



Car-Net registration in the vehicle

This is how to 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 brochure 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 on the Volkswagen Car-Net website www.volkswagen-carnet.com under the menu option 'Help/FAQ'.

Conditions.



As well as the conclusion of a separate agreement with Volkswagen AG, use of Car-Net requires equipment with a Car-Net-ready navigation 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.volkswagen-carnet.com and your Volkswagen dealership.

Internet connection.

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

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

- 1.** Creating a WiFi hotspot via your smartphone
- 2.** Use of a CarStick with separate SIM card (only in connection with the 'Discover Media' navigation system)
- 3.** 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)
- 4.** Automatic creation of an internet connection via the vehicle's embedded SIM card (eSIM). This option is only available in the new Touareg.

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.

Detailed instructions with the different options for creating an internet connection can be found at www.volkswagen-carnet.com under the 'Instructions' menu option.

Activation.



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

1. Create your Volkswagen ID and complete your 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' → 'Settings' → '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. Detailed instructions can be found at www.volkswagen-carnet.com under the 'Instructions' menu option.
- 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** You are asked to consent to the optional marketing agreement. The agreement may be cancelled at any time in your Volkswagen ID user account where necessary.
- 1.6** Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.
- 1.7** 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 profile 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, a separate agreement on the use of selected service packages is established with Volkswagen AG.
- 2.5 You have now completed registration and can take advantage of the benefits of the mobile online services.

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*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 for the use of mobile online services must also be concluded with Volkswagen AG. On initial order of Car-Net for a new vehicle, you have 90 days following delivery of the vehicle to conclude the Car-Net contract for the vehicle at www.portal.volkswagen-we.com (initial order period). Otherwise, a free initial contract period offered for Car-Net is reduced by the number of days between the end of the initial order period and the actual conclusion of the contract.

The 'Guide & Inform' mobile online services of Car-Net can only be used with the optional equipment Discover Media and Discover Pro. In addition, you 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 phone and data option can be used with the 'Business' phone interface option in combination with the Discover Pro navigation system. The optional CarStick LTE can also be used in conjunction with the Discover Media navigation system to produce an Internet connection for your navigation device and a Wi-Fi hotspot in the vehicle. The Car-Net services are only available with a mobile data contract already in existence or to be agreed separately between you and your mobile data provider and only within the coverage of the relevant mobile data network. Additional fees (for example, roaming charges) may arise when receiving data from 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 a mobile data contract already in existence or to be agreed separately between you and your mobile data provider is required to use the free We Connect app. A smartphone compatibility overview can be found at www.connect.volkswagen-we.com. For information on mobile data charges, please consult your mobile data provider.

The availability of the Car-Net services may differ depending on the state. These services are available for the agreed contract period. A smartphone with a suitable iOS or Android operating system and SIM card with data option with a mobile data contract already in existence or to be agreed separately between you and your mobile data provider is required to use the free We Connect app. You can find more details on Car-Net at www.connect.volkswagen-we.com and your Volkswagen dealership.