



# Car-Net registration using the app

This is how to get mobile online services in your Volkswagen.



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## 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](http://www.volkswagen-carnet.com) under the menu option 'Help/FAQ'.

# Conditions.

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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](http://www.volkswagen-carnet.com) and your Volkswagen dealership.

## Activation.

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**Here's how to activate Car-Net in five easy steps.**

### 1. Download the We Connect app

You can download the free We Connect app from the Apple App Store or Google Play Store. This is available for Apple and Android smartphones.

Alternatively, you can take the following steps in the portal:  
[www.portal.volkswagen-we.com](http://www.portal.volkswagen-we.com)

### 2. Create your Volkswagen ID

Gain access to the world of Volkswagen online services.

- 2.1 Open the We Connect app. If you already have a Volkswagen ID, continue with step 3 (complete user account).
- 2.2 Select 'Register' and enter your email address and a password of your choice.
- 2.3 Confirm the Volkswagen ID Terms of Use and Privacy Policy.
- 2.4 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.
- 2.5 You will receive a confirmation email. Click on the link in the email to activate your Volkswagen ID.



## 3. Complete user account

The We Connect app will take you through all the necessary steps to complete your personal user account.

- 3.1 Log into the We Connect app with your Volkswagen ID.
- 3.2 Confirm access to the personal data shown to be able to use the We Connect app. The agreement may be cancelled at any time in your Volkswagen ID user account.
- 3.3 The We Connect app takes you through the completion of your user account in just a few steps.
- 3.4 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.
- 3.5 Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services.

## 4. Add your vehicle

Add your vehicle in the app using the vehicle identification number (VIN). On completion of this step, a separate agreement on the use of the selected service packages is established with Volkswagen AG.

- 4.1 Navigate to the 'Add vehicle' menu option in the We Connect app.
- 4.2 Now add your vehicle by manually entering the VIN.
- 4.3 Once your vehicle has been added successfully, your selected service packages are shown.
- 4.4 When registration is completed by clicking on 'Order' and on receipt of order confirmation, a separate agreement on the use of selected service packages is established with Volkswagen AG.



## 5. Activate Car-Net

Activate the mobile online services using the activation code shown in your vehicle.

**5.1** Note the activation code shown in the app and go to your vehicle.

**5.2** Navigate in your infotainment system to the Car-Net tile.

Alternatively you can log in via 'Menu' → 'Settings' → 'Car-Net (online services)' in your infotainment system. You may be asked to connect to the internet. Detailed instructions with the different options can be found at [www.volkswagen-carnet.com](http://www.volkswagen-carnet.com) under the 'Instructions' menu option.

**5.3** Enter the activation code from the app.

**5.4** Click on 'Update status' in the app.

**5.5** Now you can take advantage of the benefits of the mobile online services.

Subject to change • Version: December 2020 [www.volkswagen-carnet.com](http://www.volkswagen-carnet.com)

# Legal notices.

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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](http://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](http://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](http://www.connect.volkswagen-we.com) and your Volkswagen dealership.