



Activating We Connect in your vehicle

(for Ready 2 Discover, Discover Media and Discover Pro)

Get mobile
online services in your Volkswagen.

Here you can find out what you need to do to use We Connect. 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 We Connect on the Volkswagen We Connect website www.connect.volkswagen-we.com under 'Q&A'.

Requirements for use of We Connect are an Internet-ready vehicle suitable for We Connect and the conclusion of a separate agreement with Volkswagen AG.

Please note that only the authorised user (owner, keeper, lessee, 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 We Connect services and their conditions may differ according to the vehicle, model, equipment and country. You can find more details on We Connect at www.connect.volkswagen-we.com and your Volkswagen dealership.



Here's how to activate We Connect in a few easy steps.

Have both your vehicle keys ready and ensure that you can access your emails.

1. Create Volkswagen ID

If you already have a Volkswagen ID, log into your infotainment system and continue with step 2 (Complete user account).

1.1 The configuration assistant will open when you first log in. Alternatively, in your infotainment system, select under 'Menu' → 'User' to create a new user.

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

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

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

1.5 You will receive a confirmation email. Click on the link in the email to activate your Volkswagen ID.

2. Complete Volkswagen ID user account

You will be guided with ease 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 We Connect services.



2.1 Log in with your Volkswagen ID where necessary in the infotainment system under 'Menu' → 'User'.

2.2 Confirm access in your infotainment system to the personal data from your Volkswagen ID user account shown to be able to use the We Connect services. This agreement may be cancelled at any time in your Volkswagen ID user account.

2.3 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.

2.4 Adjust any personal settings before you continue with registration.

3. Activate We Connect

3.1 Select 'Setup' → 'Become primary user'.

3.2 The service packages available for your vehicle are shown. Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.

3.3 When the order button 'Order now for €0' is clicked, and on receipt of order confirmation, a separate agreement on the use of selected service packages is established with Volkswagen AG.

3.4 Follow the steps shown in the infotainment system to become primary user and activate We Connect using your vehicle key.

3.5 You have now completed registration and can take advantage of the benefits of the mobile online services.



Legal information

To use the We Connect services, you need a Volkswagen ID user account and to log in to We Connect with your username and password. A separate We Connect or We Connect Plus contract must also be concluded online with Volkswagen AG. For We Connect Plus, following vehicle handover, you have 90 days in which to register the vehicle at www.myvolkswagen.net or via the 'Volkswagen We Connect' app (available in the App Store and Google Play Store) and use the services for the full duration of the agreed free period.

The use of We Connect mobile online services is enabled by means of an integrated internet connection. Volkswagen AG will be liable for the associated data costs incurred within Europe, with the exception of the 'Streaming & Internet' services and individual in-car apps. For the use of the 'Streaming & Internet' services, individual in-car apps and the Wi-Fi hotspot, data packages can be purchased from Cubic Telecom, our mobile communications partner, and used in the network coverage area within many European countries. The data in these package can be used by all users and vehicle occupants. You can find information on conditions, prices and supported countries at vw.cubictelcom.com. Alternatively, you can use the Internet Radio and Media Streaming with a mobile device (e.g. smartphone), provided it has the ability to function as a mobile Wi-Fi hotspot. In this case, the corresponding services are only available subject to an existing or separate mobile phone contract between you and your mobile network operator and only within the coverage area of the respective mobile network. Additional fees (for example, roaming charges) may arise when exchanging data on the Internet, depending on your particular mobile phone rate and especially when using the service abroad. 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 individual We Connect and We Connect Plus services described in the packages may differ between countries and depends on the vehicle and equipment. The services are available for the agreed contract period and may be subject to substantive changes or ceased during the contract period. You can find more details at connect.volkswagen-we.com and your Volkswagen dealership. For information on mobile phone charges, please consult your mobile phone provider.