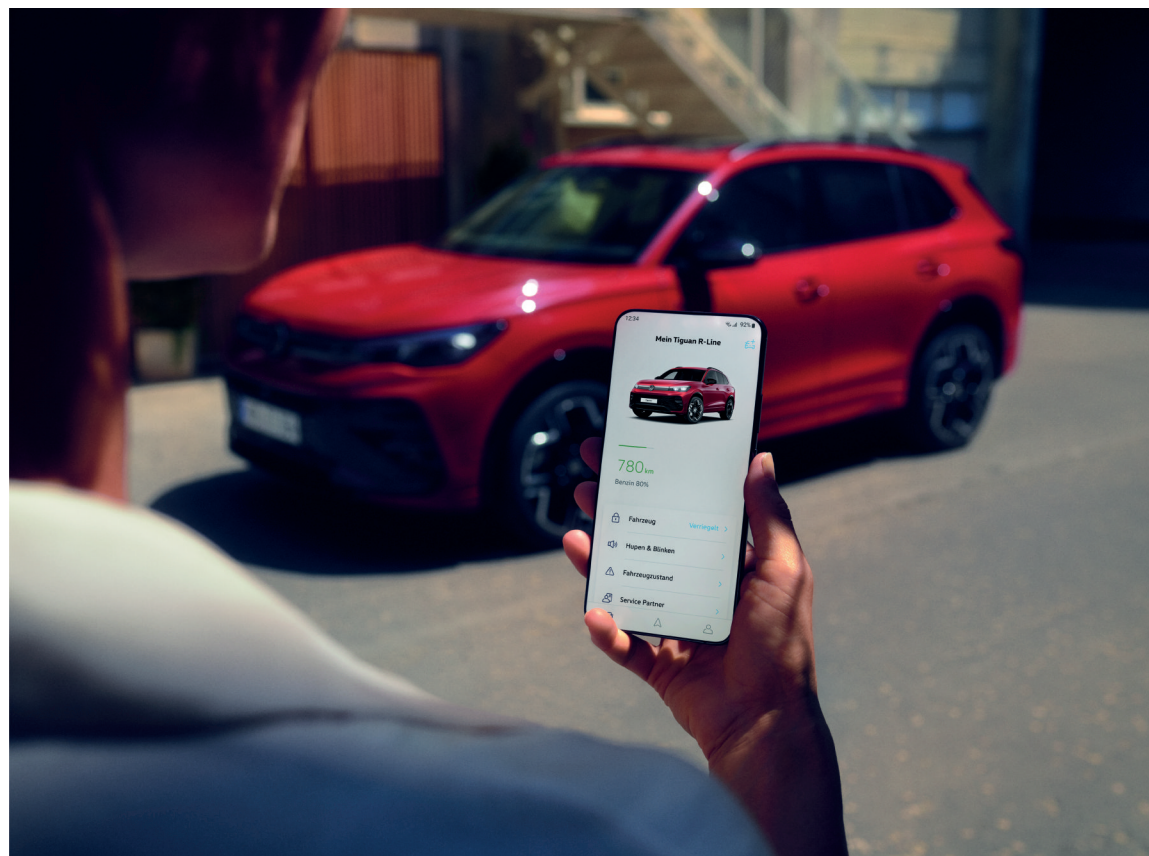**Service description**
for your Volkswagen, except the Touareg and
the IDs
From model year 2019
Edition 06.2025

Table of Contents

Description of symbols

◁   Indicates the end of a section.

TM   The symbol means "Trademark" and identifies an recognised but not (yet) officially regis-
           tered mark. However, the absence of this symbol does not constitute a waiver of the rights
           concerning any term.

®   The symbol indicates a registered mark. However, the absence of this symbol does not con-
           stitute a waiver of the rights concerning any term.

⚠ **DANGER**

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

⚠ **WARNING**

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

⚠ **CAUTION**

Texts with this symbol indicate dangerous situa-
tions 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.

ℹ   Texts with this symbol contain additional in-
           formation.

◁

Mobile online services

Introduction

> The mobile online services offer a host of digital functions, services and connectivity options with your vehicle via the Volkswagen app and via myVolkswagen.

This document provides you with an overview of the prerequisites required to use the mobile online services. Furthermore, this document provides information on possible impairments to the mobile online services and on troubleshooting.

ⓘ Additional information on some mobile online services can be found in the Owner's Manual for your vehicle.

General prerequisites

In order to be able to use the full scope of the mobile online services, the following prerequisites must be met.

✓ A user profile (Volkswagen ID) has been created.

✓ Valid contract for mobile online services.

✓ Volkswagen app.

✓ The vehicle has a primary user.

✓ The availability of the mobile online services depends on the privacy settings in your vehicle. You can adjust the settings in the Infotainment system. Information on the availability of the individual mobile online service can be found in the 'Manage services' area in the Infotainment system.

ⓘ Further information on the mobile online services and user management can be found in the Owner's Manual of your vehicle under "Mobile online services". ◁

Scope

Validity

This service description applies to vehicles of Volkswagen AG until a new edition is published. This service description contains a description of all mobile online services, irrespective of which vehicle the services are offered in or to which portfolio they are assigned. This service description can also contain descriptions of mobile online services and functions that may be introduced at a later time or that may be country-dependent. Individual mobile online services may function in some countries although this is not intended. In these cases, there is no claim relating to the provision of the mobile online services towards Volkswagen AG.

Vehicles	From model year	We Connect or We Connect Plus		VW Connect or VW Connect Plus	
		MOD3.1	MOD3.2	MOD3.1 UNECE	MOD3.2 UNECE
Arteon	2021	x			
	2024			x	
Arteon Shooting Brake	2021	x			
	2024			x	
Golf 8	2020		x		
	2025				x
Golf 8 Estate	2021		x		
	2025				x
Passat	2020	x			
	2025				x
Passat Estate	2020	x			
Polo	2022	x			
	2024			x	
T-Cross	2020	x			
	2025				x

Vehicles	From model year	We Connect or We Connect Plus		VW Connect or VW Connect Plus	
		MOD3.1	MOD3.2	MOD3.1 UNECE	MOD3.2 UNECE
T-Roc	2022	x			
	2024			x	
T-Roc Cabriolet	2020	x			
	2024			x	
Taigo	2022	x			
Tayron	2026				x
Tiguan	2021	x			
	2025				x
Tiguan Allspace	2022	x			
Touran	2020	x			
	2024			x	
Multivan	2020	x			
	2022		x		
	2025				x
California	2020	x			
California 7	2025				x
Caddy	2021		x		x
Transporter 6.1	2020	x			
Crafter	2021	x			
New Crafter	2025				x

We Connect contract or VW Connect contract

Mobile online services	We Connect		VW Connect	
	MOD3.1	MOD3.2	MOD3.1 UNECE	MOD3.2 UNECE
Breakdown Call	x	x	x	x
Personalisation Online	x	x	x	x
Vehicle Status	x	x	x	x
Vehicle Health Report	x	x	x	x
Driving Data	x	x	x	x
Parking Position	x	x	x	x
Service Scheduling	x	x	x	x
Charging*			x	x
Live Recommendations	x	x	x	x

* Plug-in hybrid only

We Connect Plus contract or VW Connect Plus contract

Mobile online services	We Connect Plus		VW Connect Plus	
	MOD3.1	MOD3.2	MOD3.1 UNECE	MOD3.2 UNECE
Lock & Unlock****	x	x	x	x
Horn & Turn Signals	x	x	x	x
Online Auxiliary Heater	x	x	x	x
Remote Ventilation Control***		x		x
Online Anti-Theft Alarm	x	x	x	x
Departure Times*	x	x	x	x
Air Conditioning*	x	x	x	x
Charging*	x	x		
Internet Radio	x	x	x	x
Online Voice Control	x	x	x	

Mobile online services	We Connect Plus		VW Connect Plus	
	MOD3.1	MOD3.2	MOD3.1 UNECE	MOD3.2 UNECE
IDA Online Voice Assistant**				x
Online Traffic Information	x	x	x	x
Online Destination and Route Import or Online Destination Import	x	x	x	x
Online Route Calculation	x	x	x	x
Filling Stations and Charging Stations	x	x	x	x
Online Map Update	x	x	x	x
Parking Spaces	x	x	x	x
Area Alert			x	x
Speed Alert			x	x

* Plug-in hybrid only

** only Golf 8 (from model year 2024), Passat (from model year 2023), Tiguan (from model year 2023), Multivan/California, Crafter and Caddy (from model year 2025)

*** only available for Golf 8 or mild hybrid vehicles of the Tiguan (from model year 2023), Passat (from model year 2023) and Golf 8 (from model year 2024) models without optional auxiliary heater and for Caddy and Multivan (from model year 2021) as well as Crafter (from model year 2025)

**** not available for Caddy, Multivan, Crafter (with model year 2021)

Third-party content

Some mobile online services may contain links to websites that are 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 mobile online services contain external information that originates from third parties, e.g. 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.

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 myVolkswagen customer area, the app and the mobile online services, there may be differences from the information in this service description. No claims can be derived on the basis of the information in this service description. This service description will be updated from time to time. Please always use the latest version. ◁

Data protection

Volkswagen collects, processes, transmits and uses personal data belonging to the user in compliance with legal regulations for the purpose of smooth functioning and provision of the mobile online services, e.g. information on where the vehicle is parked.

This information is displayed in the myVolkswagen customer area and in the Volkswagen app.

All vehicle occupants must agree to use of the activated mobile online service and the associated data processing. If this is not the case, the mobile online service must be deactivated if possible, or the vehicle occupants must be excluded from using the mobile online services. The driver is responsible for asking for the consent of all vehicle occupants.

Execution of mobile online services using the Volkswagen app can consume data and incur costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the mobile online services. ◁

Departure Times

This mobile online service allows you to set individual departure times in your plug-in hybrid electric vehicle by which the high-voltage battery should be charged or the vehicle should be air-conditioned.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Adjusting air conditioning

A total of 3 different departure times can be stored for which the vehicle is air-conditioned.

1. Select vehicle in the Volkswagen app.
2. Tap Departure Times.
3. Make air conditioning settings for each depar-
   ture time, e.g. the desired time, a day of the
   week or time period.

All departure times with air conditioning can be acti-
vated at the same time.

Adjusting charging

1. Set charging locations in the vehicle's Infotain-
   ment system.
2. Select vehicle in the Volkswagen app.
3. Tap Departure Times.
4. Tap the � function button.
5. Make charging settings for the respective
   charging location, e.g. departure times, day of
   the week or time periods.

ⓘ   Further information on the vehicle function
    can be found in the Owner's Manual of your
vehicle under "Programming auxiliary heater and
auxiliary ventilation" and "Departure times (timer-
controlled charging)".

Driving Data

> This mobile online service allows you to view
> information about your vehicle's driving behav-
> iour, e.g. the average speed, in the
> Volkswagen app.

Who can use the mobile online service?
In addition to the primary user, the mobile online
service can also be used by secondary users.

Viewing driving data via the Volkswagen app
1. Select vehicle in the Volkswagen app.
2. Tap Driving data.

Viewing driving data via myVolkswagen
In myVolkswagen, the mobile online service is dis-
played in the VW Connect area or We Connect area
under All trips.

The following information is displayed:
— Data from the last trip, e.g. average fuel con-
  sumption.
— Current remaining range and trip mileage.
— Long-term data and the data since the last refuel-
  ling or charging.

Periods can be selected, viewed and deleted via
a calendar.

Data can be exported as an Excel list.   ◁

Vehicle Status

> This mobile online service allows you to keep an
> eye on vehicle information, e.g. the status of
> doors, windows and lights, via the
> Volkswagen app.

Who can use the mobile online service?
In addition to the primary user, the mobile online
service can also be used by secondary users.

Viewing vehicle information
1. Select vehicle in the Volkswagen app.

   Vehicle information, e.g. the status of doors,
   windows and lights, can be viewed.

◁ ⓘ   Due to connection errors or connection inter-
      ruptions, there may be deviations between the
displayed app content and the vehicle status. If in
doubt, please check directly in the vehicle.   ◁

Vehicle Health Report

> This mobile online service allows you to view
> vehicle warning messages or service require-
> ments via myVolkswagen and in the
> Volkswagen app. Information about mileage or
> inspections is displayed.

Who can use the mobile online service?
In addition to the primary user, the mobile online
service can also be used by secondary users.

**Displaying the Vehicle Health Report via myVolks-
wagen**
1. Log in via myVolkswagen.
2. Select vehicle.
3. Tap Show report.

   Detailed information is displayed.

**Displaying the Vehicle Health Report via the
Volkswagen app**
1. Select vehicle in the Volkswagen app.
2. Tap Vehicle health report.

Detailed information is displayed.

Area Alert

With this mobile online service, you as the primary user are notified via the Volkswagen app as soon as your vehicle crosses a geographical boundary you have defined.

Additional prerequisites

✓ Infotainment system: at least Ready 2 Discover.

✓ Every user has registered their consent for the mobile online service in the myVolkswagen customer area.

Function

The primary user can define the area in which their vehicle may be moved. If the user activates the mobile online service, the primary user receives a notification as soon as their vehicle leaves or enters the area.

If the driver of the vehicle deactivates the mobile online service via the privacy settings in the vehicle, no notifications are sent to the primary user.

ⓘ Every user must register their consent for the mobile online service in the myVolkswagen customer area. If the consent is not registered, the mobile online service is not activated for the corresponding user.

Setting area alerts

ⓘ Only the primary user can set notifications.

1. Log in via myVolkswagen.
2. **Your mobile online services.**
3. In the **Current notifications** area, tap ▶ **Show all.**
4. Tap **Change.**
5. Tap **Area Alert.**
6. Adjust existing alerts or tap **New notification.**
7. Select an area.
8. Select the size of the area.
9. Make further settings, e.g. activate the alert for a period of time.
10. Enable or disable alerts under **Notifications.**

ⓘ You can create up to 10 alerts via myVolkswagen. A maximum of 4 notifications can be active at the same time. ◁

◁ # Speed Alert

With this mobile online service, you as the primary user are notified via the Volkswagen app as soon as a speed threshold defined by you for your vehicle is exceeded.

Additional prerequisite

✓ Infotainment system: at least Ready 2 Discover.

✓ Every user has registered their consent for the mobile online service in the myVolkswagen customer area.

Function

The maximum speed is limited to 160 km/h (around 100 mph). The primary user can set a speed limit that must not be exceeded. If the user activates the mobile online service, the primary user receives a notification as soon as the defined speed threshold is exceeded with the vehicle.

If the driver of the vehicle deactivates the mobile online service via the privacy settings in the vehicle, no notifications are sent to the primary user.

ⓘ Every user must register their consent for the mobile online service in the myVolkswagen customer area. If the consent is not registered, the mobile online service is not activated for the corresponding user.

Setting speed alerts

ⓘ Only the primary user can set notifications.

1. Log in via myVolkswagen.
2. **Your mobile online services.**
3. In the **Current notifications** area, tap ▶ **Show all.**
4. Tap **Change.**
5. Tap **Speed Alert.**
6. Adjust existing alerts or tap **New notification.**
7. Activate or deactivate an existing speed alert.
   Create a new notification.
8. Set the speed limit.
9. Assign an alert name.
10. Activate the alert for a period of time.

ⓘ You can create up to 10 speed alerts. A maximum of 2 notifications can be active at the same time. ◁

Horn & Turn Signals

This mobile online service allows you to re-motely control the horn and hazard warning lights via the Volkswagen app.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Function

The hazard warning lights and horn can be operated remotely within a radius of around 100 metres (around 33 ft).

The desired signal types can be activated via the Volkswagen app.

The Volkswagen app provides information about successful activation of the horn and hazard warning lights.

> The messages can be viewed in the "Notifica-tions" area on myVolkswagen.

Viewing notifications

1. Log in via myVolkswagen.
2. In the Current notifications area, tap ▶ Manage notifica-tions.

   The last 5 notifications are displayed.

> Use the mobile online service only within the scope of the respective legal regulations. ◁

Air Conditioning

With this mobile online service, you can control the air conditioning in your plug-in hybrid elec-tric vehicle in the Volkswagen app before start-ing a journey.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Activating the air conditioning

1. Select vehicle in the Volkswagen app.

   The air conditioning status is shown next to the ∦ function button.
2. Tap the Air Conditioning tile.

3. Set the target temperature and start the air conditioning.

   If the vehicle is not connected to a power sup-ply when air conditioning is started, air condi-tioning can be started via the high-voltage bat-tery.

   The start of air conditioning is confirmed.

> Further information on the mobile online serv-ice can be found in the Owner's Manual of your vehicle under "Stationary air conditioning". ◁

Charging

With this mobile online service, you can start and stop the charging process in your plug-in hybrid electric vehicle directly via the Volkswagen app. You can check the remaining charging duration, the current range and the charge level of the high-voltage battery via the Volkswagen app.

⚠ WARNING

Even if a reduced charging current is used, charg-ing the high-voltage battery at an unsuitable elec-trical installation can cause a short circuit, electric shock, explosions and fire. There is a risk of dam-age, as well as serious or fatal injuries.

● Carry out charging only at a connection that has been installed and checked by qualified person-nel.

⊘ NOTICE

A fully discharged high-voltage battery can lead to total discharge if the vehicle is stationary for a long time. This can lead to irreversible damage to the high-voltage battery.

● Charge the high-voltage battery at the latest after 4 months if the vehicle is not used for an exten-ded period.
● Pay attention to the yellow 🔋 indicator lamp in the digital instrument cluster.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Starting the charging process via the Volkswagen app

1. Select vehicle in the Volkswagen app.
2. Tap the Battery function button.

The charging view is displayed.

3. Tap **Start charging.**

The status with the remaining charging time is displayed.

ⓘ Further information on charging can be found in the Owner's Manual of your vehicle under "Charging the high-voltage battery". ◁

Live Recommendations

If the fuel level or remaining range is low, this mobile online service provides you with refuelling and charging recommendations in the Infotainment system for a filling station or charging station nearby. With the mobile online service "Local Recommendations", you can also receive location-based offers from third-party providers from various sectors.

Additional prerequisites

✓ Confirmation of the Terms and Conditions for using the local recommendations.

How refuelling and charging recommendations work

Refuelling and charging recommendations are displayed to you in the Infotainment system via a push notification if the fuel level or remaining range is low, and a filling station or charging station nearby is recommended. You can then navigate there or save the recommendation for later.

How local recommendations work

You can receive local recommendations from third-party providers based on your vehicle's location. If an offer from advertising partners is available in the vicinity of your vehicle, you will be notified via a push notification. You can use the detailed view to view further information on the respective offer and, if interested, navigate to the provider's location.

Local recommendations are disabled by default. You can activate local recommendations in the vehicle or via myVolkswagen.

ⓘ An up-to-date overview of the advertising partners can be viewed at any time on the Volkswagen website.

ⓘ The mobile online service is available in the following countries: DE, UK, FR, IT, ES, SE, DK, NO, FI, BE, NE, CH, LUX, AT, PL, PT. ◁

Online Anti-Theft Alarm

This mobile online service sends a notification to you via the specified communication channel when the vehicle's Online Anti-Theft Alarm has been triggered. You will receive information about when the theft warning was triggered and what was detected on your vehicle.

Additional prerequisites

✓ Anti-theft alarm.
✓ Push notifications active.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Function

The Online Anti-Theft Alarm function is automatically activated when the vehicle is locked. If an attempted theft is detected by the vehicle, the vehicle sounds the horn for up to 30 seconds and flashes for up to 5 minutes. The primary user receives a notification with the reason for triggering and the time.

ⓘ The messages can be viewed in the Volkswagen app or in myVolkswagen in the "Notifications" area.

Activating theft notification

1. Select the vehicle via myVolkswagen.
2. Tap ⚙.
3. Select the notification type.

Theft notifications can be received via the Volkswagen app as a push notification or by email. ◁

Online Map Update

This mobile online service regularly updates map data in the Infotainment system.

Additional prerequisites

✓ Active navigation function.
✓ Infotainment system before UNECE: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

Function

The map material for the regions in Europe is installed as an over-the-air update.

The navigation data of all charging stations in Europe is updated monthly without the need to visit a suitably qualified workshop.

The map update is initiated automatically as soon as the vehicle approaches a new region within a radius of around 75 km (around 47 mi).

The update cannot be installed while driving but starts when the vehicle has been switched off.

When the vehicle is next started, the map update will be installed automatically within a few seconds and will then be available. ◁

Online Route Calculation

"Online Route Calculation" takes into account the current traffic situation and calculates the selected route using current traffic data.

Additional prerequisites

✓ Active navigation function.

✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest. ◁

IDA Online Voice Assistant incl. ChatGPT

With the IDA Online Voice Assistant incl. ChatGPT, referred to below as voice assistant, you can control Infotainment and vehicle functions in natural language using voice commands and call up information via a dedicated app in the main menu of the Infotainment system. With the "voice assistant" function, the vehicle can answer a wide range of questions. Only if a query cannot be answered by the voice assistant is the question forwarded anonymously to ChatGPT. This provides direct access to growing, AI-based knowledge.

Additional prerequisites

✓ A language that is available for the voice assistant is set: EN-US, EN-GB, DE, FR, ES, CZ, IT, NL, PL, PT, SE, DK, NO.

✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

Starting the voice assistant

1. Say "Hello Volkswagen" or "Hello IDA" or briefly press the ⬚ button on the multifunction steering wheel.

2. Say voice commands immediately after the activation command.

You can set an individual activation command via the IDA app in the vehicle.

If the activation command is deactivated in the IDA app, the voice assistant can no longer be started with the activation command, but only via the ⬚ button on the multifunction steering wheel.

ℹ️ Depending on the language set in the Infotainment system, the voice assistant is available offline or online.

Deactivating IDA voice assistant

The function can be deactivated in the settings in the Volkswagen app or in the Infotainment system under Privacy settings and services.

ℹ️ The responses of ChatGPT may vary, contain incomplete, incorrect or irrelevant information, and infringe third-party rights. Therefore, do not rely on the answers without checking them

against other sources of information. In addition, make sure that the use or dissemination of the answers, e.g. on social media or the internet, does not infringe any third-party rights (in particular copyrights or data protection rights).

IDA voice assistant cannot be executed

— Make sure that the prerequisites for using the mobile online service are met. See the "Prerequisites for using the online services" in the Owner's Manual.

— The voice assistant is not available in your language.

Set another system language in the Infotainment system.

— Say the correct activation command for the system language set in the Infotainment system.

— Check the activation command in the settings and activate and adapt it if necessary.

— Restart the Infotainment system.

Voice assistant gives inappropriate answers

— Say the voice command again clearly.

— Formulate the voice command in another way.

IDA voice assistant does not perform the function

— The function cannot be performed with IDA voice assistant.

— The function cannot be performed in all languages. Set a language in the Infotainment system that supports the IDA voice assistant function → page 11.

— Settings made within the respective function prevent it from being switched on or executed.

— Formulate the voice command in another way.

Suggestions for voice commands in the set language can be found in the IDA App in the Infotainment system.

ℹ️ To make better use of the function, allow the sending of location data.

ℹ️ Further information on the service can be found in the Owner's Manual of your vehicle under "IDA voice assistant". ◁

Online Voice Control

This mobile online service allows you to control Infotainment and vehicle functions in natural language using voice commands and call up information via a dedicated app in the main menu of the Infotainment system.

Additional prerequisites

✓ Infotainment system: at least Ready 2 Discover.

✓ Infotainment system: navigation as an upgrade must be enabled for Ready 2 Discover.

✓ A language available for Online Voice Control is set. The language depends on the selected language of your infotainment system: EN-US, EN-GB, DE, FR, ES, CZ, IT, NL, PL, PT, SE, DK, NO.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

Starting the voice control function

The activation command "Hello Volkswagen" must be activated in the Infotainment system. Without activation, Online Voice Control can only be used via the 🎤 button on the multifunction steering wheel.

1. Say "Hello Volkswagen" or press the 🎤 button on the multifunction steering wheel.

The Infotainment system analyses the spoken words offline to recognise the activation command.

2. Say voice commands immediately after the activation command. ◁

Online Auxiliary Heater and Remote Ventilation Control

With the mobile online service "Online Auxiliary Heater", you can remotely control the auxiliary heater of your petrol or diesel vehicle via the Volkswagen app. In addition, you can set activation of the auxiliary heater for a desired departure time. The vehicle is then preheated to the set temperature for this time.

> With the "Remote Ventilation Control" mobile online service, you can start the ventilation function of your parked petrol or diesel vehicle or program desired departure times using the Volkswagen app.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

> ⓘ The mobile online service is not available if the auxiliary heater has been retrofitted.

Adjusting the Online Auxiliary Heater

> ⓘ The "Online Auxiliary Heater" mobile online service is equipment-dependent.

1. Activate the Online Auxiliary Heater function in the Volkswagen app.
2. Enter the S-PIN to confirm.
3. Set departure times.

   The vehicle is preheated to the set temperature for the specified times.

> ⓘ The Online Auxiliary Heater function is only available for petrol and diesel vehicles. In plug-in hybrid electric vehicles with combustion engine auxiliary heater, the auxiliary heater is operated via the mobile online service "Air Conditioning" mobile online service.

Adjusting the Remote Ventilation Control

> ⓘ "Remote Ventilation Control" is available for vehicles that are not equipped with the equipment-dependent auxiliary heater.

> ⓘ If the vehicle is equipped with the equipment-dependent auxiliary heater, it also has auxiliary ventilation as an operating mode as part of the "Online Auxiliary Heater" function.

1. Activate Remote Ventilation Control in the Volkswagen App.

   The status with the remaining duration can be viewed there.

   The duration of ventilation control cannot be set.

The maximum cooling effect is reached after 10 minutes. The temperature can then be maintained for a further 10 minutes.

> ⓘ Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Auxiliary heater and auxiliary ventilation" for petrol and diesel vehicles and under

"Stationary air conditioning" for plug-in hybrid electric vehicles. ◁

Online Traffic Information

> This mobile online service provides you with traffic information almost in real time. As a result, the service provides warnings of traffic disruptions in good time and allows traffic jams to be avoided.

Additional prerequisites

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

> ⓘ Further information on the service can be found in the Owner's Manual of your vehicle under "Navigation". ◁

Online Destination and Route Import

> This mobile online service allows you to plan a route in the Volkswagen app and send it to the vehicle's navigation system.

Additional prerequisites

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Importing a route

1. Select vehicle in the Volkswagen app.
2. Tap the △ function button.
3. Search for a destination using the search function.

   A list with search suggestions is displayed.
4. Tap the search suggestion.

The destination is shown on the map.

5. Tap the Route function button.

The starting point and destination are displayed.

6. If necessary, add stopovers.

A summary with information about the starting and destination points, the expected journey time and the distance is displayed.

7. Tap the Send route function button.

The route is transferred to the vehicle's Infotainment system.

8. Switch on the Infotainment system in the vehicle.

The route has been imported.

The route is recalculated while driving. Depending on the traffic, current vehicle location and temperature, as well as the type and charge level of the battery, there may be deviations from the original planning made in the app.

ℹ️ After a certain number of imported destinations, the oldest destinations are overwritten and are therefore no longer available.

ℹ️ The stopovers are imported during the route import; the actual route may differ. ◁

Breakdown Call

This mobile online service allows you to automatically establish a voice connection to the Breakdown Call call centre. The vehicle data is transferred automatically if the privacy settings allow this.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

Function

ℹ️ The Breakdown Call function can be used at any time, but vehicle data can be transmitted automatically only after registration.

A Breakdown Call is triggered via the touch control in the roof console or in the Infotainment system via the Telephone menu and the ☎ function button.

In addition to the basic Breakdown Call function, the mobile online service transmits, for example, the vehicle identification number of your vehicle to the call centre.

The call centre employee can provide assistance for self-help if necessary and activate the breakdown recovery service if necessary.

A navigation destination, e.g. a qualified workshop, can be sent directly to the vehicle from the call centre.

ℹ️ Further information on the mobile online service and on the basic function can be found in the Owner's Manual of your vehicle under "Breakdown Call". ◁

Parking Spaces

This mobile online service allows you to find car parks and multi-storey car parks in the vicinity of the vehicle's current location and to view the current number of available spaces as well as opening hours and charges.

Additional prerequisites

✓ Active navigation function.
✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users, guest users and anonymous guest.

Function

If information about available parking spaces, opening hours and charges is available from multi-storey car parks, this information is displayed in the mobile online service.

ℹ️ Local information may vary, please check the data provided in the mobile online service again directly at the car park or multi-storey car park.

ℹ️ Access to the parking space search is also possible during route guidance. ◁

Parking Position

This mobile online service shows you the last transmitted location of your vehicle in the Volkswagen app and, if necessary, navigates you directly there.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users.

Finding the parking position

1. Tap the ⊙ function button in the Volkswagen app.

   The navigation map with your vehicle's current location is displayed.

   The address of the vehicle location and the distance from your own location are displayed.

ⓘ The vehicle location can be shared with other people via the Volkswagen app.

ⓘ Data is not transmitted until the vehicle has been parked. ◁

Personalisation Online

> This mobile online service allows personal settings, e.g. mirror adjustment, to be stored in the user account and activated when logging in or upon selection of the user account in the vehicle. The vehicle functions that can be configured depend on the equipment level.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by secondary users and guest users.

ⓘ The mobile online service "Personalisation Online" is equipment-dependent.

Function

The personal settings are saved in the Volkswagen ID user account. Changes are synchronised automatically.

The driver's personal settings are loaded and activated in the vehicle after logging in or selecting the Volkswagen ID user account.

After logging in once as a guest user, family members and other users of the vehicle, for example, can start the journey with their settings.

When the user changes in the vehicle, the personalised settings change automatically. The settings selected by the respective user during the last trip are activated.

If the active user allows an online connection for the vehicle, all user accounts that are logged into the vehicle can be synchronised. This allows all vehicle

users to use their current settings when activating their user account in the vehicle. To avoid updating, please delete your user account from the vehicle.

ⓘ Further information on the mobile online services can be found in the Owner's Manual of your vehicle under "Mobile online services". ◁

Service Scheduling

> This mobile online service enables an automatic request to your authorised Volkswagen repairer in relation to active inspection information and selected service-relevant warning lamps. You can also search for authorised Volkswagen repairers and select a preferred authorised Volkswagen repairer.

Additional prerequisite

✓ To use "Service Scheduling", a preferred authorised Volkswagen repairer and the preferred communication channel must have been selected and "Automatic Service Scheduling" must be activated.

Activating Service Scheduling.

1. Select preferred authorised Volkswagen repairer via myVolkswagen.

   In the VW Connect or We Connect area, the currently selected authorised Volkswagen repairer is displayed under Service & Maintenance.

   Vehicle data is sent automatically to the authorised Volkswagen repairer.

   If a service-relevant warning lamp indicates an inspection requirement, an appointment request is sent.

   The vehicle forwards all important data to the preferred authorised Volkswagen repairer.

   The authorised Volkswagen repairer will contact you via the set communication channel to arrange a service appointment.

ⓘ "Service Scheduling" or "Automatic Service Scheduling" can be deactivated manually via myVolkswagen or via the Infotainment system.

ⓘ If the vehicle is part of a fleet, the mobile online service can only be used by the fleet manager. ◁

Filling Stations and Charging Stations

> This mobile online service allows you to display an overview of filling stations and charging options with availability in the immediate vicinity or along the current route.

Additional prerequisites

✓ Active navigation function.
✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by the guest user and anonymous guest.

Function

1. Tap Navigation in the Infotainment system.
2. Search for a filling station or charging station.

   The drive type of the vehicle is automatically detected and displayed.

   Filling stations and charging stations nearby and along the route are displayed.

   Providers and opening hours are displayed for nearby filling stations and charging stations.

   ⓘ If desired, the search also starts when the fuel level or battery level fall below a defined level.

   ⓘ Further information on the service can be found in the Owner's Manual of your vehicle under "Navigation". ◁

Lock & Unlock

> This mobile online service allows you to remotely control and check the central locking system of the vehicle via the Volkswagen app. This allows convenient locking and unlocking of the doors and luggage compartment.

Additional prerequisite

✓ Volkswagen Ident procedure required.

Unlock the vehicle

1. Select vehicle in the Volkswagen app.

2. To unlock the vehicle, tap the ⬚ function button on the overview page.
3. To confirm, enter the S-PIN or set a biometric release method.

   The view changes back to the overview page.

   The push notification Vehicle unlocked appears at the bottom of the screen.

   The ⬚ function button indicates that the vehicle is unlocked.

   ⓘ Follow the same steps to lock the vehicle. ◁

Internet Radio

> This mobile online service allows you to receive radio stations online and stream podcasts.

Additional prerequisite

✓ Infotainment system: at least Ready 2 Discover.

ⓘ The data volume is not included for vehicles before UNECE and can either be purchased via Cubic Telecom or provided via smartphone tethering. For more information about Cubic Telecom, visit https://vw.cubictelecom.com/de.

Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by the guest user, secondary user and anonymous guest.

ⓘ Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Internet Radio". ◁

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