



## **Service description**

### **We Connect Plus**

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We Connect Plus  
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## Description of symbols



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



Buttons with blue upper case lettering refer to printed Infotainment buttons that are also visible when the Infotainment system is switched off.



Indicates the end of a section.



Indicates services, functions, equipment and devices that will be either added at a later date, are optionally available or can be used in addition. It also indicates equipment that is specific to certain models or countries.



The symbols indicate a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.



Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.



Cross reference to potential risks of damage to property in the same section or on the page specified.



### **DANGER**

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



### **WARNING**

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



### **CAUTION**

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



### **NOTICE**

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



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



Texts with this symbol contain additional information.

Volkswagen AG works continuously to develop and further improve all services and functions. Please understand that we must therefore reserve the right to alter any part of the scope of delivery and its equipment or technical specifications at any time.

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

The vehicle illustrated on the cover may have certain items of optional equipment which are only available at extra cost, or which are only available in certain markets. Your Volkswagen dealership will be

able to inform you about variations in different countries. Subject to alteration and amendment. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

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# Thank you for choosing Volkswagen

Thank you for choosing a Volkswagen with We Connect .

Before using the We Connect and We Connect Plus services, please read and observe the information in this service description. It will quickly help you to become familiar with the services and functions on offer as well as drawing your attention to potential risks to yourself and others and how to avoid them.

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

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

**Volkswagen AG**



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## About this service description

### Scope

#### Validity

This service description applies:

- To all vehicles from the Volkswagen Passenger Cars brand with a Volkswagen We Connect Plus licence.
- Until a new edition is published, but at the latest until the end of August 2020, depending on which 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

We Connect services and functions undergo continuous development and details are improved, modified and fine-tuned.

#### Illustrations

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

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

#### Information status

All data in this service description correspond to the information available at the time of its going to print. Due to the continuous development of the We Connect web portal, the We Connect app and the We Connect Plus services, there may be differences from the information in this service description. No discrepancy in data, illustrations or descriptions shall form the basis for any legal claim.

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. You should also download the updates to ensure you are always using the latest version of the We Connect app.

- This service description.
- General Terms and Conditions at [www.portal.volkswagen-we.com](http://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.

### Expected level of knowledge

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

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

### Valid documents

Observe the following documents and information:

- Owner's manual for your vehicle.
- Instructions for the factory-fitted Infotainment system.

## For your safety

### Safety notes

Before running the We Connect services, please read and observe the following safety notes so that you are aware of dangers to yourself and others and of 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

Never charge the high-voltage battery using an unknown socket or electrical outlet or electrical installation 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

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 so that no part of the exhaust system can come into contact with any inflammable material underneath 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

Activating and using We Connect services or any careless or unsupervised activation of We Connect services while driving may 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

The information displayed on the infotainment system, on the We Connect 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 Wi-Fi networks can lead to a loss of control of your Volkswagen We Connect 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 We Connect 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 re-

ception. 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 We Connect 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, for example due to a road being closed.

### **WARNING**

Set the volume on the Infotainment system so that noises outside the vehicle (for example, 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 vehi-

cle. Electromagnetic radiation can generate sparks which can start a fire.

### **WARNING**

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

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

### **WARNING**

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

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

### **NOTICE**

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

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

### **NOTICE**


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


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

## Notes on use

- Please read through this service description carefully.
- Always use the latest edition of the relevant service description.


- Always use the latest version of the 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. If your email address changes, update it on the We Connect web portal or in the We Connect app. The web portal or app will redirect you to Volkswagen ID where you can change your login details: <https://vwid.vwgroup.io/> account. 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, the date and time in the vehicle and on the computer or mobile device must be set correctly.
- You can transfer usage rights for We Connect 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 We Connect 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 We Connect services contain external information that originates from third parties (e.g. the map views). Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
- 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.
- Use a secure password to protect your router from being accessed via the operating system. You should also protect your home and office network 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 the driver or user of the vehicle switches off or deactivates the data transfer and system services via the settings on their mobile device, it

will no longer be possible to run services or perform a data transfer using the mobile device. 

## Legal requirements

Some We Connect 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 We Connect 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. 

## Requirements for using the services

### Using services via the We Connect app

In order to transfer data from the 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 Wi-Fi hotspot.

### Technical prerequisites


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

- The We Connect equipment must be ordered with your vehicle and have been installed at the factory.
- Your vehicle must be factory-fitted with a We Connect-compatible Infotainment system to run the services.
- To use these services, your vehicle must be factory-fitted with the emergency call module control unit and communication unit.



- Neither the emergency call module control unit and communication unit nor individual services may be deactivated or decommissioned.
- External information from third-party providers (e.g. map views) must be available, correct, up to date and complete.
- Your location and that of your vehicle allow reliable mobile communications and GPS reception.
- The existing mobile radio standard must not be switched off by telecommunications providers.
- You and your vehicle are within the area covered by the services.
- Vehicle, computer, mobile device and service provider technology must be functioning fully and correctly.
- The 12-volt vehicle battery must be sufficiently charged.

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

- 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.

## 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.

# Volkswagen We Connect

## Introduction to the topic

Volkswagen We combines various service packages that offer additional functions for your vehicle. You can run these services, for example, on a computer at home or on a mobile device while travelling (smartphone or tablet).

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

The Volkswagen We portfolio includes:

- We Connect.
- We Connect Plus.

- We Connect Fleet.
- App-Connect.

## Using the services

Complete the following steps to access the Volkswagen We Connect service portfolio:

- Register for a Volkswagen ID → page 10, *Introduction to the topic*.
- Set a S-PIN → page 15, *S-PIN*.
- If required, confirm your identity with Volkswagen Ident → page 16, *Volkswagen Ident*.
- Add at least one vehicle.
- Order and activate We Connect services.



## Overview of the We Connect Plus 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.

We Connect service	Function
page 24, <i>Emergency Call Service</i>	In the event of an accident, automatic emergency call and emergency call at the touch of a button.
page 25, <i>Breakdown Call with Automatic Accident Notification</i>	Request help at the touch of a button in the event of a breakdown.
page 26, <i>Information Call</i>	Here you can receive information about the Volkswagen Group, different vehicle models or general information about Volkswagen at the touch of a button.
page 27, <i>Vehicle Health Report</i>	Information about the current status of the vehicle and a list of any active warning messages and due service events.
page 28, <i>Service Scheduling</i>	Specifies an authorised workshop for automatic scheduling of service events.
page 30, <i>Doors &amp; Lights</i>	Display the status of doors, windows and lights in the app.
page 31, <i>Horn &amp; Turn Signals</i>	Remote control of horn and hazard warning lights via the app.
page 32, <i>Lock &amp; Unlock</i>	Lock and unlock the doors and luggage compartment using the We Connect web portal.
page 32, <i>Parking Position</i>	Display the vehicle's parking position
page 35, <i>Driving Data</i>	Display data including distance covered, driving time and average fuel consumption.
page 34, <i>Vehicle Status</i>	Display vehicle status.
page 37, <i>Speed Alert</i>	Definition of speed limits that the driver should follow.
page 39, <i>Area Alert</i>	Automatic notification when driving into or leaving certain areas at defined times of the day.
page 40, <i>Mobile key</i>	Start the vehicle using a mobile device as a mobile key.
page 44, <i>Charging</i>	Display the charge level of the battery and start or stop the charging process.
page 46, <i>Air conditioning</i>	Start or stop temperature control in the vehicle interior and wind-screen heating.
page 47, <i>Departure Times</i>	Set the charge level of the battery and interior temperature at the desired Departure Time.


All We Connect Plus services are subject to the Terms of Use in their current version – see [www.portal.volkswagen-we.com](http://www.portal.volkswagen-we.com).

We Connect service	Function
page 49, <i>Parking Spaces</i>	Information about prices, capacities and opening hours of public parking spaces and car parks.
page 50, <i>Filling stations and charging stations</i>	Display an overview of filling stations or charging stations on the route, including prices and opening hours.
page 51, <i>Online Anti-Theft Alarm</i>	Automatic notification via the app or email in the event of an attempted break-in.
page 52, <i>Online Map Update</i>	Regular automatic map updates.
page 52, <i>Online Route Calculation</i> , page 54, <i>Setting addresses</i>	Route guidance taking account of current road traffic information.
page 55, <i>Online Auxiliary Heater &amp; Ventilation</i>	Control of the ventilation function in the app.
page 57, <i>Online Traffic Information</i>	Notifications about traffic disruption, hazard areas or visual obstructions on a route.
page 58, <i>Apple Music</i>	Access to Apple Music.
page 59, <i>Tidal</i>	Access to Tidal.
page 59, <i>Internet radio</i>	Searching for and playback of live radio stations and podcast episodes.
Wi-Fi hotspot	Use an internet connection via a Wi-Fi hotspot integrated into the vehicle. <b>Observe the notes in your vehicle owner's manual for information about the Wi-Fi hotspot.</b>
Online Voice Control	Voice control of navigation and media streaming and quick access to the latest information online. <b>Observe the notes in your vehicle owner's manual for information about Online Voice Control.</b>

All We Connect Plus services are subject to the Terms of Use in their current version – see [www.portal.volkswagen-we.com](http://www.portal.volkswagen-we.com).

## Availability

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

 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.

# 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 10, *Registering on the We Connect web portal*.

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

 If you are taking on a previously registered vehicle it may be linked to another Volkswagen ID. You should therefore restore the Infotainment system to its factory settings before adding the vehicle → page 62, *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 We Connect web portal

The central location for Volkswagen We Connect is the website [www.portal.volkswagen-we.com](http://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 We Connect services.

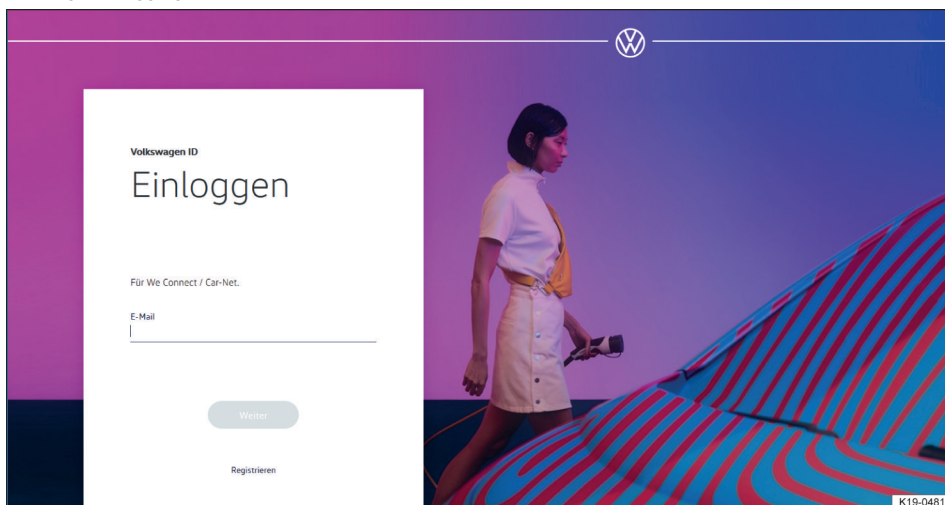


Fig. 1 Volkswagen We Connect homepage (schematic diagram).

1. Open the We Connect web portal.
2. Click **Log in** in the navigation bar on the left-hand side of the screen.

**OR:** Log in or create user account in the centre of the page.

- The homepage for registering for a Volkswagen ID appears.
- 3. Click **Register**.
- 4. Enter a valid email address.
- 5. Set a password → page 14, *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 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 We Connect 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 We Connect services.

### Ordering We Connect services

Once you have added the vehicle, you need to complete the order process to assign the Volkswagen We Connect 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 on **Place order**.

- You have concluded a binding contract for the use of Volkswagen We Connect 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 Volkswagen We Connect services comes into force. A web page opens showing a system-generated registration code to verify the data you have entered.

### Activating We Connect services

You must verify the entered data once you have added the vehicle and ordered the We Connect 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 We Connect web portal.

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 We Connect 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. Touch **Setup**.
8. Touch **We Connect (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 We Connect web portal 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.
16. Click **Confirm**.

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

## 2-key verification method

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the

two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the **Manage users** function.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register for We Connect.

### OR:

open the menu **Manage users** ► **Settings** ► **Become primary user** and follow the instructions.

3. Press the open button on the first vehicle key.
4. Press the open button on the second vehicle key.

Once the Infotainment system has processed the radio commands, proof of ownership is verified. You can check the current status in the We Connect portal.

### How is proof of ownership provided?<sup>1)</sup>

10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect portal	not possible
We Connect app	not possible

<sup>1)</sup> Proof of ownership can be provided in two ways in the vehicle:

a) 2-key method.

b) Transmission of the registration codes from the We Connect portal or We Connect app to the Infotainment system.



## Completing registration in the We Connect app

### Requirements for registering in the app

- You have successfully installed the Volkswagen We Connect app → page 22, *Installing the We Connect App*.
- The requirements for using the services have been fulfilled → page 6, *Requirements for using the services*.

### Starting and registration

1. Launch the app.
2. Touch **Login**.
  - The Volkswagen ID homepage appears.
3. Touch **Registration**.

4. Enter a valid email address.
5. Set a password → page 14, *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 We Connect web 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. Start the app and log in.
2. Touch **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.

To use the 2-key verification process,  
→ page 12
4. confirm the entries.
  - The vehicle has been added. Next you need to order We Connect services.

### Ordering We Connect services

Once you have added the vehicle, you need to complete the order process to assign the Volkswagen We Connect services to the vehicle. You need to re-open the We Connect web portal in the browser to order We Connect services.

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 We Connect 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 Volkswagen We Connect services comes into force. A web page opens showing a system-generated registration code to verify the data you have entered.

### Activating We Connect services

You must verify the entered data once you have added the vehicle and ordered the We Connect 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. Touch **Setup**.
8. Touch **We Connect (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 followed by **Refresh page** 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.

## 2-key verification method

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the **Manage users** function.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register for **We Connect**.

### OR:

open the menu **Manage users** ► **Settings** ► **Become primary user** and follow the instructions.

3. Press the open button on the first vehicle key.
4. Press the open button on the second vehicle key.

Once the Infotainment system has processed the radio commands, proof of ownership is verified. You can check the current status in the **We Connect** portal.

### How is proof of ownership provided?<sup>1)</sup>

10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect portal	not possible
We Connect app	not possible

<sup>1)</sup> Proof of ownership can be provided in two ways in the vehicle:

a) 2-key method.

b) Transmission of the registration codes from the We Connect portal or We Connect app to the Infotainment system.

## Registering in the vehicle

### Requirements for registering in the vehicle

- The requirements for using the services have been fulfilled → page 6, *Requirements for using the services*.

1. Unlock the vehicle and switch on the ignition.
2. Switch on the Infotainment system.
3. Touch **We Connect** 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 your user data and email address to create the user account.
  - You can view legal information by touching ≡ (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**.



You will not be able to continue and complete registration if you do not agree to the terms of use or do not enter information in the mandatory fields.

## 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 an S-PIN on the We Connect web portal.

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. Select **Settings** in the navigation bar.
3. Select **Account settings**.
4. Click **S-PIN erstellen (Create S-PIN)**.
5. Enter your new, four-digit S-PIN.
6. Click **Save**.

#### Resetting an S-PIN on the We Connect web portal

You can reset your S-PIN if you have forgotten it.

Once you have reset your S-PIN, you can no longer use the We Connect services until you have re-verified yourself as the vehicle owner in your vehicle. All secondary users can also no longer use the We Connect services. You will receive an activation PIN for verification. The We Connect 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. Select **Settings** in the navigation bar.
3. Select **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 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 We Connect services again in full.

A confirmation email will also be sent to your stored email address.

### Resetting an S-PIN in the We Connect app

1. Start the app and log in.
2. Touch **Account**.
3. Touch **Your data**.
4. Touch **S-PIN ändern (Change S-PIN)**.
5. **Forgotten S-PIN?** Touch **Reset here**.
6. Follow the instructions on the screen.


### Changing an S-PIN on the We Connect web portal

You can change your current S-PIN.

1. Open the web portal and log in.
2. Select **Settings** in the navigation bar.
3. Select **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 review the correct input in display mode.
  - 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.
6. Enter a new S-PIN and confirm it in the second input field.
7. Click **Save**.
  - The S-PIN has been changed.

### Changing an S-PIN in the We Connect app

1. Start the app and log in.
2. Touch **Account**.
3. Touch **Your data**.
4. Touch **S-PIN ändern (Change S-PIN)**.
5. Enter the current S-PIN.
6. Enter a new S-PIN and confirm it by entering it again.
  - The S-PIN has been changed.

 The web portal shows you if your S-PIN has been blocked.

## Volkswagen Ident

Volkswagen Ident provides a way of verifying the true identity of a We Connect customer based on their driving licence. It is used to prevent the use of a false or disguised identity.

The primary user must verify their identity before security-related services such as “Lock & Unlock” can be used. Proof of identity can be provided in two ways:

- Personally, at your Volkswagen dealership.
- Via video chat in conjunction with identification documents in the app.

### Using the We Connect app to complete Volkswagen Ident

An automatic notification appears in relation to the required identity check before you can use a security-related service for the first time.

1. Read the notification and the associated conditions and ensure that they are fulfilled as required.
2. Touch **Start**.
  - Your profile data appear.
3. Check the accuracy of your profile data and touch **Continue to IDnow**.
4. Agree to the **Terms of Use**.
5. Touch **Start IDnow video chat**.
  - This establishes a video chat connection.
6. Follow the instructions given by the IDnow employee.

A message appears automatically in the app once your identity has been verified successfully.

- You can now access the security-relevant data.



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).



# 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 primary user 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 app.


### Creating secondary users


You can create up to 5 secondary users.

New users can log in with their We Connect account or register as new users in the vehicle. A user profile is automatically created in the Infotainment system.

If a new user was not invited as a secondary user by the primary user, the user profiles will be automatically stored as a guest user in the Infotainment system.

1. Open the We Connect web portal and log in.
2. Select **Settings** in the navigation bar.
3. Select **Vehicle administration**.
4. Select **Invitations**.
5. Enter the email address and user name of the secondary user.
6. Click **Send**.
  - You can activate the We Connect services for the secondary user as soon as they accept the invitation.

 You can view the status of the invitations in the **Secondary users** area. If required you can also withdraw invitations here.

 If a primary user sets you up as a secondary user, you will find a corresponding invitation in the **Invitations** tab. Click to accept or reject the invitation.


### 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.

1. Open the We Connect web portal and log in.
2. Select **Settings** in the navigation bar.
3. Select **Vehicle administration**.
4. Select **Secondary users**.
  - A list of all secondary users appears.
5. Click on **Withdraw secondary user authorisation** for the secondary user to be removed.
  - The secondary user is removed from the account.

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 .


## 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.

# The We Connect web portal

## Introduction to the topic

The We Connect 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. A few of the services are only available via the We Connect app.

## Requirements for using the 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 Volkswagen ID.

## Portal homepage

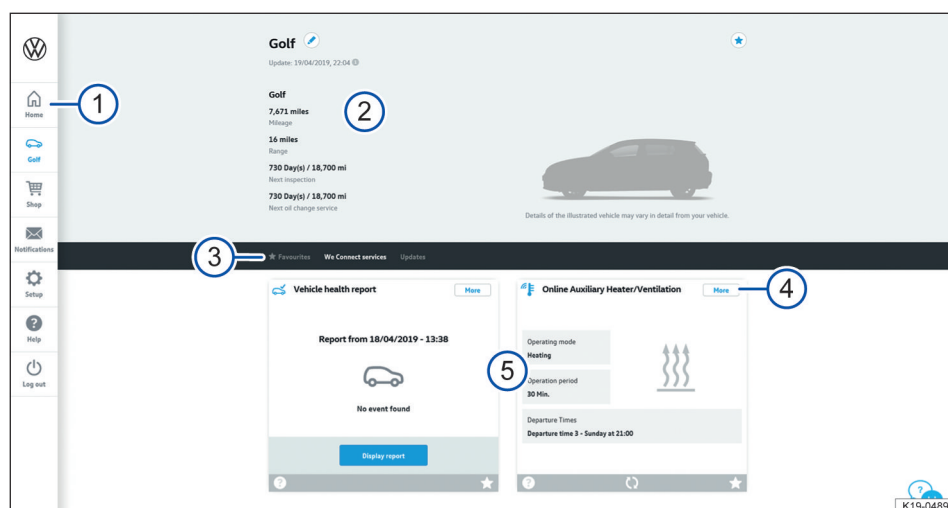



Fig. 2 We Connect web portal homepage (schematic diagram).

- 1 Navigation bar.
- 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.

If a Car-Net or We Connect 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 **Renew contract**.

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

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

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

## Navigation bar

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


You can perform the following functions using the navigation bar:

- Open the homepage.
- Open the overview of all Volkswagen We Connect services and functions.
- Open vehicle administration.
- Purchase We Connect services in the shop.
- Access help.
- View and send notifications.
- View and amend your user account, notification settings and manage devices under settings.
- Log out of the We Connect web portal.

## 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 for the relevant service to receive automatic messages.
4. Click **Save**.

## Logging into and out of the We Connect portal

You need to be registered in order to log into the 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](http://www.portal.volkswagen-we.com).
3. Click **Log in** in the navigation bar on the left-hand side of the screen.
  - The registration and login website opens.
4. Click **Login**.
5. Enter your valid login data and click **Log in**.
  - If you have already registered a vehicle you will be directed to it automatically. 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.

## User roles

Depending on the vehicle, Volkswagen We Connect features four central users who generate and process certain data and information:

- Primary users.
- Secondary users.
- Guest users.
- Anonymous guest users.

### Primary user

The **Primary user** role is intended for the registered keeper or for users who do not just have temporary authorisation to use the vehicle (e.g. lessees, company car users). The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

### Secondary users

The **Secondary user** user role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. The primary user can delete secondary users at any time.

### Guest users


The **Guest user** user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Guest users do not have an assigned vehicle, but can accept an invitation to become a secondary user. Every vehicle user can delete the guest user in the vehicle at any time. Guest users do not have access to mobile online services.

### Anonymous guest users

The **Anonymous guest user** role is a non person-specific account that is local to the vehicle and cannot be synchronised with the server. This account exists only once in vehicles with online personalisation and cannot be deleted.

If the **Anonymous guest user** role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Anonymous guest users are persons who have access to the vehicle but do not log in.

 In some cases the vehicle may only feature the role of "user". This user role is intended for the registered keeper or for users who have temporary authorisation to use the vehicle (e.g. lessees, company car users). The user has unrestricted rights. <

# The We Connect app


## Introduction to the topic

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

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 app.

You cannot use the app to run any services on the We Connect web portal.

 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](http://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](http://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. 3** Example illustration of the app homepage

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

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

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

## Logging into and out of the We Connect app

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

Have your login data ready.

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

### Logging in

1. Launch the app.
2. Touch **Login**.
3. Enter your valid login data and touch **Log in**.
4. Select vehicle.

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

### Logging out

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

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


# We Connect Plus 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 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 .
- 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 .


 A call placed using the SOS emergency call button  has a higher priority than the information call or breakdown call. Pressing the SOS emergency call button  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 6, *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 6, *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.

## 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 6, *Requirements for using the services*.
- The licence for the "Information Call" service has expired.


## 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  is pressed during an information call, the information call will be cancelled so that a breakdown or SOS emergency call can be made.


## 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 We Connect web portal. You can request a report manually there. Alternatively you can request the report under Vehicle settings in the app. 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 We Connect 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

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

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

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

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

## 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 28.

### Opening Service scheduling

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 **Service and maintenance** in the displayed services.

You now have multiple options:

### Defining an authorised workshop

1. Click **Select now** under "Service and maintenance".
  - This opens a selection menu featuring a map and search function.
2. Select and save an authorised workshop.




### Managing service scheduling

1. Click on **More** at the top right of the window.
  - **Service and maintenance** is opened.
2. Click on **Automatic service scheduling**.

You can now activate or deactivate the service and set a preferred communication method as required.

1. If the service is deactivated, click on **Activate** to activate it.
2. Specify and save your preferred communication method.
  - The service is now active. You will be contacted automatically when your vehicle requires a service.


#### Changing or deleting preferred authorised workshop

1. Click on **More** at the top right of the window.
  - **Service and maintenance** is opened.
2. Click on  in the top right corner to edit the authorised workshop.
3. Click on  in the top right corner to delete the authorised workshop. 

### What can cause problems

 Please refer to ,  and  on page 4 and  and  at the start of the chapter on page 28.

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

- You have not yet selected and activated a service partner on the We Connect web portal or specified a communication method.
- The requirements have not been fulfilled  
→ page 6, *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

1. Start the app and log in.
2. Select vehicle.
  - Any open windows or doors appear in **red** in the overview.
  - The driver, front passenger, and rear doors are shown as **open**.
  - If any lighting systems are switched on, this is also displayed in the overview.
3. Continue to swipe upwards for further vehicle information.

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.

Open doors, windows and flaps, and lighting systems that are switched on are highlighted with a red exclamation mark.



### What can cause problems

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 6, *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 6, *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 We Connect web portal or the We Connect 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.

 You need to verify your identity with VW Ident in order to use the "Lock & Unlock" service → page 16.

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

### Locking and unlocking on the We Connect web portal

 Please refer to ,  and  on page 4 and  at the start of the chapter on page 32.





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 ,  and  on page 4 and  at the start of the chapter on page 32.

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 ,  and  on page 4 and  at the start of the chapter on page 32.

◀ The following factors can prevent the "Lock & Unlock" service from running:


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

## 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:

- Combined range.
- Range by form of powertrain.
- Charge level of high-voltage battery.
- Tank fill level (for hybrids and vehicles with combustion engine).
- 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

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

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

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 6, *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

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

#### 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

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 6, *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 6, *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 6, *Requirements for using the services.*

## Mobile key

### 📖 Introduction to the topic

The "mobile phone as vehicle key" function in connection with the Volkswagen We Connect app is called "mobile key". It allows the use of a suitable mobile device instead of a conventional vehicle key. It is possible to lock and unlock the vehicle and start the engine with the activated mobile key. Neither the mobile phone nor the vehicle need be online to perform these actions.

The "mobile key" function is deactivated before the vehicle leaves the factory. This also corresponds to the status when the Infotainment system is restored to factory settings. To activate the function, you must first install and activate one or more mobile keys. This requires a suitable mobile device on which the We Connect app is installed → page 41, *Setting up a primary user mobile device for the vehicle.*

A mobile phone can have mobile keys to different vehicles at the same time. The mobile phone and the vehicle communicate via near-field communication (NFC).

A mobile key can no longer be used once it has been removed.

The "mobile key" service is currently only available as an Android app.

### ⚠️ WARNING

The loss and careless or unsupervised use of a mobile device containing mobile keys can result in accidents, serious injuries, and the theft of the vehicle.

### ⚠️ WARNING

Removing a mobile key can cause the vehicle to break down, which may result in serious injuries. The key receiver can no longer move and open or close the vehicle once the key has been removed.

- If a mobile key expires while driving, or if the mobile key is removed, it will remain functional until the ignition is switched off.



Keep NFC-enabled credit cards or NFC-compatible devices away from the mobile device or service card. Other NFC radio equipment can impair the function.



If you sell the vehicle, mobile keys that have already been installed cannot be transferred to the buyer. In this case delete all mobile keys → page 41, *Using the mobile key.* If you lend or sell the vehicle, notify the user or buyer about the mobile key function.



The vehicle can be locked using a mobile key even if another key belonging to the vehicle is located inside the vehicle.

## Prerequisites

📖 Please refer to ⚠️, ⚠️ and ⓘ on page 4 and ⚠️ at the start of the chapter on page 40.

- The vehicle is assigned to the primary user's We Connect user account.
- The vehicle is equipped for the "mobile key" function.
- You require a compatible mobile device with an activated NFC. Compatibility can be checked using the We Connect app.
- A mobile device must be set up as the primary user mobile device for the use and distribution of mobile keys.
- Mobile keys can be found in the primary user's We Connect user account.
- The Volkswagen We Connect app is installed and ready to use on the mobile phone.

- Proof of ownership and identity<sup>1)</sup> of the primary user has been established.

## Using the mobile key

📖 Please refer to ⚠️, ⚠️ and ⓘ on page 4 and ⚠️ at the start of the chapter on page 40.

When using mobile keys, observe the messages and information that may be displayed in the Infotainment system or in the We Connect app.

- An initial number of mobile keys is provided via Volkswagen We Connect. Each additional mobile key is generally subject to a charge.
- A maximum of 15 mobile keys can be provided simultaneously per vehicle.
- Each mobile key has a limited validity period.
- When a mobile key is passed on, the main user gives the key recipient access and driving authorisation for a vehicle.

### ⚠️ WARNING

When exiting the vehicle, never leave a conventional vehicle key or mobile device with mobile key in the vehicle. Careless or unsupervised use of these vehicle keys can lead to accidents and serious injuries.

- Always exercise care when handling mobile keys.

ⓘ If keys that belong to the vehicle remain in the vehicle when it is left, this can result in locking malfunctions and theft of the vehicle.

### Locking and unlocking your vehicle

Position the mobile device with mobile key in front of the driver door handle so that it is central and close to the handle. Always use the rear side of the mobile device. Move it to and fro slightly if necessary.

Adapt the NFC settings in the mobile device if necessary.

### Starting the engine

1. Place the mobile phone with the activated mobile key in the storage compartment of the wireless charging function.
2. Press the engine start button.
3. Leave the mobile device in the storage compartment when driving.

### Functions on mobile device of primary user, end of use

- Activate and renew the mobile key for your vehicle.
- Issue keys for use on other mobile phones.
- Delete mobile keys that have been issued for other mobile devices.

The main user and key recipient will be informed before expiry of a mobile key.

### Resetting to factory settings

- If you reset all settings of the primary user's mobile device, the installed and assigned mobile keys will be preserved.
- Performing the **Factory settings** function in the Infotainment system will irrevocably **delete all mobile keys** on all mobile devices, in addition to other data and settings.

### Deactivating mobile keys in the Infotainment system

Prerequisite:

- unlock the vehicle using Keyless Access or the mechanical key and switch on the ignition.

When the "Deactivate mobile keys" function is carried out in the Infotainment system, all mobile keys are retained. Only the NFC functionality in the vehicle is deactivated.

The duration of deactivation does not have any influence on the expiry date of issued mobile keys.

## Setting up a primary user mobile device for the vehicle

📖 Please refer to ⚠️, ⚠️ and ⓘ on page 4 and ⚠️ at the start of the chapter on page 40.

If a mobile key is to be used for the first time, the primary user mobile device for the vehicle is set up as follows:

Observe the instructions and information on the mobile device and Infotainment system during setup:

1. Install the app on the primary user's mobile device.
2. Start the setup in the app.
3. Switch on the ignition and the Infotainment system.

<sup>1)</sup> Only necessary if security-related services are to be carried out.

4. Enter the vTAN from the Infotainment system in the input field of the app.
  - The mobile device of the primary user has now been set up.

If the vTAN message windows are not displayed automatically, manually request a vTAN under **Mobile key** or **User**.

Only one primary user mobile device can be set up per vehicle.



- The keycard is now active.
- The main user is also notified in the We Connect app and in the We Connect portal that the keycard is active.

### **WARNING**

Do not place any objects made of metal or with metallic components on the stowage area of the wireless charging function. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

### **NOTICE**

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the stowage area with the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

## Valet keycard


 Please refer to   and  on page 4 and  at the start of the chapter on page 40.

A deactivated keycard is supplied with the vehicle which can be used as a temporary mobile key after activation in the event of a breakdown, during workshop visits or for a valet parking service. To use the keycard, it must first be activated in the stowage compartment of the wireless charging function. You can execute all functions of the mobile key with the activated keycard.

Spare keycards can be ordered from your Volkswagen dealer. When a keycard that was ordered subsequently is used, all other keycards for this vehicle become invalid.

Only one keycard can be active for the vehicle at any time, even if several keycards are available.

Make sure that the keycard is activated only for the specific use.

 Leave the **deactivated** keycard in the vehicle so that all users of mobile keys can activate the keycard if necessary.

### Activating the valet keycard

Prerequisite:

- your mobile device contains the valid mobile key for the vehicle.
1. Unlock the vehicle.
  2. Place the mobile device in the centre of the area in the stowage compartment marked for wireless.
  3. Switch on the ignition with the mobile key.
  4. Remove the mobile phone from the stowage compartment.
  5. Place the keycard in the centre of the wireless charging area in the stowage compartment and observe the messages on the Infotainment system.

### Deactivating the valet keycard

- Switch on the ignition using Keyless Access, the mechanical vehicle key or a mobile key.

The keycard is now deactivated, but can be reactivated and used as needed.



## Troubleshooting

 Please refer to   and  on page 4 and  at the start of the chapter on page 40.

### Where can I get a mobile key?

From a webshop which you can access using the Volkswagen We Connect portal or the We Connect app.

Depending on the equipment, mobile keys can also be purchased via the Infotainment system in the "In-Car Shop".

### Display message: "Mobile key not recognised"

The message can have the following causes:

- The mobile device does not have (or no longer has) a valid mobile key because it has expired or was cancelled in the meantime.
- The mobile device is located in the vehicle but is no longer in the stowage compartment of the wireless charging function.
- The mobile device is no longer in the vehicle.

### Can the mobile key be transferred when the vehicle is sold?

Mobile keys which have already been issued are deleted in the event of a change of primary user.

Mobile keys that have not yet been issued are preserved and are transferred to the new primary user.

**Can I transfer the mobile key from my main user telephone to my new mobile device?**

No, an already installed mobile key cannot be transferred.

**Function limitations**

Locking without SAFELOCK:

- If the vehicle is to be locked without SAFELOCK when using the mobile key, the interior monitoring function must be deactivated in the Infotainment system. SAFELOCK is not activated for the following locking action. Subsequent deactivation of SAFELOCK after locking with the mobile key is **not** possible.

Deactivating or activating the front passenger front airbag:

- This is only possible with the mechanical vehicle key.

Locking and unlocking the vehicle with flat vehicle battery:

- This is only possible with the mechanical vehicle key.

Use of the mobile key with discharged battery in the mobile device:

- With some mobile devices, the key can be used several times when the battery is discharged. Make sure that your mobile device is always sufficiently charged.

**What must I pay attention to when I buy a vehicle that supports mobile keys?**

Make sure that there are no mobile keys for your vehicle in circulation. The number of active mobile keys can be displayed in the Infotainment system under "Mobile keys". In order to delete all keys that are still issued, carry out a primary user reset or register as the new primary user for this vehicle.

**What must I pay attention to when I sell a vehicle with mobile keys?**

Carry out a main user reset or reset the Infotainment system to the delivery condition (factory settings). All issued mobile keys will then be deleted. <

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

- page 44, *Charging*.
- page 46, *Air conditioning*.
- page 47, *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. <

## e-manager

### Introduction to the topic

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

## 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 44.







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 44.

### 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.
- 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.

#### 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 44.

#### 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 44.

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

# 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



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



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.

## Parking Spaces

### Introduction to the topic

The Parking Spaces service helps you locate suitable (multi-storey) car parks in the vicinity of your current vehicle location and can show their prices and opening times. Car parks are shown in the Infotainment system map view. You can then start route guidance directly to these locations.


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

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

### What can cause problems

 Please refer to ,  and  on page 4.



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

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

### Finding a parking space in the We Connect app

 Please refer to ,  and  on page 4.

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

 Further information can be found here  
→ page 52. 



## 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. 

 You can also display the route to surrounding filling stations and charging stations by searching for points of interest (POIs) → page 52, *Introduction to the topic.* 


### Searching for filling stations and charging stations on the We Connect app

 Please refer to ,  and  on page 4.

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

# 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 6, *Requirements for using the services*.
- The vehicle was not factory-fitted with an anti-theft alarm system. 

## Online Map Update

### Introduction to the topic

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

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



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

### Functional description

 Please refer to ,  and  on page 4.

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

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

If you are making a journey with the aid of route guidance, you will be informed about any updates along the route before starting the journey.

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

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

If an update is not transferred completely by the system, a corresponding message will appear on the Infotainment system. The Infotainment system can access updated navigation data only once the data has been transferred and installed completely. If you cancel an update manually, data that have already been downloaded will be deleted.

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

### What can cause problems

 Please refer to ,  and  on page 4.

The following factors can prevent the "Online Map Update" service from running:

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

## Online Route Calculation

### Introduction to the topic

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

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

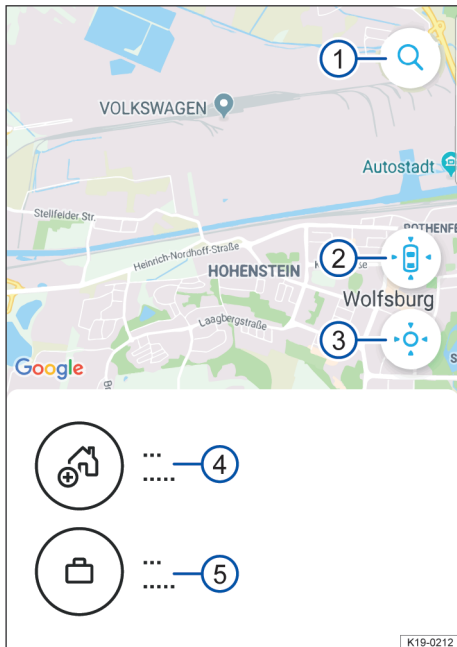
Online Route Calculation is not available for all vehicles.

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

#### Overview

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

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



**Fig. 4** Example display of the map overview in the app.

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

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

## Setting addresses

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

You can set frequently used destinations under → Fig. 4 (4) and → Fig. 4 (5) You can touch individual symbols to navigate to the destination without having to enter it again. The destinations are stored as "Home" and "Work".

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

## Searching for points of interest (POIs)

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

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

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

### Searching for points of interest

1. Start the app and log in.
2. Select vehicle.
3. Touch Map.
4. Touch the required category.
  - All nearby facilities in the category are displayed on the map. You can view useful information about the facilities, such as opening hours.

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

## Selecting destinations from the destination memory

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

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

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



## Online 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 55.

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 55.

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 55.

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 55.

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 55.

### 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.

## Remote Ventilation Control

### 📖 Introduction to the topic

You can use the Remote Ventilation Control service to manage the ventilation function in your parked vehicle via the We Connect app. You can also program set departure times.

- ◀ You can use the auxiliary ventilation system to pre-set the air conditioning in the vehicle prior to departure.

You need a valid We Connect Plus licence to use the Remote Ventilation Control. The service is available without auxiliary heating but does require sufficient engine power and battery capacity.

Remote Ventilation Control is not available for all vehicle models. ▶

## Starting Remote Ventilation Control in the We Connect app

📖 Please refer to ⚠️, ⚠️ and ⌚ on page 4.

1. Start the app and log in.
2. Select vehicle.
3. Move the **Remote Ventilation Control** slider to the right to start Remote Ventilation Control.
4. Move the **Remote Ventilation Control** slider to the left to stop Remote Ventilation Control.
  - The interior and exterior temperature cannot be displayed.

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

## What can cause problems

📖 Please refer to ⚠️, ⚠️ and ⌚ on page 4.

### 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. ▶


## Online Traffic Information

### Introduction to the topic

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

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

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

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

### Functional description

 Please refer to ,  and  on page 4.



#### Traffic flow display

The traffic flow display provides information about any potential congestion or slow-moving traffic on the programmed route. You can also view the traffic flow away from the active route to compare the traffic flow on your route with that on adjacent streets.

#### Traffic Situation

Current traffic information is shown automatically on the navigation map on the Infotainment system and can be displayed as events on the selected route, depending on the situation.

You can click on these events on the navigation map for further information.

 Online Traffic Information is always displayed on the map when available. 


## Streaming services

### Introduction to the topic

You can access selected streaming services using the Infotainment system in your Volkswagen. Log in with your existing login data.

You require a data option in order to use these services. You can purchase valid data packages from our cooperation partners in many European countries.

1. Open the We Connect web portal and log in.
2. Select vehicle.
3. Select **Data plans & updates** in the overview of services.
  - You can see your current data option in the overview.
4. Touch **Buy data plans**.
  - This directs you to our cooperation partner's portal.
5. Complete your registration by following our cooperation partner's instructions.
  - Once you have registered successfully, you can top up your data option directly via the Infotainment system in future.
6. To do so, activate the **Top up in car** function on our cooperation Partner's portal.

 Rather than using a data package, you can also create your own internet connection by using **Personal/mobile hotspot** on your internet-enabled mobile device.

### Prerequisites

 Please refer to ,  and  on page 4.

#### Apple Music™

- Suitable Infotainment system in the vehicle.
- Valid We Connect Plus licence and Streaming & Internet package.
- Additional data (purchased as a data package or your own data credit via a paired mobile device).
- A primary user is required.
- Valid Apple Music subscription.
- Existing Apple Music user.

#### Tidal™

- Suitable Infotainment system in the vehicle.

- Valid We Connect Plus licence and Streaming & Internet package.
- Additional data (purchased as a data package or your own data credit via a paired mobile device).
- A primary user is required.
- Valid Tidal subscription.
- Existing Tidal user.



### Apple Music

 Please refer to ,  and  on page 4.

#### Installing Apple Music on the Infotainment system

The Apple Music streaming service can be installed and activated on your vehicle's Infotainment system.

1. Touch **Media** on the Infotainment system.
2. Touch **Source**.
  - A window opens in which you can select the source of the music to be played.
3. Touch **Streaming**.
4. Touch **Apple Music** under "Media Streaming services".
5. Touch **Request activation code**.
  - The activation code is being requested.
  - A window showing the activation code opens.
6. Enter and confirm the activation code.
7. Log in with your Apple ID.
  - The Apple Music streaming service is activated.
  - Your vehicle is now connected to Apple Music.



#### Logging into the streaming service

1. Touch **Settings**.
2. Touch **Manage streaming services**.
3. Touch the streaming service.
  - You have now logged into the streaming service.

#### Playing music with Apple Music

1. Touch **Media** on the Infotainment system.
2. Touch **Source**.
3. Touch **Apple Music**.
4. Touch the desired folder under "Selection" to play the tracks in that folder.

### Logging out of the streaming service

1. Touch **Settings**.
2. Touch **Manage streaming services**.
3. Touch the streaming service to remove the tick.
4. Confirm logout.
  - You have now logged out of the streaming service.

## Tidal

 Please refer to ,  and  on page 4.

### Installing Tidal on the Infotainment system

The Tidal streaming service can be installed and activated on your vehicle's Infotainment system.

1. Touch **Media** on the Infotainment system.
2. Touch **Source**.
  - A window opens in which you can select the source of the music to be played.
3. Touch **Streaming**.
4. Touch **Tidal** under "Managing media streaming services".
5. Log in with your user name and password.
  - The Tidal streaming service is activated.
  - Your vehicle is now connected to Tidal.

### Logging into the streaming service

1. Touch **Settings**.
2. Touch **Manage streaming services**.
3. Touch the streaming service.
  - You have now logged into the streaming service.

### Playing music with Tidal

1. Touch **Media** on the Infotainment system.
2. Touch **Source**.
3. Touch **Tidal**.
4. Touch the desired folder under "Selection" to play the tracks in that folder.

### Logging out of the streaming service

1. Touch **Settings**.
2. Touch **Manage streaming services**.
3. Touch the streaming service.
4. Confirm logout.
  - You have now logged out of the streaming service.

## Internet radio

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

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



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

# 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 We Connect 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 We Connect 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 We Connect account. To do this, they must do as follows:

1. Open the 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 We Connect account.

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

### 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

Proceed as follows to delete your Volkswagen user account:

1. Delete your We Connect data.
2. Click on **To Volkswagen user account**.
3. Follow the instructions on the screen.  
→ page 41 .

# Help

## Accessing help on the internet

### Help page


The Volkswagen We Connect web portal features a comprehensive range of help functions.

- 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

You can also display a brief help text in many screen sections and windows on the We Connect web portal.

- Click .

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

### 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 response to the subject area entered.
3. Click on the desired response for further details. <

## Restoring the factory settings of the Infotainment system

If you restore the Infotainment system to factory settings in a registered vehicle, the vehicle will be automatically removed from the web portal by the system and all stored data will be deleted, for example the Driving Data.


In this case, you will no longer be able to use the We Connect and We Connect Plus services and will need to unblock the vehicle first (add it to your We Connect account again). You will need to enter the registration code stored on the web portal into the Infotainment system again to unblock the vehicle.

When you restore the system to factory settings, a pop-up window 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 We Connect 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.

Please observe the following information on this issue: → page 40, *Mobile key*.


Touch **MENU** ► **Setup** ► **Factory settings** to reset the Infotainment system to factory settings.

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

## 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 . <



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