Service description
Security & Service
Edition 01.2020



Service description
Security & Service
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.

NAV 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.

® TM 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.

No part of this manual may be reprinted, reproduced or translated without the written permission of Volkswagen AG.

All rights under the laws of copyright are expressly reserved by Volkswagen AG. Subject to alteration and amendment.

Printed in Germany.

© 2019 Volkswagen AG

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

Table of Contents

— About this service description 3
— For your safety 4
— Volkswagen Car-Net 9

Getting started
— Volkswagen ID 12
— Vehicle administration 19
— The We Connect web portal 21
— The We Connect app 25

Security & Service services
— Emergency Call Service 27
— Breakdown Call with Automatic Accident Notification 28
— Information Call 29
— Vehicle Health Report 30
— Service Scheduling 31
— Doors & Lights 33
— Horn & Turn Signals 34
— Lock & Unlock 35
— Time Manager 36
— Parking Position 37
— Vehicle Status 38
— Driving Data 39
— Speed Alert 41
— Area Alert 43
— e-Manager / Charging Manager 45
— Charging 46
— Air conditioning 48
— Departure Times 49
— Filling stations and charging stations 51
— Online Anti-Theft Alarm 52
— Online Auxiliary Heater & Ventilation 53

Managing user accounts
— Changing user and login data 55
— Data and contract 56

Help
— Accessing help on the internet 58
— Accessing help in the We Connect app 58
— Restoring the factory settings of the Infotainment system 58

Index 59

About this service description

Scope

Validity

This service description applies to all vehicles from the Volkswagen Passenger Cars brand with Security & Service 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 service description also contains descriptions of services and functions that will be introduced at a later time or are country-specific.

Compatibility

"Security & Service" 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 service description 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 58. You should also download the updates to ensure you are always using the latest version of the app. ◁

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.

— 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 "Guide & Inform" or "e-Remote" portfolio in addition to "Security & Service" 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. ◁

For your safety

Safety notes

Before running the "Security & Service" 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:

DANGER

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

WARNING

Incorrectly charging the high-voltage battery, a failure to adhere to general safety procedures, the use of unsuitable or damaged sockets and charging cables, charging on an unsuitable electrical installation and improper handling of the high-voltage battery can cause short circuits, electric shocks, explosions, fire, serious burns, injuries and death.

WARNING

If you are not familiar with the socket or the electrical installation or it has not been checked by qualified expert personnel, never use it for charging the high-voltage battery. Even very low charging currents can cause serious damage and in particular fires if the socket or electrical installation is in bad condition.

WARNING

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

- Never switch on the auxiliary heater or allow it to run in unventilated or enclosed spaces.
- Never program the auxiliary heater to switch on and run in unventilated or enclosed spaces.

WARNING

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

- Park the vehicle in a way that ensures that no parts of the exhaust system will come into contact with flammable materials below the vehicle, e.g. dry grass.

WARNING

Driving when the charge level of the high-voltage battery is too low or with a low fuel level can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Always drive with the high-voltage battery sufficiently charged or with a sufficient fuel level.
- Charge the high-voltage battery or refill the fuel tank in good time.

WARNING

Using and running "Security & Service" 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 "Security & Service" services. Failure to do so could lead to accidents and serious injuries.

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 mobile 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 though 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.

NOTICE

If the high-voltage battery is frequently charged with a high charging rate, particularly using direct current (DC), or is charged incorrectly, the service life and charging capacity of the battery could be reduced.

- Charge the vehicle with a low charging rate as often as possible. We recommend charging at a home charging station or with the network charging cable supplied.
- Please read and observe the information in the manual for your electric or hybrid vehicle and follow the corresponding instructions for use and care of the vehicle. ◁

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.

— 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.

If you switch off or deactivate the data transfer and system services with the settings in your mobile device, it will no longer be possible to run services via the mobile device. ◁

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.
- Your vehicle must be factory-fitted with the emergency call module control unit and communication unit to run the services.
- Neither the emergency call module control unit and communication unit nor individual services may be deactivated or decommissioned.
- The 12-volt vehicle battery must be sufficiently charged.
- 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.

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. “Driving Data”).

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 12, *Introduction to the topic*.

— Set a S-PIN → page 16, *S-PIN*.

— If required, confirm your identity with Volkswagen Ident → page 17, *Proof of identity (Volkswagen Ident)*.

— Add at least one vehicle.

— Order and activate Car-Net services. ◁

Overview of all "Security & Service" 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.

Security & Service services	Function
page 27, *Emergency Call Service*	In the event of an accident, automatic emergency call and emergency call at the touch of a button.
page 28, *Breakdown Call with Automatic Accident Notification*	Request help at the touch of a button in the event of a breakdown, or send an accident report (emergency call) manually.
page 29, *Information Call*	Get information about your journey from Volkswagen Customer Support at the touch of a button.
page 30, *Vehicle Health Report*	Provides information about the current status of the vehicle and lists any active warning messages and due service events.
page 31, *Service Scheduling*	The service partner is automatically informed of any service events, and gets in touch with you.
page 33, *Doors & Lights*	Display status of doors, windows and lights.
page 34, *Horn & Turn Signals*	Control horn and hazard warning lights remotely with the app.
page 35, *Lock & Unlock*	Lock and unlock the vehicle remotely.
page 36, *Time Manager*	Show routes to appointments listed in the calendar on your mobile device (*only via the app*).
page 37, *Parking Position*	Display parking position of your vehicle.
page 38, *Vehicle Status*	Display status of vehicle.
page 39, *Driving Data*	Display data such as distance covered, driving time and average fuel consumption.
page 41, *Speed Alert*	Alerts you when your vehicle exceeds a certain speed limit.
page 43, *Area Alert*	Alerts you when your vehicle enters or leaves certain areas.
page 45, *e-Manager / Charging Manager*	Includes charging, air conditioning and departure times.

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

Security & Service services	Function
page 46, *Charging*	Display charge level of high-voltage battery and also start and stop charging process.
page 48, *Air conditioning*	Start and stop vehicle air conditioning.
page 49, *Departure Times*	Program departure times so that the high-voltage battery is charged and the vehicle air conditioned by the required time.
page 51, *Filling stations and charging stations*	Search for petrol stations and/or charging stations.
page 52, *Online Anti-Theft Alarm*	In the event of unauthorised activity in or around your vehicle, warning signals are issued and you will receive an alert.
page 53, *Online Auxiliary Heater & Ventilation*	Switch heating and ventilation on and off remotely, and program times (*only via the app*).

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

Function

Control unit with eSIM card

Vehicles with the Volkswagen Car-Net "Security & Service" and "e-Remote" portfolio have a control unit called an "online connectivity unit" that contains a permanently installed eSIM card with data option. The control unit transfers data from the vehicle to a server. The data stored there can be accessed via an Internet connection using the We Connect web portal or the We Connect app.

In addition to the eSIM card, the control unit contains individual identification numbers that, among other things, allow clear subscriber identification in mobile networks and assignment to the vehicle. This ensures that only the factory-fitted control unit works in your vehicle.

Only allow a specialist workshop to replace the control unit or perform a software update. We recommend your Volkswagen dealership for this purpose.

Capacity of 12-volt vehicle battery

If you perform services with your vehicle's ignition switched off, several control units will be switched on depending on the service. This drains the 12-volt vehicle battery

The more often you query information or run functions when the ignition is switched off, the more energy is drawn from the 12-volt vehicle battery. As a result, the capacity of the 12-volt vehicle battery may be reduced to such an extent that you can no longer start your vehicle.

Therefore, when the ignition is switched off, run services only if necessary.

Furthermore a protective function prevents you being able to run more than 15 commands while the ignition is switched off. Refreshing a view (e.g. vehicle data) also represents a command that uses up energy. It is therefore also counted. ◁

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:

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 services[1] are **inactive**.
	Grey globe + **Wi-Fi**: Guide & Inform is not available with established connectivity, tracking services[1] 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 services[1] are **inactive**.
	**White globe, white vehicle** + **LTE**: Guide & Inform and/or Security & Service are available, tracking services[1] are active.
	Grey globe, white vehicle: Guide & Inform is not available or not activated, tracking services[1] 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.

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 17, *Proof of identity (Volkswagen Ident)*.

It is possible that individual services are available in countries even though this is not intended. 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.

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 12, *Registering on the web portal*.
- In the Volkswagen We Connect app → page 14, *Completing registration in the app*.
- On the vehicle's Infotainment system → page 15, *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 58, *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.

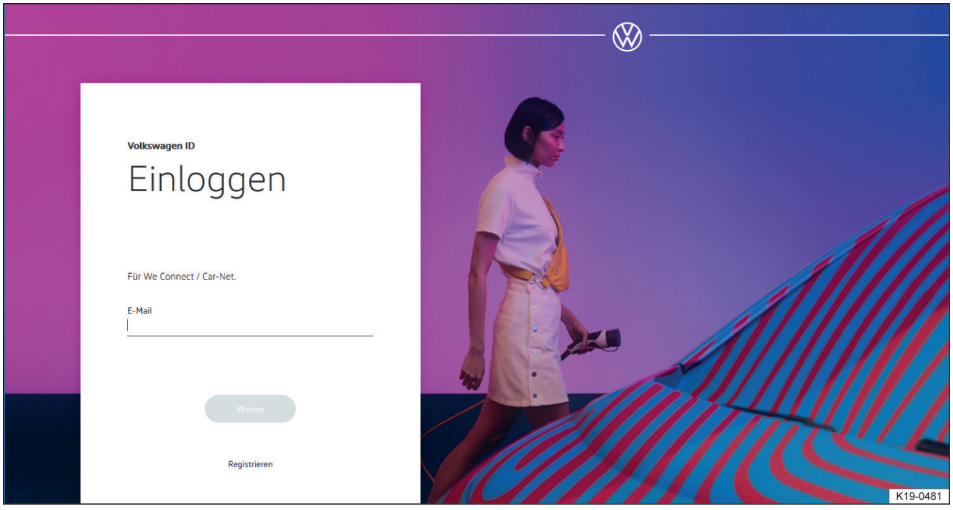


Fig. 2 Volkswagen We Connect homepage (schematic diagram).

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 16, *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 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. 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 25, *Installing the We Connect App*.

— The requirements for using the services have been fulfilled → page 7, *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 16, *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 Infotainment 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.

Changing S-PIN

You can change your current S-PIN.

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. ◁

Proof of identity (Volkswagen Ident)

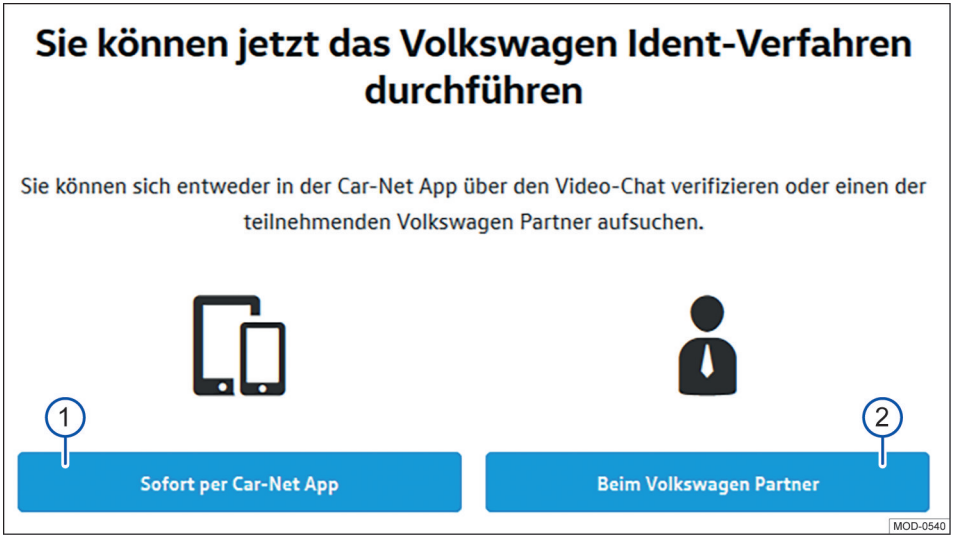


Fig. 3 User account: selecting Volkswagen Ident process.

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 **VW 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

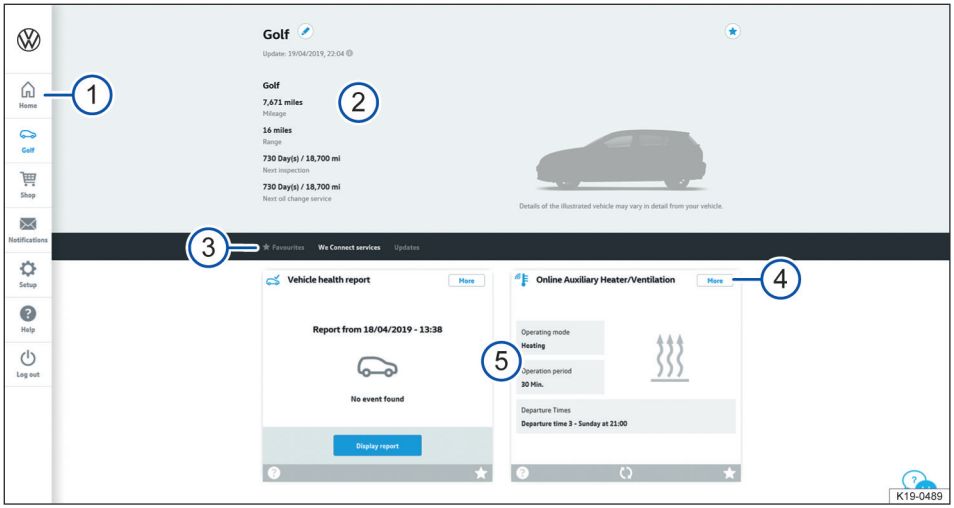


Fig. 4 Example illustration of the We Connect web portal homepage.

① Navigation bar → page 23.
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.

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.

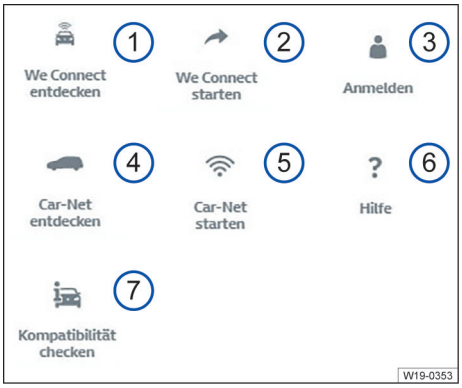


Fig. 5 Diagram of the navigation bar: the availability of tiles (1) to (7) depends on your vehicle's individual portfolio.

(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.

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.

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 **Log in.**
5. Select vehicle.

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. ◁

Security & Service services

Emergency Call Service

Introduction to the topic

The “Emergency Call Service” enables you to make automatic calls for assistance in the event of an accident, and calls for assistance at the touch of a button.

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

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

Voice control

When you make an emergency call, the call centre agent will speak English and may also speak the language of your country, provided this has been set in the Infotainment system. ◁

Making an emergency call

Please refer to ⚠, ⚠ and ⓘ on page 4.

Symbol and meaning	
SOS	SOS emergency call button in the roof trim.

An emergency call with transfer of vehicle and location data can be made in three different ways:

- Manually via **Emergency call** next to the numeric keypad in the telephone menu on the Infotainment system.
- Manually via the SOS emergency call button SOS.
- Automatically in the event of an accident where airbags are triggered or the belt tensioners are activated.

In certain countries, general emergency calls are available instead of the Volkswagen Emergency Call Service. This is due to local legal requirements. Your call will be forwarded to the general emergency call number.
No accident data (e.g. location and number of persons) are transmitted in such cases.

1. Switch on the ignition.
2. Press SOS emergency call button SOS.

A call placed using the SOS emergency call button SOS has a higher priority than the information call or breakdown call. Pressing the SOS emergency call button SOS terminates any existing information calls or breakdown calls and connects to the Emergency Call Service.

Volkswagen collects, processes, transmits and uses personal data belonging to the user within the framework of legal regulations for the purpose of smooth functioning and provision of the service. If an emergency call is initiated via the Volkswagen Emergency Call Service, the following data will be transmitted to Volkswagen AG: information about your vehicle, its location, time of the accident, number of occupants, accident severity and the default language. This data is processed by Volkswagen AG and passed on to an emergency control centre. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following conditions can make it impossible to make an emergency call:

- The ignition is not switched on.
- You do not have any or sufficient mobile communications and GPS reception at your current location. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- The mobile network of the telecommunications provider is unavailable for other reasons.
- The vehicle components required for the emergency call are damaged or do not have sufficient electrical power.
- The requirements have not been fulfilled → page 7, *Requirements for using the services*.
- Volkswagen's partner network is unavailable.
- The licence for using the Emergency Call Service has expired (after ten years).
- You are in a country that does not meet the prerequisites for the Emergency Call Service. ◁

Breakdown Call with Automatic Accident Notification

Introduction to the topic

You can use this service to request help in the event of a breakdown or to send an accident report (emergency call) manually if the airbags have not been triggered in an accident.

A breakdown call comprises two elements: data transfer (current vehicle and position data are automatically sent to the service headquarters) and a voice call.

The person who takes your call will talk to you in the language with which the vehicle was registered using We Connect or Car-Net.

Please also observe the information on Breakdown Call in the owner's manual of your vehicle.

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

Making a breakdown call

Please refer to ⚠, ⚠ and ⓘ on page 4.

Symbol and meaning	
	Breakdown call button.

1. If possible, park the vehicle at a safe distance from moving traffic and secure the vehicle.
2. Switch on the ignition.
3. Press the breakdown call button.

   Alternatively touch the breakdown call function button in the telephone menu on the Infotainment system screen.
4. Depending on the vehicle model and service portfolio, one of the following two options appears in the Infotainment system pop-up window:
   - Make emergency call or breakdown call.
   - Make emergency call or phone Volkswagen Damage Service.

You will be directly connected to an advisor. Any relevant vehicle data is transferred at the same time. The person will also forward all relevant information to an authorised workshop so that they can then arrange an appointment with you.

A call made using the breakdown call button takes priority over a normal call. If the breakdown call button is pressed during a normal call, it will be interrupted so that a call to the Breakdown Call Centre can be made. If the information call button or SOS emergency call button is pressed during a breakdown call, it will be terminated so that an information call can be made or the emergency call service activated. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following conditions can make it impossible to make a breakdown call:

- The ignition is not switched on.
- You do not have any or sufficient mobile communications and GPS reception at your current location. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- The mobile network of the telecommunications provider is unavailable for other reasons.
- The vehicle components required for the breakdown call are damaged or do not have sufficient electrical power.
- The requirements have not been fulfilled → page 7, *Requirements for using the services*.
- The licence for the "Breakdown Call" service has expired. ◁

Information Call

Introduction to the topic

When you make an Information Call, you will be connected to Volkswagen Customer Care. Here you can access information about the Volkswagen Group, different vehicle models or general information about Volkswagen.

The Information Call is not available in all countries. In countries where there is no Information Call number, pressing the **Info** button will play a voice message telling you that the service is not available.

The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

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

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

Making an information call

Please refer to ⚠, ⚠ and ⓘ on page 4.

Symbol and meaning	
	Information call button.

1. Ensure that making an information call does not distract you from what is happening on the road.
2. Switch on the ignition.
3. Press ⓘ for the information call.

   Alternatively touch the “Information call” function button in the telephone menu on the Infotainment system screen.

   — You will be connected to an advisor from Volkswagen Customer Care.

A call made using the “Information call” button takes priority over a normal call. If the Information call button ⓘ is pressed during a normal call, this call will be interrupted so that a call to Volkswagen Customer Care can be made.
If the breakdown call 🔧 or SOS emergency call button SOS is pressed during an information call, the information call will be cancelled so that a breakdown or SOS emergency call can be made. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the Information Call service:

— The ignition is not switched on.

— You do not have any or sufficient mobile communications and GPS reception at your current location. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.

— The mobile network of the telecommunications provider is unavailable for other reasons.

— The vehicle components required for the Information Call are damaged or do not have sufficient electrical power.

— The requirements have not been fulfilled → page 7, *Requirements for using the services*.

— The licence for the “Information Call” service has expired. ◁

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 7, *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. ◁

Service Scheduling

Introduction to the topic

The “Service Scheduling” service automatically informs your preferred Volkswagen dealership as soon as a service event is due in the vehicle, e.g. an engine oil change.

The vehicle sends the relevant vehicle data and other information to the authorised workshop. The service partner can then contact you via the selected communication channel and arrange a service appointment with you. The period between the automatic transfer of the data by the vehicle and the first attempt by the service partner to contact you can take several days for technical reasons.

Service Scheduling can be activated and deactivated on the We Connect web portal, where you can also select your preferred authorised workshop. It is not possible to run the service via the app.

WARNING

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

- Observe the information on service and maintenance in the owner’s manual and service schedule.
- Observe text messages and lit up warning and indicator lamps in the vehicle.
- Stay alert and respond to any displayed information according to the individual situation.
- Always drive carefully and responsibly.

WARNING

Failure to comply with service intervals, inadequate servicing or no servicing at all may result in breakdowns, accidents or serious injury.

- Have your car serviced by a qualified workshop.
- Observe the information on service and maintenance in the owner’s manual and service schedule.
- Observe text messages and lit up warning and indicator lamps in the vehicle.

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.
- Take appropriate measures in response to notifications. For example, if you receive a notification that the oil level is low, check the oil level and top up as necessary, or visit an authorised Volkswagen dealership to have the oil topped up or changed.

If 12-volt vehicle battery is disconnected for an extended period in a vehicle with flexible oil change service, the system will not be able to calculate the time when the next service is due. The service displays can therefore display incorrect calculations and schedule service appointments at incorrect intervals. If this is the case, please observe the maximum service intervals given in the service plan. ◁

Planning service appointments

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

Defining an authorised workshop

If you have not yet specified an authorised workshop, please do the following:

1. Open the web portal and log in.
2. Click **Settings** in the navigation bar.
3. Click **Your authorised workshop.**
   — A selection menu with a map and search function opens.
4. Select and save an authorised workshop.
5. Activate service scheduling directly if necessary. To do this, click **Continue to activation.**
6. Confirm the data protection-related declaration of consent and activate the service.
7. Specify and save your preferred communication method.

Activating and deactivating Service Scheduling

If you have already specified an authorised workshop, proceed as follows:

1. Open the web portal and log in.
2. In the selection bar, select **All services.**
3. Click on **Service scheduling.**
4. Click **Manage** to open the details page of the service.

5. In the "Service Scheduling" service, click **Continue to activation.**
6. Confirm the data protection-related declaration of consent and activate the service.
   — The "Service Scheduling" service is now active. You will be contacted automatically when your vehicle requires a service.

Changing or deleting preferred authorised workshop

1. Open the web portal and log in.
2. Click **Settings** in the navigation bar.
3. Select **Your authorised workshop.**
4. Change or delete the service partner as required. ◁

What can cause problems

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

The following factors can prevent you from using "Service Scheduling":

— You have not yet selected and activated a service partner on the web portal and specified your preferred communication method.

— The requirements have not been fulfilled
→ page 7, *Requirements for using the services*. ◁

Doors & Lights

Introduction to the topic

The “Doors & Lights” service allows you to view the following statuses:

— Opening and closing of electric windows, doors, bonnet and boot lid.

— Locking and unlocking the vehicle.

— Switching the side lights* and parking light* on and off.

* Feature not available in all models.

You can view the status of the named components, but cannot change this. ◁

Checking the status of doors and lights in the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4.

1. Start the app and log in.
2. Select vehicle.
3. Touch the ☰ function button or swipe from left-hand edge of the screen to the right into the image.

The status of the doors and lights is displayed above the overview of services.

You can see whether lights are switched on in your vehicle.

The doors, windows, bonnet and rear lid are highlighted in red if open.

Symbol and meaning	
	Vehicle locked.
	Vehicle unlocked.

◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the Doors & Lights service:

— You are too far away from the vehicle.

— The requirements have not been fulfilled
→ page 7, *Requirements for using the services*. ◁

Horn & Turn Signals

Introduction to the topic

This service can only be run via the app. Two different functions are available depending on your country:

— Horn and Turn Signals.

— Turn Signals only.

When running the service, please observe the applicable laws in the respective country and any local regulations. Use of the "Horn & Turn Signals" service for finding the vehicle may be prohibited if the vehicle is located in noise control areas or in other areas with relevant signs. ◁

Using Horn & Turn Signals in the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4.

The service can only be used in the vicinity of the vehicle. Please observe any messages on the mobile device display.

1. Start the app and log in.
2. Select vehicle.
3. Touch or swipe from left-hand edge of the screen to the right into the image.

   OR: touch the Turn Signals function button. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the "Horn & Turn Signals" service:

— You are too far away from the vehicle.

— The requirements have not been fulfilled
→ page 7, *Requirements for using the services*. ◁

Lock & Unlock

Introduction to the topic

The “Lock & Unlock” service can be used to control and check your vehicle’s central locking system remotely via the web portal or the app. This allows convenient locking and unlocking of the doors and luggage compartment. For your security, it may be necessary to enter your S-PIN before you can use the service.

WARNING

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

- It is therefore essential that you read and observe the information and warnings on the subject of “Opening and closing” in the owner’s manual for your vehicle.
- Do not perform the function if there are any people or animals in the vehicle.

You need to verify your identity with VW Ident in order to use the “Lock & Unlock” service → page 12.

For safety reasons, the vehicle cannot be locked or unlocked while driving. ◁

Locking and unlocking on the We Connect web portal

Please refer to ⚠ at the start of the chapter on page 35.

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 status** in the displayed services.
   — You can see whether the doors and windows are open or closed using the graphic and colour display.
   In the “Central Locking” area you can see whether the vehicle is locked or unlocked.
5. Lock or unlock the vehicle by clicking 🔒 or 🔓.
   — In both cases, it may be necessary for you to confirm the operation with your S-PIN. ◁

Locking and unlocking in the We Connect app

Please refer to ⚠ at the start of the chapter on page 35.

1. Start the app and log in.
2. Select vehicle.
   The lock symbol indicates whether your vehicle is locked or unlocked:
   — 🔒 Vehicle is locked.
   — 🔓 Vehicle is unlocked.
3. Lock or unlock the vehicle by touching 🔒 or 🔓.
   — In both cases, it may be necessary for you to confirm the operation with your S-PIN. ◁

What can cause problems

Please refer to ⚠ at the start of the chapter on page 35.

The following factors can prevent the “Lock & Unlock” service from running:

— The requirements have not been fulfilled → page 7, *Requirements for using the services*. ◁

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.

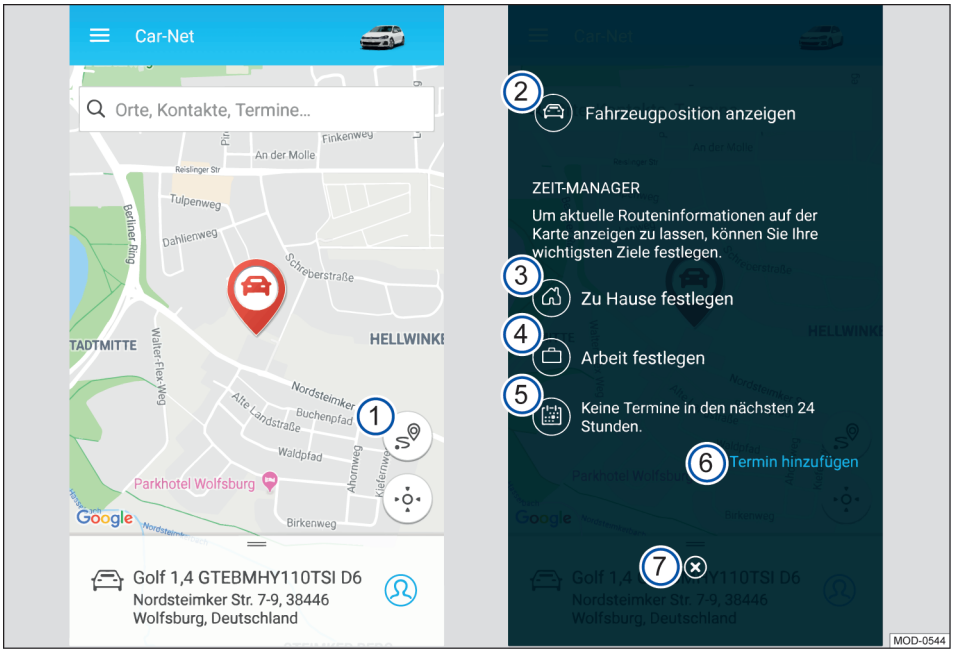


Fig. 7 Left: start page; right: central user interface of Time Manager.

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 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. ◁

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 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. ◁

Vehicle Status

Introduction to the topic

The "Vehicle Status" service provides you with the following data at a glance:

— Electric range.

— Charge level of high-voltage battery.

— Information about open or closed doors and windows.

— Information about vehicle lights being switched on or off.

— Information about the central locking. ◁

Displaying the vehicle status 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 **Vehicle status** in the displayed services.
   — You can see whether the doors and windows are open or closed using the graphic and colour display.
5. To view details, click **More** at the top right of the window.
   — The status of the selected vehicle is displayed. ◁

Displaying the vehicle status 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.
   — Any open windows or doors appear in **red** in the overview.
   — The driver, front passenger, and rear doors are shown as **open**.
3. Swipe upwards on the screen to access the **Vehicle information** section.
   — This displays the current vehicle status.
4. Swipe to the left in the **Vehicle information** section to view the remaining time until maintenance, the average fuel consumption and the distance covered on the last trip.

You can also view the vehicle status under the **Vehicle** menu option in the Infotainment system. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the "Vehicle status" service:

— You are too far away from the vehicle.

— The requirements have not been fulfilled
→ page 7, *Requirements for using the services*. ◁

Driving Data

Introduction to the topic

After you have parked your vehicle and removed the key from the ignition lock, the driving data collected during this journey will be stored automatically on the service server.

The following driving data are available, depending on the vehicle model:

— Distance covered.
— Driving time.
— Average speed.
— Average electric power consumption.
— Average fuel consumption.
— Average secondary consumption.
— Recovered energy (brake energy recuperation). ◁

Displaying driving data 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 **Driving data** in the displayed services.
5. To view details, click **More** at the top right of the window.
   — This displays the driving data for the selected vehicle (the last five trips that day) as a diagram.
6. Click the required bar to view details.

You can arrange the diagram according to distance driven (km), driving time (h), average speed (km/h) and average fuel consumption (l/100 km or kWh/100 km) and display data for the months of your choice.
The electric power consumption can be displayed for electric vehicles.

Driving data since the last refuelling

1. Click ⛽ at the bottom right of the driving data view.
   — This opens a window displaying the driving data since the last refuelling.

Deleting driving data

1. Click 🗑 at the bottom right of the driving data view.
2. Specify whether the driving data from a particular period or all driving data should be deleted.
3. Click **Delete data.**

Downloading driving data

1. Click ⬇ at the bottom right of the driving data view.
2. Select time period and click **Export data.**
3. Select a storage location.
   — The selected driving data are downloaded and saved in ".xls" format. ◁

Displaying driving data in the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4.

Displaying driving data

1. Start the app and log in.
2. Select vehicle.
   — The vehicle's last status is loaded.
3. Swipe upwards on the screen to access the **Services** section.
4. Touch the **Driving Data** service.
   — This opens a view of the current driving data.
5. Navigate to the desired journey in the lower half of the screen, or select the bar in the diagram.

Adjusting display

1. Touch the blue function button at the bottom of the screen.
   — An entry screen appears. You can define whether the diagram displays consumption (l/100 km or kWh/100 km), the distance covered (km) or the driving time (h).

   You can also select whether you want the driving data to be displayed from the start, from the last time you refuelled (does not apply to electric vehicles) or as a long-term overview.

Deleting driving data

1. Navigate to the start page.

2. Touch ☼.

   — This opens the vehicle settings.

3. Continue swiping upwards until you reach the **Manage data** section.
4. Touch **Reset driving data.**
5. Select whether the long-term data, the data from the start of your last journey or the data from the last time you refuelled (does not apply to electric vehicles) should be deleted.
6. Confirm deletion. ◁

What can cause problems

🕮 Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the "Vehicle status" service:

— You are too far away from the vehicle.

— The requirements have not been fulfilled → page 7, *Requirements for using the services*. ◁

Speed Alert

Introduction to the topic

You can use the "Speed Alert" service to check whether your vehicle is exceeding a speed threshold you have set.

You can set up a total of ten different speed thresholds on the We Connect web portal, but only two of these can be activated for the vehicle. If you activate a speed threshold of 0 km/h, you will be informed when the vehicle starts moving with the engine running.

You need to set the notification method beforehand so that you can be informed when an activated speed threshold is exceeded.

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

You can manage up to ten speed thresholds and activate two of them. If you wish to create another speed threshold, you will need to delete an old one first.

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 or exclude the user from using the vehicle. If you fail to do so, you may be infringing the user's personal rights.

Define a speed threshold that is below the vehicle's maximum possible speed, otherwise a warning cannot be issued.

No such messages will be displayed in the vehicle itself. ◁

Managing Speed Alerts 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 **Speed Alert** in the displayed services.
5. Click **Set up alert.**
6. Adjust the following settings on the screen:
   — Set speed threshold with the slider.
   — Choose a name for the speed alert.
   — Choose when the Speed Alert should be active (always, repeated or in a specified time period).
   — Set the weekdays or the time period by choosing the dates on which the activated Speed Alert is to start.
   — Set the times from when until when a Speed Alert should be sent, or select the "all day" option.
7. Click **Save.**
8. Click on **Activate** to activate the Speed Alert.
   — You will be informed each time a speed threshold is exceeded.
9. Click on **More** to view all speed thresholds.
   — Inactive speed thresholds are grey.
   — Active speed thresholds are blue.

The notification methods can be configured directly on the web portal. The generated alerts are also archived. ◁

Managing Speed Alerts 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. Swipe upwards on the screen to access the **Services** section.
4. Touch the **Notifications** service.
5. Touch ⏲ in the navigation bar at the top of the screen.
6. Set the following settings or perform these functions:
   — Activate or deactivate a Speed Alert.
   — Modify an existing speed threshold.
   — Create a new Speed Alert.
   — Delete an existing Speed Alert. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

What can cause problems

The following factors can prevent you from using the "Speed Alert" service:

— The requirements have not been fulfilled → page 7, *Requirements for using the services*. ◁

Area Alert

Introduction to the topic

The “Area Alert” service allows you to check whether the assigned vehicle is being used inside or outside a geographic area that you define.

You will receive a notification when the vehicle crosses the boundary of the defined area. There may be slight inaccuracies for technical reasons.

You can set up a total of eight different area alerts of which four areas can be activated at the same time.

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 or exclude the user from using the vehicle. If you fail to do so, you may be infringing the user’s personal rights.

An Area Alert must be activated in order to receive notifications.

No messages will be displayed in the vehicle itself when area boundaries are crossed.

You can configure the notification methods directly on the We Connect web portal. The generated alerts are also archived.

You can create up to eight area alerts and activate four of them. If you wish to create another Area Alert, you will need to delete an old alert first. ◁

Managing Area Alerts on the We Connect web portal

Please refer to ⚠, ⚠ and ⓘ on page 4.

Creating an Area Alert

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 **Area Alert** in the displayed services.
5. Click on **More**.
6. Using the search bar and appropriate search terms, select a location where the area should be set up, then click **Search**.
   — The search results are displayed below the search bar as a list.
7. Select the appropriate search result.

   Alternatively, you can determine the address of your own location by touching the function button. GPS must be activated in order to do this.
8. Click **Next**.
9. Define the shape of the area by clicking **Rectangle** or **Circle**.
10. Set the size of the area by dragging the points on the rectangle or circle in or out.
11. Click **Next**.
12. Adjust the settings as required.
    — Choose a name for the Area Alert.
    — Choose when the Area Alert should be active (always, repeated, all day, or in a specified time period).
    — Choose when you wish to be informed (when driving into or leaving the area).
13. Click **Save**.
14. Click **Activate**.
15. Click **OK**.
    — You will be informed every time the vehicle leaves a defined area or enters the defined area.

Modifying Area Alerts

You can modify an Area Alert after setting it up:

— Location of the area using a search query.

— Shape, size and type (entry and exit) of the area.

— Name, notification and times

1. Open the web portal and log in.
2. Select vehicle in the navigation bar.
3. In the overview of services, click **Area Alert** ▶ **More**.
4. Select an Area Alert in the search window.
5. Click ✎.
6. Adjust the individual settings by clicking on the menu options **Location**, **Size** or **Settings**.
7. Once you have finished editing, click **Save** in the **Settings** menu option. ◁

Managing Area Alerts 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. Swipe upwards on the screen to access the **Services** section.
4. Touch **Messages**.
5. Touch the central Area Alert symbol in the navigation bar at the top of the screen.
6. Set the following settings or perform these functions:
   — Activate or deactivate an existing Area Alert.
   — Modify an existing Area Alert.
   — Create a new Area Alert.
   — Delete an existing Area Alert. ◁

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent you from using the "Area Alert" service:

— The requirements have not been fulfilled
→ page 7, *Requirements for using the services*. ◁

e-Manager / Charging Manager

Introduction to the topic

The service is called “e-Manager” or “Charging Manager” depending on the vehicle model and portfolio.

The e-Manager and Charging Manager combine the following services in one application:

— page 46, *Charging*.

— page 48, *Air conditioning*.

— page 49, *Departure Times*.

Charge your vehicle mainly with a low charging power. Frequent charging at a high charging power, e.g. with direct current, can permanently reduce the charging capacity. ◁

Charging

Introduction to the topic

The high-voltage battery ages gradually throughout its service life, for purely technical reasons. Only correct handling and maintenance of the high-voltage battery allows its performance to be maintained long term.

Therefore please read and observe the information in the manual for your electric or hybrid vehicle and follow the corresponding instructions for use of your vehicle.

Please observe the instructions on your vehicle's Infotainment system. Follow the instructions on the Infotainment system to charge your vehicle using the Infotainment.

Charge your vehicle mainly with a low charging power. Frequent charging at a high charging power, e.g. with direct current, can permanently reduce the charging capacity.

DANGER

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

WARNING

Never charge the high-voltage battery using an unknown socket or electrical outlet that has not been tested by qualified personnel. Even very low charging currents can cause serious damage and in particular fires if the socket or electrical installation is in bad condition.

WARNING

Driving when the charge level of the high-voltage battery is too low or with a low fuel level can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- Always drive with sufficient high-voltage battery capacity or with a sufficient fuel level.
- Charge the high-voltage battery or refill the fuel tank in good time. ◁

Setting the battery charge limit and charging current in the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ and ⚠ at the start of the chapter on page 46.

The minimum battery charge limit in the "Settings" area defines when automatic charging is to be started when a Departure Time has been set, e.g. if the battery charge level falls below the value of 30% that you have set. The vehicle then charges up to the lower battery charge limit.

1. Start the app and log in.
2. Select vehicle.
3. Touch ⚙.
4. Touch **Vehicle properties** ▶ **Maximum charging current** or ▶ **Minimum battery charge limit.**
5. Set lower battery charge limit and maximum current with the slider.

When the lower battery charge limit is reached, a decision is made whether to continue charging immediately or to pause the charging process in order to resume charging at a later point in time. This ensures an appropriate minimum charge state when using the departure times.

ⓘ The minimum charge state is valid for all charging locations. The upper battery charge limit can be set separately in all charging location profiles. ◁

Charging the high-voltage battery using the We Connect web portal

Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ and ⚠ at the start of the chapter on page 46.

Preparations

1. Ensure that the vehicle is connected to a suitable socket. If the vehicle is not connected to a socket, a corresponding message will be displayed.
2. Open the web portal and log in.
3. Click on **My vehicles.**
   — An overview of all vehicles for which you are registered is displayed.
4. Select vehicle.
5. Select **e-Manager.**

6. Adjust the settings before charging if necessary.
7. Click **Laden starten (Start charging)**.
   — The capacity of the high-voltage battery is displayed. The electric range in km is also displayed. This is calculated based on a number of factors including your driving style, the selected driving profile, the current energy consumption and the battery capacity.

Charging the high-voltage battery

1. Click **Laden starten (Start charging)**.
   — The charging process starts. The remaining charging duration is displayed depending on the vehicle model.
2. Click **Stop charging** to stop the charging process manually. ◁

Charging the high-voltage battery using the We Connect app

🕮 Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ and ⚠ at the start of the chapter on page 46.

Preparations

1. Ensure that the vehicle is connected to a suitable socket. If the vehicle is not connected to a socket, a corresponding message will be displayed.
2. Start the app and log in.
3. Select vehicle.
4. Touch ⚙.
5. Adjust the settings before charging if necessary.

Charging the high-voltage battery

1. Under **Charging**, slide the control to the right.
   — The charging process starts. The remaining charging duration is displayed depending on the vehicle model.
2. Slide the **Ready in...** control to the left to stop the charging process manually. ◁

Charging not possible

🕮 Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ and ⚠ at the start of the chapter on page 46.

The high-voltage battery charging process is interrupted or not started in the following circumstances:

— The selector lever of the automatic gearbox is not in position "P".
— There is no power supply or a technical fault.
— The automatic socket lock is not working.
— The vehicle is being checked by a diagnostic tester.
— The charging connector is not connected.
— The requirements have not been fulfilled → page 7, *Requirements for using the services*. ◁

Air conditioning

Introduction to the topic

The “Air Conditioning” service allows you to air-condition the vehicle interior before you start a journey.

You can also run the following functions in some vehicle models:

— Switch front and rear window heating on and off.

Since the air conditioning system requires energy from the high-voltage battery, we recommend only running the “Air Conditioning” service while your vehicle is being charged from a socket. Otherwise the range of your vehicle will be reduced.

Please observe the instructions on your vehicle's Infotainment system. Follow the instructions on the Infotainment system to run the air conditioning in your vehicle using the Infotainment.

This service may not be available in all vehicles. If your vehicle is not fitted with the “Air Conditioning” service it may feature the “Online Auxiliary Heater” service.

Air conditioning system running time

— Maximum of 30 minutes when connected to an external power supply.

— Maximum of 15 minutes when running on battery power.

If there are major differences between the interior and exterior temperature, the required interior temperature may not be reached in the available time. ◁

Activating the vehicle air conditioning using the We Connect web portal

Please refer to ⚠, ⚠ and ⓘ on page 4.

Carry out the following steps:

1. Switch off the vehicle ignition.
2. Connect vehicle to a socket and start the charging process.
3. Open the web portal and log in.
4. Click on **My vehicles.**
   — An overview of all vehicles for which you are registered is displayed.
5. Select vehicle.
6. Select **e-manager** in the overview of services.
7. Select **Air Conditioning.**
8. Set temperature by means of + and -.
9. Click **Start air conditioning** or **Stop air conditioning.**
   Or: click **Start windscreen heating** or **Stop windscreen heating.** ◁

Activating the vehicle air conditioning using the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4.

Activate or deactivate air conditioning

1. Start the app and log in.
2. Select vehicle.
3. Touch the temperature indicator to air condition the vehicle.
4. Set the temperature using the slider.
5. Touch **Start air conditioning** or **Stop air conditioning** .

Starting and ending windscreen heating

1. Start the app and log in.
2. Select vehicle.
3. Slide the **Windscreen heating** control to the right to start windscreen heating.
4. Slide the **Windscreen heating** control to the left to stop windscreen heating. ◁

Air conditioning is not possible

Please refer to ⚠, ⚠ and ⓘ on page 4.

The air conditioning is interrupted or not started in the following circumstances:

— The ignition is switched on.

— The selector lever of the automatic gearbox is not in position “P”.

— Technical fault.

— The vehicle is being checked by a diagnostic tester.

— Charge level of the high-voltage battery is too low.

— The vehicle is not connected to an external power supply.

— The requirements have not been fulfilled. ◁

Departure Times

Introduction to the topic

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

To set the Departure Times of your vehicle using the Infotainment systems, follow the instructions in the Infotainment.

Criterion	Number	Meaning	Setting options
Departure time	max. 3	Time at which the vehicle should be available in a specific state.	Weekday: once, recurring. Time. Charging location: selection from set charging locations.
Charging location	max. 10	Characteristics of a location when your vehicle is charged (work, home etc.).	Function: charging, air conditioning, charging and air conditioning. Upper charge limit. Maximum current. Off-peak power: yes, no, start, end.

Example

You drive to work every day from Monday to Friday at 7:00 am. The interior of your vehicle should have reached a temperature of 21°C by this time. Furthermore the high-voltage battery should be charged to 60%. This is sufficient to drive purely electrically to your workplace. You have a contract with an electricity provider, who supplies you with low-cost off-peak electricity between 11:00 pm and 5:00 am. The high-voltage battery can be charged with a maximum of 10 A on your electricity mains.

You would set the following:

— Charging location:
  — Name: Home.
  — Function: charging and air conditioning.
  — Upper battery charge limit: 60%.
  — Maximum current: 10 A.
  — Off-peak power: 11:00 pm to 5:00 am.
— Departure time:
  — Time: 7:00 am.
  — Regular: Monday, Tuesday, Wednesday, Thursday, Friday.
  — Charging location: Home. ◁

Programming Departure Times 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. Select **e-Manager** ▶ **Departure Times** in the overview of services.
   — A brief overview of your programmed Departure Times is displayed. You can activate or deactivate the Departure Time by using the sliders.

Specify Departure Times

1. Click ✎.
2. Adjust the following settings on the screen:
   — Define Departure Time.
   — Define interval and weekday.
3. Click **Save.** ◁

Programming Departure Times via the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4.

1. Start the app and log in.
2. Select vehicle.
3. Touch **Departure Times.**
   — The overview of Departure Times is displayed.
4. Touch the Departure Time.
5. Adjust the following settings:
   — Activate or deactivate Departure Time.
   — Assign charging location.
   — Define Departure Time.
   — Define interval and weekday.

Adding and editing charging locations

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

1. Start the app and log in.
2. Select vehicle.
3. Pull the screen downwards and hold for three seconds.
   — The vehicle’s last status is loaded.
4. Touch **Departure Times.**
   — The overview of Departure Times is displayed.
5. Under “Select charging location”, select the charging location that you want to edit.
   OR: touch **Add charging location.**
6. Adjust the following settings:
   — Enter name.
   — Specify which function you want to run (Charging, Air Conditioning, or Charging and Air Conditioning).
   — Set the upper battery charging limits (maximum charge level).
   — Set maximum current.
   — Set low tariff.
7. Touch **Synchronise.**

The interior temperature is set to the value set in the “Air Conditioning” service. The temperature cannot be set here.

For the “Standard” charging location profile, you can only activate or deactivate **Charging** and **Air Conditioning.** ◁

Filling stations and charging 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 NAV 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 Anti-Theft Alarm

Introduction to the topic

Please read and observe the information and safety notes about the anti-theft alarm system in the owner's manual for your vehicle. ◁

Functional description

Please refer to ⚠, ⚠ and ⓘ on page 4.

The anti-theft alarm is activated automatically when the vehicle is locked using the vehicle key. Before using this function on the We Connect web portal, first set up the communication method by touching **Settings ▶ Notification settings.**

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

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

What can cause problems

Please refer to ⚠, ⚠ and ⓘ on page 4.

The following factors can prevent the "Online Anti-Theft Alarm" service from running:

— The requirements have not been fulfilled → page 7, *Requirements for using the services*.

— The vehicle was not factory-fitted with an anti-theft alarm system. ◁

Online Auxiliary Heater & Ventilation

Introduction to the topic

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

The service can only be run after entering the correct S-PIN.

WARNING

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

- Never switch on the auxiliary heater or allow it to run in unventilated or enclosed spaces.
- Never program the auxiliary heater to switch on and run in unventilated or enclosed spaces.

WARNING

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

- Park the vehicle in a way that ensures that no parts of the exhaust system will come into contact with flammable materials below the vehicle, e.g. dry grass.

This service may not be available in all vehicles. If your vehicle is not fitted with the "Online Auxiliary Heater" service it may feature the "Air Conditioning" service. ◁

Starting the air conditioning and heating on the We Connect web portal

Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ at the start of the chapter on page 53.

The **Heating** and **Ventilation** modes can be used for stationary air conditioning.

1. Open the web portal and log in.
2. Select vehicle.
3. In the overview of services, select **Online Auxiliary Heater** ▶ **More**.
   — The **Immediate start** dialogue window opens.
4. Select the **Heating** or **Ventilation** operating mode.
5. Click **Start stationary air conditioning**.
   — The period of operation can only be configured in the Infotainment system.
6. Enter S-PIN.
   — **Heating** or **Ventilation** is started.
7. Click **Stop stationary air conditioning** to stop the stationary air conditioning.
   — **Heating** or **Ventilation** is stopped. ◁

Starting the air conditioning and heating on the We Connect app

Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ at the start of the chapter on page 53.

Only **Heating** operating mode is available in the app.

1. Start the app and log in.
2. Select vehicle.
3. Slide the **Auxiliary heater** control to the right to start the auxiliary heater.
4. Enter S-PIN.
   — The auxiliary heater is started and the remaining running time is displayed.
   — The period of operation can only be configured in the Infotainment system.
5. Slide the **Auxiliary heater** control to the left to stop the auxiliary heater.
   — The auxiliary heater is stopped. ◁

Setting Departure Times on the We Connect web portal

Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ at the start of the chapter on page 53.

You can specify up to three Departure Times.

1. Open the web portal and log in.
2. Select vehicle.
3. Select the **Heating** or **Ventilation** operating mode.
4. Click on **Departure Times**.
   — A dialogue window will open.
5. Specify days of the week and times.
6. Move the slider to the right to activate the departure times.
7. Enter S-PIN.

8. Click **Save**. ◁

Setting Departure Times in the We Connect app

🕮 Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ at the start of the chapter on page 53.

1. Start the app and log in.
2. Select vehicle.
3. Touch **Auxiliary heater**.
   — The overview of Departure Times is displayed.
4. Slide the control to the right to set a Departure Time.
5. Enter S-PIN.
   — The Departure Time is activated.
6. Adjust the following settings:
   — Define Departure Time.
   — Specify day(s) of the week.
7. Enter S-PIN.
   — The times are set. ◁

Troubleshooting

🕮 Please refer to ⚠, ⚠ and ⓘ on page 4 and ⚠ at the start of the chapter on page 53.

Heating or ventilation not possible

Heating or ventilation is interrupted or not started in the following circumstances:

— The ignition is switched on.

— The selector lever of the automatic gearbox is not in position P (Park).

— Technical fault.

— The vehicle is being checked by a diagnostic tester. ◁

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 19. ◁

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.

Cancelling 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. ◁

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.

— After deleting your Car-Net data, click **Go to Volkswagen ID**.
— Follow the instructions on the screen. ◁

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. ◁

Index

A

Air conditioning 48
- App 48
- Not possible 48
- Web portal 48

Air Conditioning 48
Anti-theft alarm 52
Anti-Theft Alarm 52
Anti-Theft Alarm System
- What can cause problems 52

Area Alert 43
- App 43
- Causes of problems 44
- Web portal 43

Authorised users 56
Authorised workshop
- Setting 31

B

Battery charge limit
- App 46

Breakdown call
- What can cause problems 28

Breakdown Call 28
- Making 28
- Volkswagen Damage Service 28

C

Car-Net status display 10
Changing login data 55
Changing the language 55
Changing user data 55
Charging 46
- Not possible 47

Charging Manager 45
Charging stations 51
- Finding 51

Charging the high-voltage battery 46

D

Deleting Car-Net data 56
Deleting data 56
Departure Times 49
- App 50
- Web portal 49

Description of services 27
Displaying commuter routes 36
Doors
- Opening 33

Doors & Lights 33
- What can cause problems 33

Doors and lights 33
Driving data
- App 39
- Web portal 39
- What can cause problems 40

Driving Data 39

E

e-Manager 45
Email address
- Changing 55
- Forgotten 16

Emergency call
- Making 27
- What can cause problems 27

Emergency Call 27
Emergency Call Service 27
Extending contract 57

F

Factory settings
- Restoring 58

FAQ 58
Filling stations
- Finding 51

H

Heating and ventilation 53
Help 58
High-voltage battery
- App 47
- Charging 46, 47
- Web portal 46

Horn & Turn Signals 34
Horn and turn signals
- App 34
- What can cause problems 34

I

Influencing factors
- Data option 7
- GPS reception 7

Information Call 29
- Causes of problems 29
- Making 29

L

Legal requirements 6
Lock & Unlock 35
- What can cause problems 35

Locking 35
Locking and unlocking 35
Logging in 23, 26
Logging out 23, 26
Login data 55

M

Managing secondary users 19
Managing user accounts 55

O

Online Anti-Theft Alarm 52
Online Auxiliary Heater 53
App 53
Departure Times 53
Troubleshooting 54
Web portal 53
Online Auxiliary Heater & Ventilation 53
Other applicable documents 3
Overview of services 9
Overview of symbols 11

P

Parking position
App 37
Displaying 37
Parking Position 37
Password 16
Creating 16
Personal details
Changing 55
Petrol stations 51
Primary user change 56
Proof of identity 17

R

Registration
App 14
Infotainment system 15
Web portal 12

S

S-PIN
Changing 16
Creating 16
Resetting 16
Safety notes 4
Saving services as favourites 56
Secondary users 56
Security & Service services 9
Service appointments
Planning 31
Service description 27
Service scheduling
What can cause problems 32
Service Scheduling 31
Speed alert
Causes of problems 42
Speed Alert 41
Web portal 41
Speed Alerts
App 41
Start screen 21
Status display
Volkswagen Car-Net 10

T

Technical prerequisites 7
Time Manager 36
Configuring 36
Tracking 6
Transferring services 56
Authorised users 56
Primary user change 56
Secondary users 56

U

Unlocking 35
User account 55
Deleting 57

V

Valid documents 3
Vehicle
Adding 19
Administration 19
Deleting 19
Vehicle administration 19
Vehicle entering or leaving an area 43
Vehicle health report
Generating 30
Vehicle Health Report 30
Causes of problems 30
Vehicle status 38
App 38
Web portal 38
What can cause problems 38
Vehicle Status 38
Volkswagen Car-Net
Status display 10
Volkswagen Damage Service 28
Volkswagen Ident 17

W

Warnings 4
We Connect app 25
We Connect App
Android 25
Installing 25
iOS 25
We Connect web portal 21
Web portal 21