



Activating VW Connect or We Connect

Get online services in your Volkswagen

Dear drivers, Here are the steps you need to take to use online services. You can find frequently asked questions on VW Connect and We Connect at connect.volkswagen.com.

To use VW Connect or We Connect, in addition to the conclusion of a separate contract with Volkswagen AG, you require an online-capable vehicle that is VW Connect or We Connect ready. Please note that only authorised users (owners, holders, lessees, company car drivers, ect.) may enable online services and verify themselves as the primary user.

The availability of services and their conditions may vary depending on vehicle, model, equipment and country. More information is available from connect.volkswagen.com and your Volkswagen dealership.



Here's how to activate VW Connect or We Connect in six easy steps

1. Download the Volkswagen app

Download the free Volkswagen app in the App Store or Google Play Store. This is available for Apple and Android smartphones. Here, you'll also find information on the version of your smartphone's operating system required for the app.

2. Set up Volkswagen ID

Get access to the world of Volkswagen online services.

2.1 Open the Volkswagen app. If you already have a Volkswagen ID, log in with this and continue from step 3 (add vehicle).

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

2.3 In the next step, select your country, consent to the Terms of Use for the Volkswagen ID and acknowledge the Privacy Policy for the Volkswagen ID.

2.4 You will receive an email to confirm your email address. Click on the link in the email to create your Volkswagen ID.

2.5 Log into the Volkswagen app with your Volkswagen ID and confirm access to the data saved in your Volkswagen ID user account.

2.6 You can give the optimal declaration of marketing consent. Consent may be revoked at any time in your Volkswagen ID user account. The creation of the



Volkswagen ID setup is independent from giving your declaration of marketing consent.

2.7 Select your country of residence, consent to the Terms of Use for the Volkswagen app and acknowledge the Primary Policy.

3. Add vehicle

In the app, use the vehicle identification number (FIN) to add your vehicle to your Volkswagen ID user account.

3.1 Navigate to the menu option "Add vehicle" in the Volkswagen app.

3.2 Now add your vehicle to the user account using the VIN scanner or manual VIN entry. You'll find the VIN behind the windscreen of your vehicle or in the vehicle registration document.

4. Complete user account

The Volkswagen app will now guide you through all necessary steps to complete your own user account. In this process, additional details will be collected which are required to enable your online services and use them with the Volkswagen app.

4.1 Confirm VW Connect or We Connect access to the personal data stored in your Volkswagen ID user account. Consent may be revoked at any time in your Volkswagen ID user account.

4.2 Select your country of residence. Agree to the General Terms and Conditions for the mobile online service and acknowledge the Privacy Policy for the online services.

4.3 You can now complete your user account in a few steps. Enter your first name and surname and a nickname.



4.4 Select a 4-digit security PIN (S-PIN) to keep your user account protected. You are required to enter your PIN to use security-related services.

5. Order a service package

5.1 You will now be shown the service packages available for your vehicle.

5.2 As a result of clicking "Order for free" and consenting to the General Terms and Conditions for the selected packages and acknowledging the Privacy Policy for mobile online services, a separate contract with Volkswagen AG on the use of the selected service packages shall subsequently enter into force. Once the initial free contract period has expired, VW Connect Plus / We Connect Plus can be renewed for a fee.

5.3 Depending on the vehicle, you can also consent to your usage data being used in anonymised form for the purposes of improving the services.

6. Primary user verification in the vehicle

We'd like to ensure that only you within the meaning of the agreed General Terms and Conditions of VW Connect or We Connect are the authorised user and have digital access to your vehicle. To activate the services, you must therefore verify yourself as a primary user. Depending on the vehicle model and infotainment system, this either takes place with **a code to scan (A), your two vehicle keys (B) or the input of an activation code (C). Follow the further instructions in the app.**

Please ensure that the globe symbol in the infotainment system is filled in and you are therefore not in offline mode or the maximum privacy settings.



A) Activation by scanning a code in the vehicle

6.1 In your vehicle's infotainment system, please select „Users“ → „Other“ → „+“ → „Log in“.

6.2 Scan the code shown in your vehicle's infotainment system with your smartphone by tapping the „Scan Code“ button in the Volkswagen app.

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

B) Activation with your two vehicle keys

6.1 Approach your vehicle with your two vehicle keys.

6.2 Log into your infotainment system under „Menu“ → „Users“ with your Volkswagen ID and select within „Settings“ → „Become primary user“.

6.3 Follow the steps show in the infotainment system. Press the unlock buttons on your two keys quickly one after the other. Do not hold them down. While doing this, please do not start the engine.

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

C) Activation via entering an activation code in the vehicle

6.1 Take note of the activation code displayed in the Volkswagen app and go to your vehicle.

6.2 Log into your infotainment system under „Menu“ → „Settings“ → „We Connect“ resp. „VW Connect“.

6.3 Enter the activation code from the app and click „Continue“.



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

Additional information for all online services

Please note that **the use of some security-related services** may require the performance of the Ident procedure. You can start this after main user verification via the button in the app.

Your Volkswagen can also take care of its service appointments if desired. Store your preferred authorised workshop in the Volkswagen app and **enable Service Scheduling via the app or in myVolkswagen.**

Subject to change · Version: June 2023 · www.connect.volkswagen.com



Legal information

To use We Connect and We Connect Plus or VW Connect and VW Connect Plus services, you need a Volkswagen ID user account and must log in to We Connect / We Connect Plus or VW Connect / VW Connect Plus with your username and password. A separate We Connect / We Connect Plus or VW Connect / VW Connect Plus contract must be concluded online with Volkswagen AG. You have 90 days following vehicle handover to register the vehicle on myvolkswagen.net or via the Volkswagen app (available in the App Store and Google Play Store) and use the We Connect Plus / VW Connect Plus services for the entire duration of the agreed initial free period. If registration takes place at a later date, the duration of the initial contract period shall be shorter. You can view the exact contract period during activation or after activation on myvolkswagen.net. Following expiry of the initial contract period of VW Connect Plus / We Connect Plus, this can be renewed for a fee.

Some mobile online services from We Connect / We Connect Plus or VW Connect / VW Connect Plus can only be controlled using the Volkswagen app. To use the free app, a smartphone with a suitable iOS or Android operating system and a SIM card with a data option with an existing mobile phone contract or one to be concluded separately between you and your mobile phone operator. Depending on your relevant mobile phone tariff and in particular during use abroad, additional costs (e.g. roaming fees) may be incurred during online data communications.

An integrated Internet connection enables use of the We Connect / VW Connect mobile online services. The associated data costs incurred in Europe are borne by Volkswagen AG within the framework of network coverage with the exception of the "Streaming & Internet" services, the Wi-Fi hotspot and individual In-Car Apps and other services. To use these services and functions, data bundles may be purchased from the external mobile data partner "Cubic Telecom" and used within network coverage in numerous European countries. The data in these bundles can be used by all users and vehicle occupants. You'll find information on conditions, prices and supported countries at vw.cubictelcom.com. Alternatively, these services and functions can be used via a mobile device (e.g. Smartphone) capable of acting as a Wi-Fi hotspot. In that event, the relevant services are only available with an existing mobile phone contract or one to be concluded separately between you and your mobile phone provider and only within the coverage of the relevant mobile network.

The mobile online services are available for the relevant agreed contract period and may be subject to substantive changes during the contract period. The services included in the We Connect and We Connect Plus or VW Connect and VW Connect Plus packages may vary by country. Availability also depends on vehicle model, equipment and software version installed. This also applies to services from third-party providers. You can find more information at www.connect.volkswagen.com and your Volkswagen dealership.