



Activate e-Remote services in your e-up!

Get mobile online services in your Volkswagen.

Here you can find out what you need to do to use e-Remote services in your e-up! However, this document does not describe all functions and therefore is not a suitable replacement for the service wallet belonging to the vehicle, with many important explanations and warnings. You can find frequently asked questions on Car-Net or We Connect on the Volkswagen website www.connect.volkswagen-we.com in the help and contact centre under 'Help with apps and digital services'.

Requirements for use of e-Remote are a vehicle equipped with e-Remote and the conclusion of a separate agreement with Volkswagen AG. Please note that only the authorised user (owner, keeper, lease, company car user, etc.) may activate the mobile online services and be authenticated as the primary user. If the vehicle already has a primary user, they are removed when a new primary user is authenticated.

The availability of the e-Remote services and their conditions may differ according to the vehicle, model, equipment and country. More details on Car-Net 'e-Remote' are available at www.connect.volkswagen-we.com and your Volkswagen dealership.



Here's how to activate e-up! in a few easy steps

Activate your eSIM.

Your eSIM card will not yet be activated when your new e-up! is delivered. You cannot use the mobile online services (e-Remote) when the eSIM is deactivated. Please activate it first.

A Please have your vehicle identification number to hand and contact Customer Care on the following telephone number: 0800-2797508 or via email: weconnect-support@volkswagen.de.

B Follow the steps below to register within two weeks of activating your eSIM. If you do not register within two weeks, the eSIM card will be deactivated again for data protection purposes.

1. Download the We Connect app for your smartphone.

You can download the free We Connect app from the App Store or the Google Play Store. This is available for Apple and Android smartphones. Here you will also find information on the version of your smartphone's operating system required for the app.

2. Set up a Volkswagen ID using your smartphone.

Gain access to the world of Volkswagen online services.

2.1 Open the We Connect app. If you already have a Volkswagen ID, continue with step 3 ('Complete Volkswagen ID user account').

2.2 If you don't have a Volkswagen ID yet: Select 'Register' and enter your email address and a password of your choice.

2.3 Then confirm the Volkswagen ID Terms of Use and acknowledge the Volkswagen ID Privacy Policy.



2.4 You may give the optional declaration of consent for marketing. You may withdraw your consent at any time in your Volkswagen ID user account. You do not need to give the declaration of consent for marketing in order for the Volkswagen ID to be created.

2.5 You will receive an email confirming setup of your Volkswagen ID. Click on the link in the email to activate your Volkswagen ID.

3. Complete Volkswagen ID user account.

The We Connect app will take you nice and smoothly through all the necessary steps to complete your personal Volkswagen ID user account. This process involves the collection of additional details required to activate your Car-Net 'e-Remote' services and to use them with the We Connect app.

3.1 Log into the We Connect app with your Volkswagen ID.

3.2 Confirm access to the personal data from your Volkswagen ID shown to be able to use the We Connect app. You may withdraw your consent at any time in your Volkswagen ID user account.

3.3 The We Connect app takes you through the completion of your user account in just a few steps.

3.4 Choose a 4-digit security PIN (S-PIN) to protect your We Connect user account. The PIN must be entered to use security-related services.

3.5 Confirm the Terms and Conditions and acknowledge the Privacy Policy for mobile online services.



4. Add vehicle.

Add your vehicle in the app using the vehicle identification number (VIN). On completion of this step, a separate agreement on the use of the selected service packages is established with Volkswagen AG.

4.1 Navigate to the 'Add vehicle' menu option in the We Connect app.

4.2 Now add your vehicle by manually entering the VIN.

4.3 Once your vehicle has been added successfully, the service packages available for your vehicle are shown.

4.4 When registration is completed by clicking on 'Order now for €0' and on receipt of order confirmation, a separate agreement on the use of selected service packages is established with Volkswagen AG.

5. Activate e-Remote by entering the mileage.

Activate the e-Remote services by entering your vehicle's mileage.

5.1 Once you have entered the VIN, go to your vehicle.

5.2 Switch on the ignition and read the total mileage.

5.3 Enter the total mileage associated with the VIN in the app or the portal.

5.4 Now you can take advantage of the benefits of the mobile online services.



Legal Information

To use the Car-Net services, you need a Volkswagen ID user account and to log in with your username and password. A separate contract must also be concluded online with Volkswagen AG. To be able to use the services for the full contractual period, following vehicle handover, you have 90 days in which to register the vehicle via the 'Volkswagen We Connect' app (available in the App Store and Google Play Store). If you register at a later date, the duration of the free period will be reduced accordingly.

A smartphone with a suitable iOS or Android operating system and SIM card with data option with an existing mobile data contract or one to be agreed separately between you and your mobile data provider is required to use the free We Connect app. The availability of the Car-Net services may differ depending on where you live. These services are available for the agreed contract period and may be subject to substantive changes during the contract period. You can find more information on Car-Net at www.connect.volkswagen-we.com or from your Volkswagen partner. For information on mobile phone charges, please consult your mobile phone provider.