried in addition to the portal password during user authentication. The S-PIN thus forms a mandatory second level of security that protects security-related services against unauthorised access.

 If you enter your current S-PIN incorrectly several times, the input field will be blocked:

- After three failed attempts for approximately 60 seconds.
- After four failed attempts for approximately 60 minutes.
- After five failed attempts for approximately 24 hours.

Creating S-PIN

The S-PIN 0000 is not allowed for security reasons. Remember your personal S-PIN and do not disclose it to anyone.

 If you edit your email address or password, your "My Car" login data will also be modified.

1. Open the web portal and log in.
2. Click **Einstellungen (Settings)**.
3. Click **Account settings**.
4. Click **S-PIN erstellen (Create S-PIN)**.
5. Enter your new, four-digit S-PIN.
6. Click **Save**.

Resetting S-PIN

If you forget your S-PIN, you have the option of resetting your S-PIN.

Once you have reset your S-PIN, you can no longer use the Car-Net services until you have re-verified yourself as the vehicle owner in your vehicle. All secondary users can also no longer use the Car-Net services. You will receive an activation PIN for verification. The Car-Net services will be fully available again for you and the secondary users only after entering this activation PIN in the vehicle.

1. Open the web portal and log in.
2. Click **Einstellungen (Settings)**.
3. Click **Account settings**.
4. Click **S-PIN ändern (Change S-PIN)**.
5. Click **S-PIN vergessen? (Forgotten S-PIN?)**.
6. Click **Reset S-PIN**.

- You must now enter your login data within 5 minutes and log in again.
- 7. Enter a new four-digit S-PIN and confirm it in the second input field.
- 8. Click **Next**.
- 9. If there are multiple vehicles, select the vehicle for which you would like to verify yourself as vehicle keeper.
- 10. Enter the displayed registration code in the In-fotainment system.
 - The registration code is valid for 14 days.
- 11. If the page is not automatically updated, click **Refresh page**.
 - You have reset the S-PIN and re-verified yourself as the vehicle keeper. You can now use all Car-Net services again in full.
 - A confirmation email will also be sent to your stored email address.

1. Open the web portal and log in.
2. Click **Einstellungen (Settings)**.
3. Click **Account settings**.
4. Click **S-PIN ändern (Change S-PIN)**.
5. Enter the current S-PIN.
 - You can show and hide the S-PIN when you enter it by clicking the "eye" on the right next to the input field. You can check correct input in display mode.
6. Enter a new S-PIN and confirm it in the second input field.
 - If you enter your current S-PIN incorrectly several times, the input field will be blocked: After three failed attempts for approximately 60 seconds. After four failed attempts for approximately 60 minutes. After five failed attempts for approximately 24 hours.
7. Click **Save**.
 - The S-PIN has been changed. <


Changing S-PIN

You can change your current S-PIN.

Proof of identity (Volkswagen Ident)


Sie können jetzt das Volkswagen Ident-Verfahren durchführen

Sie können sich entweder in der Car-Net App über den Video-Chat verifizieren oder einen der teilnehmenden Volkswagen Partner aufsuchen.



①

Sofort per Car-Net App



②

Beim Volkswagen Partner

MOD-0540

Fig. 3 User account: selecting Volkswagen Ident process.

- ① Touch the function button if the proof of identity is to take place immediately via the We Connect app on your mobile device.
- ② Touch the function button if proof of identity is to take place later at the Volkswagen dealership.

Volkswagen Ident as proof of identity is necessary to run security-relevant* services. "Lock & Unlock" cannot be performed without proof of identity, for example.

Proof of identity can be provided in two ways:

- Personally, at your Volkswagen dealership.
- Via video chat together with identity documents in the Volkswagen We Connect app.

Links with information on carrying out the Volkswagen Ident process may be available in the user account under **Settings** ▶ **User account** ▶ **Personal details**.

Volkswagen Ident process via the We Connect app

Tap the **WV Ident process** menu option in "Vehicle properties". This starts the Volkswagen Ident process.

1. Have a machine-readable identity document ready (driving licence, ID card or passport).
2. Download the latest version of the We Connect app to your mobile device free of charge from the App Store or the Google Play Store.
3. Find a quiet location with sufficient mobile network coverage. Where possible, use the Wi-Fi hotspot.
4. Select the identification option in the We Connect app under "Vehicle properties".

5. Start the video chat.

— A customer support agent will then guide you through the verification process.

6. After completing the Volkswagen Ident process, log into the web portal again so that all data are updated.



Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers (telephone or mobile phone providers).

Volkswagen Ident process at the Volkswagen dealership

1. Visit a Volkswagen dealership.
2. Ask this Volkswagen dealership to carry out verification on the Group Retail portal (service portlet).
3. State your email address for identification.
4. Present an identity document (driving licence, ID card or passport). This should be machine-readable if possible.
5. After completing the Volkswagen Ident process, log into the web portal again so that all data are updated. <

Vehicle administration

Introduction to the topic

Under vehicle administration, you can add and remove vehicles, complete the activation of services, extend contracts and manage secondary users.

If you do not perform the registration (user account not yet created) or do not add the new vehicle within 90 days after receiving the vehicle (first order deadline), the period will be shortened by the number of days that are between the end of the first order deadline and the registration or addition of the new vehicle.

Adding and removing a vehicle


Adding a vehicle

You can add vehicles to your user account in the vehicle administration area of the We Connect web portal. You can also remove vehicles from your account that have already been activated, e.g. if you have sold the vehicle.

Removing a vehicle

You can remove vehicles from your user account if, for example, you have sold the vehicle and want to transfer use of the services to the buyer.

Only one vehicle can be removed at a time. If you want to remove several assigned vehicles, you will need to remove each vehicle individually.

 When you remove a vehicle, you also remove all secondary users and all mobile keys that are registered to the vehicle.


1. Open the web portal and log in.
2. Select **Settings** in the navigation bar.
3. Select **Vehicle administration**.
 - All assigned vehicles are displayed.
4. Click **Remove** next to the vehicle to be deleted.
5. Check before confirming whether you have selected the correct vehicle.
6. Confirm by clicking **Yes, remove**.
 - The vehicle is then deleted from your user account. No further functions can be performed or data displayed for the deleted vehicle – not even for authorised drivers. If you remove a vehicle, this will not have any effect on your user account – it will remain even if no more vehicles are assigned. You can add

a vehicle to your user account again at any time.



You can cancel the procedure at any time.



If you sell the vehicle or lend it (for a long period), you should transfer the service functions to the buyer or vehicle user and reset the Infotainment system in the vehicle to the factory settings. Please refer to the relevant information in the operating manual for the Infotainment system. 

Managing secondary users

Secondary users are persons to whom you as the account holder grant limited use of the services in relation to the vehicle. Secondary users do not have access to contractual data, for example, and are permitted to use only "Online Auxiliary Heater and Ventilation" from the services that are protected by S-PIN. Secondary users cannot add additional secondary users and cannot use the "Lock & Unlock", "Speed Alert" and "Area Alert" services.

Inform the secondary user about the content of this service description before running the functions provided on the web portal so that they are also aware of dangers to themselves and others and of how these can be avoided.

Secondary users can be managed on the web portal and in the We Connect app.

Creating secondary users


You can create up to 5 secondary users.

Each secondary user needs to have their own user account. To create a secondary user, you are required to enter the email address associated with the new user's assigned user account and confirm this with an S-PIN.

Deleting secondary users

Secondary users can be deleted either by the primary user or by the secondary user in question in the vehicle administration area.

Activating secondary users

If a secondary user resets their S-PIN, they will use their secondary user rights and the secondary user will be shown as inactive in the vehicle administration area. The primary user can reactivate the secondary user in the vehicle administration area. 


Defining an authorised workshop

You need to select a personal authorised workshop in order to use the "Service Scheduling" service. The service can be found under the "Service and maintenance" tile.

If your vehicle is due to visit the workshop, the authorised workshop will contact you automatically via the communication channel you specified (email or telephone).


You must specify the authorised workshop for each vehicle individually. If you have a Volkswagen Commercial Vehicle in your garage you cannot select the authorised workshop on the We Connect portal.



The communication channel applies to all vehicles assigned to your user account. Authorised workshops without a service offer cannot be selected.

 There may be several days between the service event occurring and you being contacted by the authorised workshop in some cases.

1. Open the We Connect web portal and log in.
2. Select vehicle.
3. Select "Car-Net services" under "Service and maintenance".
4. Click **Select now**.
5. Enter the name, city or post code in the input field.
6. Click **Search**.
7. Set one or more filters to restrict the search results when necessary (places, authorised workshops).
8. Select an authorised workshop.
9. If necessary, you can activate Automatic Service Scheduling using the "Activation of automatic appointment suggestions" popup window.
10. Set your preferred contact channel under the **Automatic Service Scheduling** tab.

Deleting and editing authorised workshops

You can delete the selected authorised workshop again by clicking . The "Automatic Service Scheduling" service is deleted automatically when you delete the authorised workshop.

You can edit the authorised workshop at any time by clicking on the pen symbol  

The We Connect web portal

Introduction to the topic

The web portal allows you to access the majority of the services described in this manual from your computer. You need an internet connection and a browser to do this. As a user of Car-Net you can also use the We Connect web portal. You will find all of your usual Car-Net services here.

A few of the services are only available via the app. Use the We Connect app to access them.

Requirements for using the Volkswagen We Connect web portal

- You have a computer with operating system and browser.
- A functioning Internet connection is available so that data can be transferred.
- You have successfully created a user account and assigned your vehicle.

We Connect web portal homepage

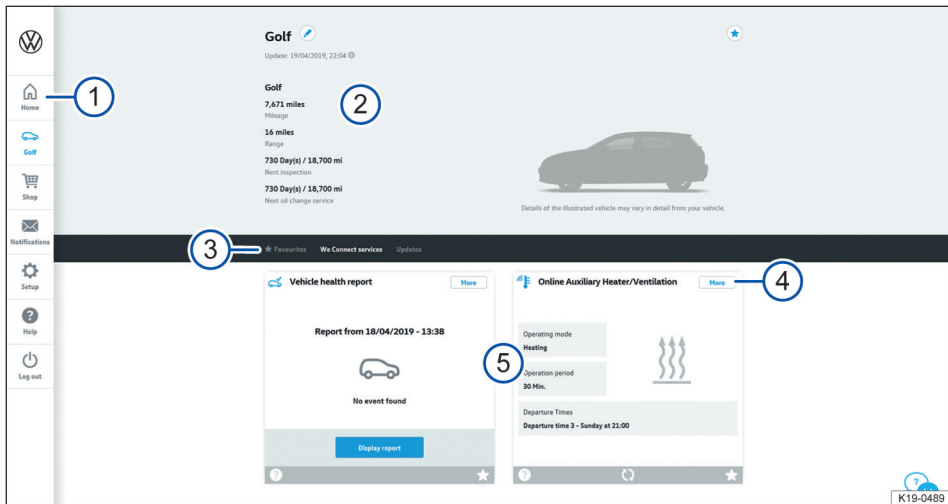


Fig. 4 Example illustration of the We Connect web portal homepage.

- 1 Navigation bar → page 22.
- 2 Vehicle status at the time of the last data transfer (e.g. name of vehicle, total mileage, electric range, number of passengers or secondary users).
- 3 Selection bar with various content (depending on services available).
- 4 More details on the individual services.
- 5 Overview of available services.

Once you have logged in and selected the desired vehicle (if you have several vehicles), you will see the We Connect web portal homepage.

If a Car-Net contract for one of your vehicles has expired, a pop-up window will appear reminding you to extend the contract. You can also access the administration of your contracts from here by clicking the **Renew contract** function button.

In addition, a pop-up window will appear offering you a short introductory tour of the mobile online services.

i The available content varies according to vehicle type. Please observe the requirements for using the We Connect web portal.

Navigation bar

The navigation bar gives you access to important information and functions that are not used to run services.

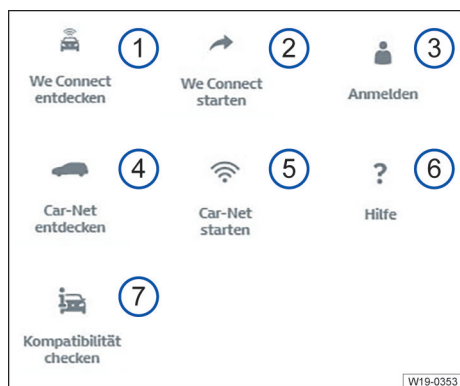


Fig. 5 Diagram of the navigation bar: the availability of tiles ① to ⑦ depends on your vehicle's individual portfolio.

- ① Overview of all Volkswagen We Connect services and functions.
- ② Activate We Connect and further We Connect information.
- ③ Login to the web portal and open the homepage.
- ④ Overview of all Volkswagen Car-Net services and functions.
- ⑤ Activate Car-Net and further Car-Net information.
- ⑥ Access help.
- ⑦ Check which mobile online services are available in your chosen vehicle.

There may also be other tiles in the navigation bar, depending on the portfolio and the technology used:


- Link to the webshop (shopping trolley icon).
- Notifications (envelope icon).
- Settings (cogwheel symbol).

Managing notifications


Read or delete notifications

1. Click **Notifications** in the navigation bar.
2. Select vehicle.

3. Select the service for which you want to receive notifications.
 - The table shows current information and notifications if available.
4. To display further notifications, click **More notifications**.

 The 20 most recent notifications are displayed. After clicking **More notifications**, older notifications are also displayed.

Set notification channels

1. In the navigation bar, click **Settings** ▶ **Notification settings**.
2. Select vehicle.
3. Activate the checkbox of the corresponding service to automatically receive notifications.
4. Click **Save**. 

Logging into and out of the web portal

You need to be registered in order to log into the We Connect web portal.

Logging in

1. Log in on the computer and open the internet browser.
2. Enter the following URL in the address line of your Internet browser: www.portal.volkswagen-we.com.
3. Click **Log in** on the navigation bar.
 - The web page for login and registration opens.
4. Click **Login**.
5. Enter your valid login data and click **Log in**.
 - The page for your vehicle opens immediately. If you have registered multiple vehicles, you will be directed to the last used vehicle on the We Connect web portal.

◀ Logging out

Always log out when you do not want to make any further entries. This protects your user account against misuse.

You will be logged out automatically for security reasons if you do not make any entries for several minutes.

You can also log yourself out at any time:

- Click **Log out** in the navigation bar on the left-hand side of the screen.
- You will be logged out and directed to the We Connect web portal homepage. <

The We Connect app

Introduction to the topic

Vehicles equipped with the e-Remote, Guide & Inform or Security & Service portfolios before July 2019 use the previous Volkswagen Car-Net App. Volkswagen recommends updating to the new, compatible Volkswagen We Connect App in these vehicles. The new We Connect app is required to continue using the portfolios.


The Volkswagen Car-Net app is no longer being developed and will be discontinued by early 2020 at the latest.

The Volkswagen We Connect app enables you to run some of the services described in this manual using a mobile device.

You will need an internet connection for this, among other things.


It may take a few minutes to receive feedback after transmitting data via the We Connect app.

You can also use the web portal to run some We Connect app functions.

 There may be differences between this service description and the installed app due to ongoing enhancements.

Requirements for using the We Connect app

- You own a compatible mobile device. You can check the compatibility at www.portal.volkswagen-we.com.
- The app has been installed on your mobile device. Sufficient free memory space is available.
- A functioning Internet connection is available so that data can be transferred.

 Volkswagen recommends concluding a separate mobile contract with data option so that you can also use the app properly while on the road.

Installing the We Connect App

You need to make the following preparations in order to run services via a mobile device:

- If necessary, check whether your mobile device is compatible at www.portal.volkswagen-we.com.
- Install the app.

Operating system

The app is available for mobile devices with the following operating systems:

- iOS.
 - Download from the Apple App Store.
- Android.
 - Download from the Google Play Store.

Installation

Please observe the operating manual for your mobile device. You will find out there how to install, uninstall and completely close apps.

Differences between iOS and Android.

The submenus and settings options in the app are virtually identical for iOS and Android mobile devices. For this reason, only one example of a user interface is depicted for each service (either iOS or Android).

We Connect app homepage

A welcome screen is displayed once you install and start the app. You can take a look at the demo mode or login on the “welcome page”. The corresponding homepage appears once you log in.

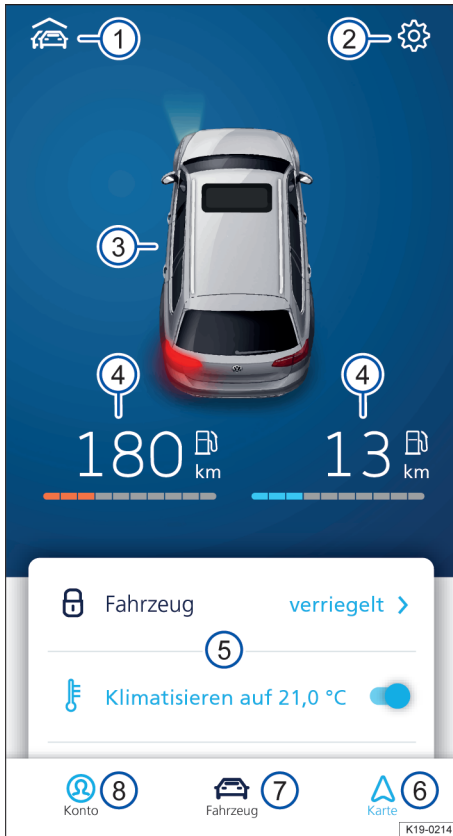


Fig. 6 Example illustration of the app homepage

- ① Overview of the vehicles connected to the app
- ② Vehicle settings.
- ③ Overview of the vehicle status (windows open or closed, doors open or closed, lights on or off).
- ④ Fuel range (left) and charge range (right) (only the fuel range is displayed in vehicles fitted with a combustion engine).
- ⑤ Overview of available services (additional services are shown when you swipe from bottom to top).
- ⑥ Map.
- ⑦ Vehicle status.
- ⑧ Account settings.

Log in using your Volkswagen ID to access the homepage. It does not matter whether you have registered on the We Connect web portal, in the We Connect app or on the vehicle's infotainment system.

i Instead of the function buttons for the "Air conditioning", "Window heating" and "Charge battery" services, the "Auxiliary heater" function button may be available for vehicles with a combustion engine.

Logging into and out of the We Connect app

You must be registered in order to log into the We Connect app.

i By registering, you generate a Volkswagen ID which you can use to log into Car-Net and other Volkswagen systems. If you are already registered with a digital service from Volkswagen such as "MeinAuto.de", you can log in to Car-Net with this login data without having to register again.

Logging in

1. Launch the We Connect app.
2. Touch **Login**.
3. Touch **Add account**.
4. Enter your valid login data and touch **Login**.
5. Select vehicle.

i If you enter your password incorrectly three times in succession, your user account will be temporarily locked for security reasons.

Logging out

Always log out when you do not want to make any further entries. This protects your user account against misuse.

1. Touch the symbol for the current vehicle.
2. Touch **Log out**.
3. Close the We Connect app.
4. Close the We Connect app completely so that it does not remain active in the background.
 - Please refer to the operating manual for your mobile device about this.

Guide & Inform services


Vehicle Health Report

Introduction to the topic

The vehicle health report contains details of the current vehicle status. This service lists existing warning messages and any impending maintenance events. It also displays the current status of the driver assist systems.

Vehicle health reports are managed on the web portal. You can request a report manually there. If your vehicle supports this function, you can also configure automatic report generation. This allows you to set specific periods or distance intervals for which you want a report to be created. You can request the vehicle health report manually using the current version of the app.

If your vehicle supports this function, old vehicle health reports are automatically stored in an archive on the web portal. This gives you access to up to 150 vehicle health reports from the last 24 months. Older reports are automatically deleted from the archive. If you still need these reports, download them in good time as a PDF file.



 The vehicle equipment determines whether the vehicle can archive the reports. For vehicles that do not have the archiving function, a vehicle health report is automatically sent to the web portal each time the engine is switched off. The archive function will still be available in vehicles that were produced before this feature was introduced.

Managing the Vehicle Health Reports on the We Connect web portal

 Please refer to  and  on page 4.


You can view the Vehicle Health Report in the app or on the web portal. Vehicle health reports are managed on the web portal.

1. Open the web portal and log in.
2. If the desired vehicle is not displayed on the homepage, select the vehicle in the navigation bar on the left-hand side of the screen.
3. Select "We Connect services".
 - The available services are displayed.

4. Scroll down to **Vehicle health report** in the displayed services.
5. To view details, click **More** at the top right of the window.
 - The latest vehicle health report is displayed including the results.
6. To download a vehicle health report, click on  in the upper right-hand corner of the report. 

Viewing the Vehicle Health Report in the We Connect app


 Please refer to  and  on page 4.

1. Start the app and log in.
2. Select vehicle.
 - The vehicle's last status report is loaded.
3. Swipe upwards on the screen to access the **Services** section.
4. Touch **Vehicle health report**.
 - The latest vehicle health report is displayed including the results. 

What can cause problems

 Please refer to  and  on page 4.

The following factors can mean that it is not possible to run the "Vehicle Health Report" service, or that the service functions incorrectly:

- The requirements have not been fulfilled
→ page 6, *Requirements for using the services*.
- The vehicle has not yet driven 300 kilometres since registration.
- It can take a few minutes after the ignition is switched off before the current vehicle data are available in the web portal.
- The date and time are incorrect in the vehicle and/or on the computer. This means that the wrong timestamps are generated in the vehicle health report. You should therefore check the time and date settings before requesting the Vehicle Health Report and correct them if necessary. 


Time Manager


Introduction to the topic

The "Time Manager" service informs you when you should set out in order to make appointments on time. The service uses information from the following sources for this purpose:

— Device calendar.

"Home" and "Work" addresses that have been set are stored as favourites in the app.

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

The route is calculated starting from the vehicle's last recorded parking position. If you select an appointment from the list, the driving route and the estimated driving time according to the current traffic situation is displayed. The "Time Manager" service is only available in the app. 

Displaying and setting Time Manager

 Please refer to  and  on page 4.

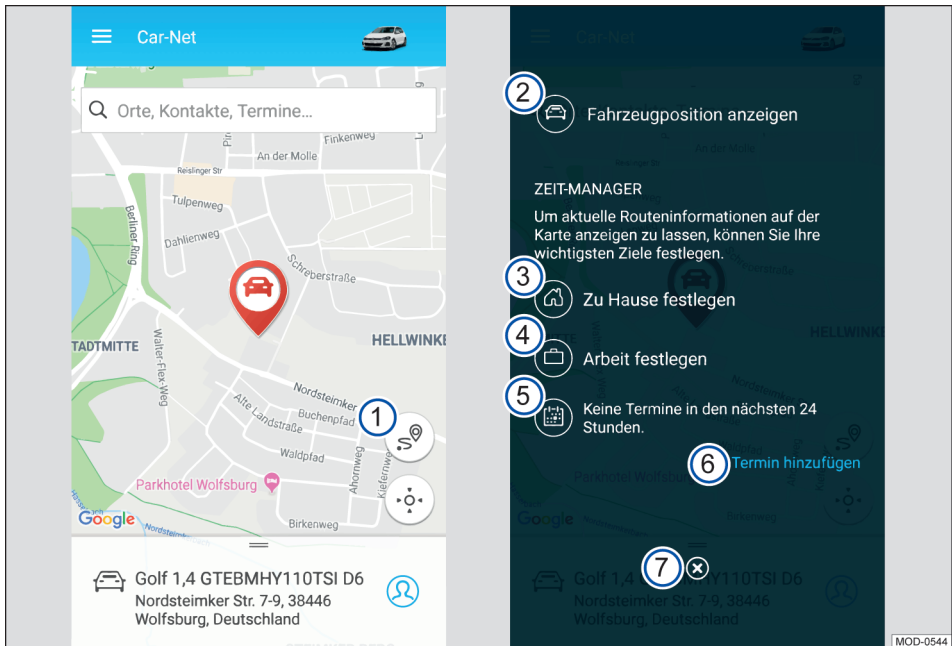


Fig. 7 Left: start page; right: central user interface of Time Manager.

- 1 Function button opens user interface.
- 2 Generate route guidance from your current location to the vehicle.
- 3 Jump to a map view where you can set your home address.
- 4 Jump to a map view where you can set your work address.
- 5 Provides information on appointments. Route guidance can be displayed for any upcoming appointments.
- 6 Adds appointments from a previously selected calendar.

⑦ Return to start page.


By defining addresses (home, work, appointment) and appointment times, you can generate route

Parking Position

📖 Introduction to the topic


You can view this parking position using the Parking Position service. In addition to the parking position of your vehicle, you can also display your current location on the map and access the route description to your vehicle.


After you have parked your vehicle and removed the key from the ignition lock (or switched off the ignition using keyless functions), your current parking position is calculated using GPS coordinates and stored automatically on the service server.


 If the position of your vehicle changes without the ignition being switched on (e.g. if it is towed away), the new parking position cannot be determined. It will also not be possible to determine the new parking position if private mode is activated in the vehicle.

📖 Displaying parking position on the We Connect web portal


 Please refer to  and  on page 4.

1. Open the web portal and log in.
2. If the desired vehicle is not displayed on the homepage, select the vehicle in the navigation bar on the left-hand side of the screen.
3. Select "We Connect services".
 - The available services are displayed.
4. Scroll down to **Parking Position** in the displayed services.
 - The parking position of the selected vehicle is indicated by the  symbol on the map section.
5. To view details, click **More** at the top right of the window.
 - You can also have a route to your vehicle calculated.


 As a starting point, either enter an address, mark a point on the map or use your current

guidance between individual appointments and forward this to the vehicle. If it is not possible to reach an appointment in time, the system will notify you of this. 

location by clicking on the blue function button in the top right-hand corner.


 You may need to allow your browser to access your location in order to calculate a route to your vehicle.

📖 Navigating in the map

- Press and hold the left mouse button and move the mouse to move the map section.
- Press and hold the CTRL key and move the mouse wheel to zoom in or out. 

📖 Displaying parking position in the We Connect app



 Please refer to  and  on page 4.

1. Start the app and log in.
2. Select vehicle.
 - The vehicle's last status is loaded.
3. Touch **Map** in the navigation bar at the bottom of the screen.
 - Your current location is displayed.
4. Touch the right-hand edge of the map .
 - The current location of the vehicle is displayed.

📖 Navigating to the vehicle

Swipe upwards in the menu under the map until you reach **More**.

- You now have multiple options:
 - **Display route** shows you the route from your current location to your vehicle.
 - **Route guidance** starts route guidance by opening a navigation app on the mobile device.
 - **Share address** displays the available options for sharing the vehicle's position with contacts stored on the mobile device.


 You need to activate location services on your mobile device in order to calculate a route to your vehicle. 

News (RSS feeds)

Introduction to the topic

The "News" service enables you to manage RSS feeds in the Car-Net portal and display them in your Infotainment system. RSS feeds are information channels from news or newspaper agencies, for example, which are used to transmit current reports and articles.

Once an RSS feed has been set up, updates (new information) are automatically sent to the Infotainment system, where you can view them and access further information if needed.

 The preset RSS feeds and those you set up yourself may contain links to websites that are operated by third parties. Volkswagen AG is not responsible for the content of these websites.

Number

You can subscribe to a maximum of ten RSS feeds per vehicle. If you have more than one vehicle, the feeds you subscribe to will not automatically become available in all vehicles.

Subscribing to RSS feeds


 Please refer to  and  on page 4.

Adding

1. Open the We Connect web portal and log in → page 22.
2. In the overview of services, select **News**.

Access the overview by selecting **Manage RSS feeds** or **More**.

You can subscribe to new news feeds by selecting **Add RSS feeds**.

 The feed "AFP news" is subscribed to as standard. This feed cannot be deleted.

Subscribing

1. Find the URL of your chosen RSS feed online, copy and enter it in the input line (starting with "http://" or "https://").
2. Click **Next** to add the RSS feed to the list of RSS feeds stored on the We Connect portal.
3. The RSS feed found is displayed. To subscribe to the RSS feed and transfer it to the Infotainment system, click **Save**.

You are now subscribed to the RSS feed and it has been added to the list of feeds for the vehicle. The RSS feed will be available to you on your next journey.

Deleting from the vehicle



You can delete an RSS feed if it is no longer required in the vehicle.

1. Touch the "Remove" symbol.
2. Confirm the confirmation query.

The RSS feed is no longer available in the vehicle but remains in the list of saved RSS feeds on the We Connect web portal.

Deleting from the We Connect web portal

With the exception of the preset AFP news feed, subscribed RSS feeds can be deleted from the list of RSS feeds stored on the We Connect web portal.



1. Click the RSS feed you want to delete.
2. Click the  function button.
3. Confirm the confirmation query with **Delete**. 

Accessing RSS feeds in the vehicle.

 Please refer to  and  on page 4.

Once you have subscribed to an RSS feed, you will be able to access it in the vehicle.

1. Switch on the Infotainment system.
2. Press the **Menu** button on the Infotainment system.
3. Touch **Car-Net** and **News**.
4. Select news from the subject area of your choice.

 If you do not have a SIM card installed in your vehicle, you will need to connect to the Internet via your smartphone. 


My Points of Interest (PPOI)


Introduction to the topic


This service enables you to import your existing POIs into the vehicle's Infotainment system before starting your journey.

POIs always contain geocoordinates, categories, names and addresses. POIs can also include additional information, e.g. images, opening times, telephone numbers and email addresses. This additional information **cannot** be displayed on Discover Media.

The number of personal points of interest (PPOIs) that can be imported into the vehicle is limited. A maximum of 50 POI lists can be managed and stored on the Car-Net portal.

 Even if you have assigned several vehicles to your user account, you need to import the points of interest individually for each vehicle. It is currently **not** possible to import existing points of interest for all assigned vehicles at once.

 In some cases, not all of the points of interest that you have imported will be displayed in the vehicle.

 You cannot send points of interest from the Infotainment system to the Car-Net portal or mobile device.

What is a POI?

 Please refer to  and  on page 4.

A POI (point of interest) is a generic term for a special destination. A point of interest can be a restaurant, a street, a sight, a car park, a city or other location, for example. If you compile individual destinations (e.g. restaurants in Hamburg or sights in Paris), this is known as a list. The list is normally a file that you can import into the Car-Net portal in a specific file format. Importing personalises the compiled destinations. Therefore we use the abbreviation PPOI (personal point of interest) in this service.

File format for POI lists

Not all file formats are supported for the import and processing of your personal POIs on the Car-Net portal. Therefore please observe that your point of interest lists can only be processed in the following file formats:

- .asc
- .csv

- .gpx
- .kml/.kmz




Creating a personal POI list on the web portal


 Please refer to  and  on page 4.


Creating a new personal POI list

1. Open the web portal and log in.
2. Select vehicle.
3. In the overview of services, click **My points of interest** ► **Manage lists** or **More**.
4. Click **Add new list**.
5. Click **Select file**.
6. Select a file with a POI list and confirm.
7. Enter new list name.
8. Select image for the list or click **Upload own image** to use an image saved on your computer.
9. Click **Save & send** to confirm that you want to create the list.

 Instructions on creating POI lists can be found in the Help section. To access this, click **Help**.



 Only the following file formats are possible for the preview pictures: .gif, .jpg, .png and .bmp. The respective picture size is limited.

 When you save a POI list, it is automatically forwarded to your vehicle, where you can access it via the Infotainment system provided you have an active Internet connection.



Retrieving a POI list in the vehicle

 Please refer to  and  on page 4.

Importing POIs to the Infotainment system

Requirement: you have already saved the created points of interest lists on the web portal.

1. Press the **Menu** button or function button.
2. Touch Car-Net.
3. Touch the corresponding function button:
 - **Discover Pro: POIs**.
 - **Discover Media: Download**.
4. Touch **Import online destinations**.

The saved routes and destinations are now in the POI memory and can be used for navigation.



Weather

Introduction to the topic

This service can display the latest weather information for your current location, for your destination or for other specified locations taking the estimated time of arrival on the Infotainment system display into consideration.

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

The following weather information can be displayed:

- 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

Please refer to  and  on page 4 and  at the start of the chapter on page 31.

1. Switch on the Infotainment system.
2. Press the **Menu** button or function button.
3. Touch **Car-Net** ► **Weather**.
4. Touch one of the three function buttons to display the latest weather data and forecast for the following locations:
 - **Local**: weather data for your location.
 - **Destination**: weather data for the destination (only with active route guidance).
 - **Map**: weather data and forecast for a specific location on the navigation maps.
5. Touch **Update** to refresh the weather data.
6. Touch **Forecast** to receive a weather forecast covering the next three days at your selected location.

- The weather data for the coming 48 hours are split between two views (tomorrow and the day after tomorrow) and displayed at two-hour intervals. The changeover between day and night (sunrise and sunset) and the temperature are shown as a line.

7. Touch **Today** to return to today's weather.

Parking Spaces

Introduction to the topic

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. Car parks are shown in the Infotainment system map view. You can then start route guidance directly to these locations.


Your search query is processed using the latest data from the service provider. The search only delivers results for regions or countries in which the service is available.

The Parking Spaces service is only available in the We Connect app.

Finding a parking space in the We Connect app

Please refer to  and  on page 4.

1. Start the app and log in.
2. Select vehicle.
3. Touch Map.
4. Touch the Car park category.
 - The nearest car park and distance to it will be displayed on the map and in the information window.
 - Any additional car parks are listed, along with the distances to them. You can view useful information including opening hours and Google ratings.
 - **Optional:** you can also display the results as a list. Touch **Results as a list**.
 - **Optional:** you can perform various other actions under **More**. Follow the instructions on the screen to redirect to Google Maps.
 - You can also use the navigation function in the vehicle. To do so, touch **Use in vehicle** and enter the name to transmit the destination to the vehicle. Follow the instructions on your vehicle's Infotainment system.

 Further information can be found here
→ page 36.

What can cause problems

Please refer to  and  on page 4.

The following factors can prevent you from using the Parking Spaces service:

- The requirements have not been fulfilled
→ page 6, *Requirements for using the services*.

Satellite maps

You experience the navigation display on the bases of satellite images. This representation of your surroundings can assist orientation in many situations and allow you to discover new places:

- Photorealistic display of surroundings.
- Loaded satellite images can be stored on the integrated hard disk of the Infotainment system and can therefore also be used without an active data connection.

Google Earth™

Google Earth™ has been discontinued in some countries for technical reasons and can now only be used in vehicles that were manufactured **before** week 22 of 2017.

Google Earth™ can be used until the end of the existing licence period, but no later than 31.12.2020.


Google Earth™ creates its map view by receiving data packets from the internet in the form of realistic satellite images.

There is limited storage space available on the Discover Pro hard disk for temporarily storing received map and navigation data.


You can use the downloaded satellite images of route guidance without an active data connection while they are stored on the Discover Pro hard disk. The previously-used zoom factor will be stored as the default for the next session.

The satellite images are provided based on the most up-to-date data available to the service provider. Satellite images are only available for the areas, countries or regions for which data exists.

Activating and deactivating

- Switch on the Infotainment system.
- Press the  button.
- Open the map view.
- Activate or deactivate Google Earth™.

4. Touch Google Earth™.

5. Touch the  symbol or zoom in on the map to switch to Google Street View™.

Navigation in Google Street View™


You can navigate in Google Street View™ with the following gestures:




Swipe across display Rotate view.

Touch arrow symbol Change to next position.

Ending Google Street View™ and returning to Google Earth™

To return to Google Earth™, perform one of the following actions:

- Zoom out fully.
- Touch “World map”.
- Press the  button.


 The  symbol in the map view indicates the availability of Google Street View™ data in the relevant area (crosshair). If the symbol is grey, no Google Street View™ data are available. 

Google Street View™

You can use Google Street View™ to virtually explore many places in the world from the perspective of a pedestrian. Data are provided based on the most up-to-date information from the service provider. Google Street View™ only works in regions or countries for which data is available. For safety reasons, this service is only possible when the vehicle is stationary. To use Google Street View™, Google Earth™ → page 33 must be installed and activated.

Google Street View™ has been discontinued in some countries for technical reasons and can now only be used in vehicles that were manufactured before week 22 of 2017.

Opening Google Street View™

1. Switch on the Infotainment system.
2. Press the  button.
3. Open the map view.

Petrol stations

Introduction to the topic

You can use this service to search for petrol 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.

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 available to the service provider.

The Filling Stations and Charging Stations service is only available in the We Connect app.




The charging station search function is not available for all vehicle models.



Starting search

 Please refer to  and  on page 4.

Start the search on the Infotainment system:

1. Switch on the Infotainment system.
2. Press the  button.
3. Touch the Car-Net function button.
4. Touch the **Petrol stations** function button (for fuel) or **Charging stations** (for electric power).
5. Select the desired function.
 - After running the service, the petrol stations will be available in the Infotainment system as a navigation destination.



Online Gracenote

Introduction to the topic

Online Gracenote automatically provides the album cover for the music track you are currently playing. The covers are automatically stored in your Infotainment system and are then also available offline.

The Online Gracenote service is available only for the Discover Pro system. <

Functional description


 Please refer to  and  on page 4.

If you listen to music from a CD, DVD, SD card or a USB stick via the Infotainment system, the corresponding picture of the music album (cover) will be displayed on the Infotainment system screen. For this to happen, readable meta information for the songs and the respective cover need to be available in the Infotainment system memory. The memory comes equipped with a large number of album covers.

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 only be accessed and stored in the Infotainment system if they are also available in the third-party database. The storage space for the pictures of the music albums in the Infotainment is limited. If you add a new picture when the memory is full, the oldest pictures will be overwritten.

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

 Audio and video files stored on data media are normally subject to national and international copyright laws. Observe the legal requirements. <

Online Map Update

Introduction to the topic

The "Online Map Update" service allows you to download new navigation data from the internet to the Infotainment system in your Volkswagen. As soon as updated maps are available, you will be informed about the data usage and required memory space. The selected updates will then be downloaded and installed on your Infotainment system.

the navigation data with an SD card. The update will permanently overwrite existing navigation data for the respective region. In the event that an Online Map Update downloads corrupt data, updating with an SD card can rectify the problem.

Depending on your mobile phone contract, downloading large amounts of data from the internet can incur additional costs, particularly when abroad (e.g. roaming charges). Due to the volume of data, we recommend agreeing on a data flatrate with your mobile telecommunications provider.

Functional description

Please refer to  and  on page 4.

With the aid of the "Online Map Update" function, you can update the navigation data in the Infotainment system in the vehicle, rather than having to visit a Volkswagen dealership or perform an update via a computer and an SD card.

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 (update) are available, you will be informed once on the Infotainment system via a pop-up window. After confirming the notification you will be taken to the download manager. In the download manager, you can individually select available updates from a list. The download manager shows favourites in case you don't know which updates are relevant for you. Here, favourites are regions that you have travelled through at least 30 times with the vehicle. After selecting and confirming the installation of the updates, the selected updates will be sent to the Infotainment system in a data package and installed.

Reliable telecommunications and GPS signals need to be available at the current location of your vehicle and a connection needs to be in place for the duration of the Online Map Update.

If an 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 an update manually, data that have already been downloaded will be deleted.

Any number of updates are possible over the life of the Infotainment system. It is still possible to update

Online Route Calculation

Introduction to the topic

Online Route Calculation takes into account the current traffic situation and continuously evaluates forecasts about how this will develop from the start of the journey onwards.

It is possible to change to conventional navigation at any time, e.g. if the service is not available.

Online Route Calculation is not available for all vehicles.

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.

Overview

You can enter your current location and the current vehicle location on the **Map** tab in the We Connect app. You can calculate routes on the basis of this data, taking into account the traffic situation and forecasts, to achieve optimised and predictive route guidance.

You can set frequently used destinations as private or work addresses. You also have the option of searching for POIs and old destinations stored in the memory or under **Last destinations**.

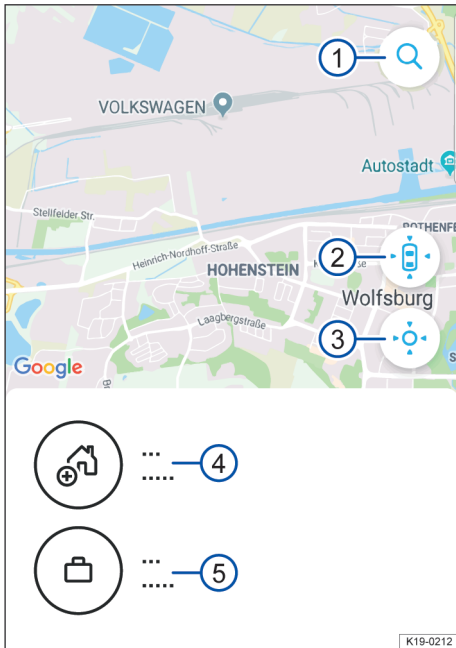




Fig. 8 Example display of the map overview in the app.

- ① Search.
- ② Search for vehicle location.
- ③ Search for your location.
- ④ Private address.
- ⑤ Work address.

1. Start the app and log in.
2. Select vehicle.
3. Touch Map.
 - The map shows the vehicle location, your Home and Work addresses, and your location.
 - You can use the search button ① to enter and search for destinations.
 - Use the vehicle location button ② to display the vehicle location on the map.
 - Click on the More button to perform the different actions.
 - Use the Your location button ③ to view your location.
 - Click on the More button to perform the different actions. <

Setting addresses

📖 Please refer to  and  on page 4.

You can set frequently used destinations under → Fig. 8  and → Fig. 8  You can touch individual symbols to navigate to the destination without having to enter it again. The destinations are stored as "Home" and "Work".

1. Start the app and log in.
2. Select vehicle.
3. Touch Map.
4. Touch the blue address fields to set your private and work addresses.
 - Touch the addresses to view data about the address, your vehicle and location, and to navigate to the desired address.
 - Click on the **More** button to perform the different actions.
 - You can also use the navigation function in the vehicle. To do so, touch **Use in vehicle** and enter the name to transmit the destination to the vehicle. Follow the instructions on the vehicle's Infotainment system.

Searching for points of interest (POIs)

📖 Please refer to  and  on page 4.

You can search for specific addresses in the route calculation, and also by category. The following categories are available:

- Restaurant.
- Filling station.
- Car park.
- Workshop.
- Cash machine.
- Supermarket.
- Chemist.
- Hospital.

Searching for points of interest

1. Start the app and log in.
2. Select vehicle.
3. Touch Map.
4. Touch the required category.
 - All nearby facilities in the category are displayed on the map. You can view useful infor-

mation about the facilities, such as opening hours.

- You can display the results as a list. Touch **Results as a list**.
- Click on the **More** button to perform the different actions. Follow the instructions on the screen to redirect to Google Maps.
- You can also use the navigation function in the vehicle. To do so, touch **Use in vehicle** and enter the name to transmit the destination to the vehicle. Follow the instructions on the vehicle's Infotainment system.

Selecting destinations from the destination memory

📖 Please refer to  and  on page 4.



You can save regular destinations to the destination memory. You can edit and delete the destinations in the destination memory at any time. You can transmit up to 200 destinations to the vehicle.



1. Start the app and log in.
2. Select vehicle.
3. Touch **My dests**.
4. Select Destination memory.
5. Select destination.
 - The destination is shown on the map.
 - Click on the **More** button to perform the different actions. Follow the instructions on the screen to redirect to Google Maps.
 - You can also use the navigation function in the vehicle. To do so, touch **Use in vehicle** and enter the name to transmit the destination to the vehicle. Follow the instructions on the vehicle's Infotainment system.

Online POI search (voice control)

Introduction to the topic

Please read and observe the further information on voice control in the operating instructions for the Infotainment system, which you will find in the vehicle wallet.

 The speech or search recognition technology for Volkswagen Car-Net will not return search results for all words. For example, Google speech recognition includes a "Safe Search" feature that prevents the display of search results if vulgar terms are detected (also accidentally). 


- steering wheel. Voice control activation is indicated by a rising signal tone.
3. Speak voice commands once all signal tones and voice guidance have ended and the  symbol appears on the screen. The search results are displayed, if necessary as a list.
4. Touch your POI. The navigation to the POI begins. 

Prerequisites

 Please refer to  and  on page 4.



Ensuring that voice control works properly

- Avoid 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 vehicle roof.
- Only speak voice commands once all signal tones and voice guidance are ended and the symbol is shown on the screen.
- If possible, speak clearly and at a normal speed. Words and numbers that are unclear will not be recognised by the system.
- 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.
- Telephone numbers can be given as individual digits or in blocks from 1 to 999.

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

Starting voice search

 Please refer to  and  on page 4.

1. Switch on the Infotainment system.
2. Press the  button on the Infotainment system or the  button on the multifunction

Online Traffic Information


4. Touch Traffic situation hotspot to activate.



Introduction to the topic

This service displays an overview of current traffic conditions in a certain area, helping you to select a convenient route.



The "Traffic Flow" function gives you a summary of current traffic disruption. This optimises the time taken to drive to your destination. You can also view the traffic flow away from the active route to compare it with your current route. In certain countries, this service may only be available for motorways and selected main and country roads. Some roads may be highlighted in different colours and show road signs.

- **Yellow roads:** high levels of traffic and congestion on this section of the route.
- **Red roads:** severe traffic disruptions with stationary traffic on this section of the route.
- **Dashed roads:** access to this section of the road is limited due to e.g. road works, lane closures. 


Functional description

 Please refer to  and  on page 4.

Starting traffic flow display


1. Switch on the Infotainment system.
2. Press the  button twice.
3. Touch Extra  Traffic situation.

When you have selected the category, a corresponding map showing traffic information will be displayed if available.

 You can choose between various categories depending on your location. Categories include urban dual carriageways, busy urban main roads, motorways around the city and certain districts within the city.

Selecting traffic situations for repeated display

Traffic displays for certain junctions in your area can be saved for automatic display next time. To use this function, you need to switch on the hotspot in the online service settings. The traffic situation will be automatically displayed for a short period whenever you approach the relevant junction.

1. Switch on the Infotainment system.
2. Press the  button.
3. Touch Car-Net services.

Online Destination and Route Import

Introduction to the topic




Fig. 9 Excerpt from the homepage: service tile for Online Destination and Route Import.

- ① Button for opening the “Online Destination and Route Import” service.
- ② Button for enlarging the view or other information about the service (depending on the technology used).
- ③ Mark individual service tiles as favourites.

You can use the “Online Destination and Route Import” service to create navigation routes and set destinations on the web portal before leaving the house.

You can send created routes and destinations to your 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). A route must have a start and an end point and can have up to eight stopovers.

 Please note that destinations within a route can only be used once.

Creating destinations on the web portal and sending them to the vehicle

 Please refer to  and  on page 4.

Finding and sending a destination

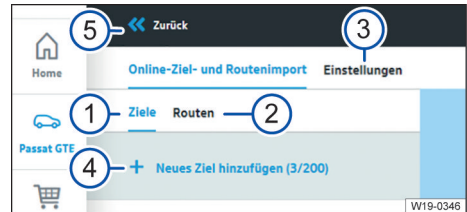





Fig. 10 Excerpt from Online Destination and Route Import

- ① Tab for creating and editing destinations and sending them to the vehicle.
- ② Tab for creating and editing routes and sending them to the vehicle.
- ③ Open the settings.
- ④ Add new destination with number of existing destinations (here: 3 of 200)
- ⑤ Back to service tile.

1. Open the web portal and log in.
2. Select vehicle in the navigation bar.
3. In the overview of available services look for the “Navigation” service tile (→ page 41) and click on **Manage destinations**. The **Online Destination and Route Import** service opens.
4. Either add a new destination  or edit an existing destination.
5. Enter suitable search terms for the new destination in the search bar.
6. Click the right search result.
7. Click **Select destination**.
8. Click **Save & send**. The destination is sent to the vehicle.


 You can send your own location to the vehicle by touching the crosshair at the top right of the map and following the menu prompts.

 Your destinations will be automatically sent to the vehicle when you save. The forwarded destinations will then be retrieved by the Infotainment system the next time you start the vehicle. Alternatively, you can retrieve new destinations by re-

refreshing whilst the Infotainment system is in operation.

Edit destinations

1. Click on the function button with the three dots next to the required destination.
2. Perform the Edit, Delete or Send to vehicle function
 - Edit: edit the destination (enter destination, add a name)
 - Delete: delete the destination.
 - Send to vehicle: send destination to vehicle.


 It is only possible to delete all destinations and routes via the settings.

Editing

1. Enter the name in the lower of the two lines with the destination address. A maximum of 40 characters can be entered.
2. Click **Save & send**. The destination is sent to the vehicle.

The status is displayed below the address in the destination list:

- Sent to vehicle.
- Retrieving.
- Transfer failed.
- Not sent to the vehicle yet.

 If sending of the destination has failed, you can resend it.

Creating routes on the web portal and sending them to the vehicle

 Please refer to  and  on page 4.

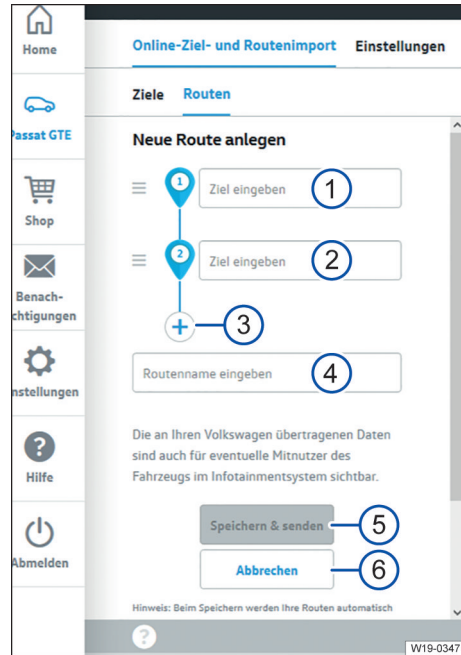


Fig. 11 Excerpt from Online Destination and Route Import.

- ① Entering the starting point of a route.
- ② Entering the end point of a route or an interim destination (continue to item 3).
- ③ Enter an additional interim destination or set the end point of a route.
- ④ Set individual names for these routes.
- ⑤ Save finished route and send to the vehicle.
- ⑥ Cancel route creation.

1. Open the web portal and log in.
2. Select vehicle in the navigation bar.
3. In the overview of available services look for the "Navigation" service tile (→ page 41) and click on **Manage destinations**. The **Online Destination and Route Import** service opens.
4. Either add a new route or edit an existing route.
5. Enter at least two destinations (start and end points).

- You can enter up to ten destinations per route.
 - Depending on the technology used, you can also add a destination by clicking on the map with the mouse pointer and then clicking **Select destination**.
 - You can change the position of already added destinations at a later stage by either changing the address in the input line of the respective destination or by dragging the destination symbol on the map to another point on the map.
6. Enter route name.
 - A maximum of 40 characters can be entered.
 7. Click **Save & send**.
 - Your routes will be automatically forwarded to the vehicle when you save. These forwarded routes will then be displayed in the Infotainment system the next time you start your vehicle and can be imported manually.
 - Please note: the values displayed help you to plan your route. The route that you actually drive may differ from the values calculated by the system due to the current traffic situation.
 8. Your route will now be displayed on the user interface and also shown on the map.
 - You can create up to five routes by clicking + **Create new route (0/5)**.
 9. Click the function button next to the desired route to display and extended selection. Click the "Edit" symbol to edit or delete a route or to send it to the vehicle.

The current vehicle position is generally the start point of the respective route, and not the start point set in the route, only when a route is used in the Infotainment system for route guidance. <

Sending destinations to the vehicle in the app

📖 Please refer to ▲ and ⓘ on page 4.

Entering destinations via the search bar or map and sending

1. Start the app and log in → page 22.
2. Select vehicle.
3. Enter a place, contact or appointment into the search bar. Alternatively, you can touch your desired destination on the map.
4. In the information field, check whether the address matches the destination you searched for.
5. Touch the function button at the bottom right. An input screen opens.
6. Enter the name of the destination.
7. Tap the **Use in vehicle** function button. The destination is forwarded to the vehicle.

ⓘ Pull up the edge of the information field to view further information about the destination.

ⓘ The forwarded destinations will be retrieved by the Infotainment system the next time you start the vehicle. Alternatively, you can retrieve new destinations whilst the Infotainment system is running using the "Update" function. <

Restrictions

📖 Please refer to ▲ and ⓘ on page 4.

Please note the following restrictions:

- The destination must be included in the map material of the Infotainment system.
- A maximum of 5 routes can be created and transferred to the vehicle.
- The route may have a maximum of ten destinations.
- Each destination can only be used once per route.
- It is not possible to send routes from the Infotainment system to the web portal.
- Creating routes does not depend on where the vehicle is currently located.

Importing destinations and routes to the Infotainment system

📖 Please refer to ▲ and ⓘ on page 4.

Option 1: importing saved destinations and routes from a data medium:

1. Insert the data medium containing the online destinations or connect it to the Infotainment system.
2. Press the **Menu** button or function button.
3. Touch **Settings** ▶ **System information** ▶ **Update software**.
4. Touch **OK** to confirm the import.



- The saved routes and destinations are now in the POI memory and can be used for navigation.

Option 2: importing the destinations and routes sent to the Infotainment system:

1. Press the **Menu** button or function button.
2. Touch **Car-Net**.
3. Touch the corresponding function button:
 - Discover Pro: **POIs**.
 - Discover Media: **Download**.
4. Touch **Import online destinations** to import.
 - The saved routes and destinations are now in the POI memory and can be used for navigation. <

Hybrid Radio



The Hybrid Radio service eliminates the boundaries between conventional radio and internet radio. When you leave the broadcasting area of your favourite local station, you can continue listening to this station thanks to automatic switchover to the online stream.

 The Hybrid Radio service is not available for all vehicle models. 

Internet radio

The “internet radio” service allows you to play radio stations and podcasts in your Volkswagen whenever you wish.



- Listen to national and international radio stations and podcasts and discover new ones.
- Search in the stream database radio.net.
- Cost control by means of optional data packages.
- Optional data packages can be purchased in the shop in order to use the service.

 The internet radio service is not available for all vehicle models. 

3D City Maps

Three-dimensional (3D) city maps of the surrounding area make it easier for you to navigate in selected cities and provide realistic impressions of points of interest and roads.

- New inner-city navigation experience thanks to detailed representation.
- Relevant city models are automatically loaded to the navigation system in the background.
- Intelligent cloud memory management.
- Currently available only in a few cities at the moment, number of cities is being continuously extended.

 The 3D city maps are not available for all vehicle models and are available only for a limited number of cities. 

Managing user accounts


Changing user and login data

Introduction to the topic


You can change your user and login data on the We Connect web portal. You cannot make these changes in the app. The user and login data include:

- Personal data such as name and address.
- Account settings such as email address, password and language.
- Contract data.

Please note that changes to the login data (email address and password) apply to all Volkswagen systems that use the Volkswagen ID simultaneously.


 We recommend working step by step when changing several items of data and not making all changes in one step. Wait for a change to be confirmed before you make the next change.


1. Open the web portal and log in.
2. Click **Settings** in the navigation bar on the left-hand side of the screen.
3. Select one of the following tabs to make changes to your user account:
 - Personal data.
 - Account settings.
 - Vehicle administration.

 In addition, you will find information on whether your user account is verified under **Personal details** ▶ **Personal information**.

Changing personal details


1. Click **Change data**.
2. Change the name, birthday, address, time zone and other data as required.
3. Click **Save changes**.

 Mandatory fields are marked with an asterisk.


 You can also specify whether and how you would like to be contacted by Volkswagen for the purpose of personalised advertising and market research. Select the checkboxes for this.

Changing email address

You will need to enter your password to confirm the changes to your email address.

 If you edit your email address or password, your "My Car" login data will also be modified.

1. In the account settings, click **Change email address**.
2. Follow the instructions on the screen.
 - An email containing a confirmation link will be sent to the new email address. You can continue using your old email address for login until the final confirmation.
3. Click **Next**.
 - You will now be redirected to the login page of the web portal where you will have to log in again.

 You can also delete your user account in the account settings. Please note that your data will be permanently deleted.

Changing the language

Changing the language on the We Connect web portal

You can change the language of the web portal via the user and login data. This option is only available in countries with more than one official language, e.g. Belgium.

Changing the language in the We Connect app

If you change the language on your mobile device, the language in the app will automatically also be changed. You cannot change the language directly in the app.

Data and contract

Transferring services

There are various ways of transferring Car-Net services.


Primary user change

The following events are triggered by a successful primary user change:

- As the previous owner, you receive an email informing you of the change of primary user.
- The assignment between the vehicle and the previous owner is cancelled. The vehicle is removed from your garage on the We Connect web portal.
- The Car-Net services are transferred to the new primary user.
- The new primary user's data are validated.
- Confirmation of the completed primary user change will appear on the Infotainment system display.

The new primary user must register the vehicle using their Volkswagen ID. To do this, they must do as follows:

1. Open the We Connect web portal and log in or create a new user account.
 - When entering the vehicle identification number, a message may appear that the vehicle is still assigned to the previous owner.
2. If the primary user change is legal and should be performed, click OK and follow the further steps if necessary.
 - The vehicle is assigned to the new primary user's Volkswagen ID.

 We also recommend resetting the Infotainment system to the factory settings. Please refer to the Infotainment system manual about how to do this.

Authorised users


Authorised users are persons to whom you disclose your login data as account owner and thus give permission to use the services in their full scope via your user account. As account owner, therefore please observe the following information:

- It is essential that you allow only people you trust to access the Car-Net services in your user account.
- An authorised user can generally execute all services and functions described in this manual, in particular also changing the login data, running

security-related functions or deleting the user account.

- Inform the authorised user about the content of this service description before passing on the login data or transferring usage so that they are also aware of dangers to themselves and others and of how these dangers can be avoided.

Secondary users

Secondary users are persons who you as the account holder allow to use the services to a limited extent. The secondary user needs to have their own Volkswagen ID for this. The administration of secondary users takes place exclusively under "Vehicle administration" on the Volkswagen ID Portal or We Connect web portal → page 18. 

Saving services as favourites


You can designate services that you use frequently or that you want to access quickly as favourites. Favourites are displayed in the selection bar on the start page. Creating and accessing favourites is only possible on the We Connect web portal.

Assigning

- Click ☆.
- ★, the service is selected as a favourite.

 Favourites can be accessed via the selection bar on the We Connect web portal.

labelling assignments


- To cancel the assignment to the favourites again, click ☆ again. 

Deleting Car-Net data

You can delete your Car-Net data if you no longer want to use Volkswagen Car-Net.

1. Open the We Connect web portal and log in.
2. Select Settings ► Account Settings.
3. Click Delete Car-Net data.
4. Click on Delete mobile data (We Connect/Car-Net) to confirm the security prompt.

Your Volkswagen user account will continue to exist after your Car-Net data have been deleted. This means that you can continue to use any other Volkswagen applications you may have.

 When changing the primary user of your vehicle, please remember to reset the Infotain-

ment system to its factory settings in order to ensure that the personal data is also deleted in the vehicle.


— After deleting your Car-Net data, click **Go to Volkswagen ID**.

— Follow the instructions on the screen.

Extending contract

Contracts that will expire in the near future can be extended by going to **Extend contract** 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.

If you have not yet completed the activation process for a vehicle, the vehicle will be greyed-out and listed under **Non-activated vehicles**. Click **Complete activation** to activate the vehicle or **Remove** to delete the vehicle from your user account.

 Please observe any instructions that are displayed on this web page.

1. Click on **My vehicles** on the web portal.
2. Select **Vehicle administration**.
3. Click **Extend contract**.
 - The corresponding website opens.
4. Select the service portfolio to be extended on the **Item selection** tab.
 - If only one service portfolio is available or possible, it will automatically be placed in the shopping basket.
5. Click **Open shopping basket**.
6. Specify or change the period of the respective service portfolio in the shopping basket.
7. Click **Next**.
 - The next tab **Invoice address** opens.
8. Check the data and change them if necessary.
9. Click **Next**.
 - The next tab **Payment method** opens.
10. Specify the desired payment method and either enter the corresponding data or follow the instructions.
11. Click **Next**.
 - Your contract has been successfully extended.

Deleting the user account

If you also want to delete your Volkswagen user account, you must first delete your Car-Net data.

Help

Accessing help on the internet

Help page


Extensive help functions are available on the web portal.


Click **Help** in the navigation bar.

- The Help page will open with information on registration, instructions for the individual services, a FAQ page and the current version of the service description.

Short Help texts

In addition, you can display a brief help text in many screen sections and windows on the portal.

- Click the corresponding function button .

 In addition, you can open video guides for various service functions.

The chatbot

The chatbot is a virtual assistant who enables you to search for keywords, subject areas or more complex questions.

1. Click on the chatbot.
 - A chat window opens.
2. Enter a question or keyword.
 - Multiple possible answers appear in relation to the subject area entered.
3. Click on the desired answer for more details. <

Accessing help in the We Connect app

The We Connect app contains a comprehensive range of help functions:

- Information on the selected service portfolio.
- Tutorials on the basic functions of the app.
- Redirection to the We Connect web portal.
- Frequently Asked Questions (FAQ).
- Short guides for individual services.

1. Touch **Account**.
2. Touch . <


Restoring the factory settings of the Infotainment system

If you restore the factory settings of the Infotainment system in a registered vehicle, the vehicle will be automatically disabled on the We Connect web portal and all stored data will be deleted, for example the Driving data.

In this case, you will no longer be able to use the “Security & Service” and “e-Remote” services and will need to “unblock” the vehicle first (assign it again). You will need to reenter the registration code stored on the We Connect web portal into the Infotainment system again to unblock the vehicle.

When you restore the system to factory settings, a pop-up menu appears asking whether you also want to reset the owner of the user account (primary user). Carrying out this function will delete the link between the primary user and the Car-Net services in the relevant vehicle.

Restoring the Infotainment system to factory settings (delivered state) permanently deletes entries, settings and the stored data according to the selection you make.

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

1. Press the **Menu** button or function button on the Infotainment system.
2. Touch **Settings** ▶ **Factory settings**.
3. Confirm your input.
 - The Infotainment system will be reset. <

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