



# Car-Net activation in the vehicle

**(for Discover Media, Discover Pro and Discover Premium)**

## Get mobile online services in your Volkswagen.

Dear Driver,

Here you can find out the steps you need to follow to use Car-Net. However, this document does not describe all functions and is also 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 at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) under the menu option 'Help/FAQ'.

As well as the conclusion of a separate agreement with Volkswagen AG, use of Car-Net requires equipment with a Car-Net-ready infotainment system and a mobile data connection. Please note that only the owner, keeper or users of the vehicle who are not only temporarily authorised (lessees, company car users, etc.) may activate the mobile online services.

The availability of the Car-Net services and their conditions may differ according to the vehicle and state. You can find more details on Car-Net at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) and your Volkswagen dealership.



## You have the following options for creating the mobile data connection:

To register, you need a data connection to the internet.

**A** Creating a Wi-Fi hotspot via your smartphone

**B** Inserting a SIM card into the slot provided or using a mobile phone with remote SIM Access Profile (rSAP) (only in connection with the 'Discover Pro' navigation system and 'Business' phone interface)

**C** Automatic creation of an internet connection via the vehicle's embedded SIM card (eSIM). This option is only available in the Touareg (from model year 2018 in selected countries).

Once the internet connection has been successfully created, a corresponding Wi-Fi symbol appears in the upper section of the infotainment system. Additional costs may be incurred.



# Here's how to activate Car-Net in just a few steps.

## **1. Create Volkswagen ID and complete user account**

If you already have a Volkswagen ID, please continue with step 2 (Activate Car-Net).

**1.1** Go to the Car-Net menu tile in your infotainment system. The online configuration assistant will open when you first log in.

Alternatively, you can start registration via 'Menu' → 'Setup' → 'Car-Net (online services)'. If you have not yet connected to the internet with your Volkswagen at this point, you will be asked to do this now.

**1.2** Click on 'Register', select your country and enter your email address and a password of your choice.

**1.3** Confirm the Volkswagen ID Terms of Use and Privacy Policy.

**1.4** Complete your personal details and choose a 4-digit security PIN (S-PIN) to protect your user account. The PIN must be entered to use security-related services.

**1.5** Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.

**1.6** You will receive a confirmation email. Click on the link in the email to activate your user account.



## **2. Activate Car-Net**

**2.1** Log in with your Volkswagen ID in the online configuration assistant via the Car-Net tile.

**2.2** Share the data stored in your Volkswagen ID user account for the use of Car-Net.

**2.3** Your selected service packages will be displayed. Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.

**2.4** On clicking the order button and receipt of order confirmation via email, a separate agreement on the use of selected service packages is established with Volkswagen AG.

**2.5** You have now completed activation and can take advantage of the benefits of the mobile online services.

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## Legal information

To use the Car-Net services, you need a Volkswagen ID user account and need to log in with your username and password. A separate contract must also be agreed online with Volkswagen AG. To use the services for the full period, you have 90 days after vehicle handover in which to register the vehicle at [www.myvolkswagen.net](http://www.myvolkswagen.net) or using 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.

Car-Net's 'Guide & Inform' mobile online services can only be used with the optional Discover Media and Discover Pro equipment. You also need a mobile, Internet-ready end device (e.g. a smartphone) that is capable of acting as a mobile Wi-Fi hotspot. Alternatively, a mobile phone with remote SIM Access Profile (rSAP) or a SIM card with a phone and data option can be used with the 'Business' mobile phone interface option in combination with the Discover Pro navigation system. The Car-Net services are only available with an existing mobile data contract or one to be agreed separately between you and your mobile data provider and only within the coverage of the mobile data network concerned. Additional fees (for example, roaming charges) may arise when exchanging data over the Internet, depending on your particular mobile phone rate and especially when using the service abroad. Given the volume of data incurred by the use of the Car-Net services, agreeing a data flat rate with your mobile data provider is strongly recommended. 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 vary by country. 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 [connect.volkswagen-we.com](http://connect.volkswagen-we.com) and from your Volkswagen partner; for information on mobile data charges, please consult your mobile data provider.