



How to activate Car-Net

Get online services in your Volkswagen

Dear driver, here are the steps you need to take in order to use online services. You can find frequently asked questions at connect.volkswagen.com

In order to use Car-Net, you will require a separate agreement with Volkswagen AG, a vehicle that has been configured for Car-Net and a mobile data connection. Please note that only authorised users (owners, holders, lessees, company car drivers, etc.) may activate online services and sign in as the primary user. The availability of services and their terms and conditions may vary depending on vehicle, model, equipment and country. You can find more information at connect.volkswagen.com and your Volkswagen dealership.



How to activate Car-Net in six simple 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 will also find details of 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, sign in using this ID and proceed to step 3 ('Add vehicle').

2.2 If you do not yet have a Volkswagen ID: select 'Register', enter your email address and choose your password.

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

2.4 A confirmation email will be sent to your email address. Click on the link contained in this email to create your Volkswagen ID.

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

2.6 You can also submit the optional declaration of marketing consent. You can withdraw this consent at any time via your Volkswagen ID user account. Submitting this declaration of marketing consent is not essential for setting up your Volkswagen ID.



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

3. Add vehicle

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

3.1 In the Volkswagen app, select the menu option 'Add vehicle'..

3.2 Now add your vehicle to your user account, either using the VIN scanner or by manually entering the VIN. You will find the VIN behind the windscreen or in the vehicle registration document.

4. 4. Complete user account

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

4.1 Confirm the access of Car-Net to the personal data stored in your Volkswagen ID user account. You can withdraw this consent at any time via your Volkswagen ID user account.

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

4.3 You can now complete the set-up of your user account in just a few steps. Enter your first name and surname, as well as a username.

4.4 Select a four-digit security pin (S-PIN) in order to keep your account safe. You will



need to enter your PIN in order to use security-related services.

5. Order a service package

5.1 The service packages available for your vehicle will now be displayed.

5.2 By clicking on 'Order free of charge' and agreeing to the General Terms and Conditions and acknowledging the Privacy Policy for the mobile services, you are concluding a separate agreement in due course with Volkswagen AG concerning the use of the selected service packages. Following the expiry of a free trial period, the services can be renewed subject to a fee.

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



Primary user verification in the vehicle by entering an activation code

We wish to ensure that you are the only authorised user within the meaning of the agreed General Terms and Conditions of Car-Net and that only you have digital access to your vehicle. To activate the services, you must therefore verify yourself as the primary user with the activation code displayed.

6.1 Note down the activation code displayed in the app and go to your vehicle.

6.2 Navigate to the Car-Net tab in your infotainment system. Alternatively, you can sign in via 'Menu' → 'Set-up' → 'Car-Net' (Online Services) → 'Activation' in your infotainment system. You may be asked to connect to the Internet.

6.3 Enter the activation code from the app.

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

Additional information for all online services

Please note that the use of some security-related services may require completion of an Ident procedure. Following primary user verification, you can start this procedure via the button in the app.

With the service package Security & Service, your Volkswagen will also manage its service appointments. Store your preferred authorised workshop in the Volkswagen app and activate the service appointment planning function via the app or in myVolkswagen.

Subject to change · Version: October 2023 · connect.volkswagen.com



Legal information

To use the Car-Net services, you require a Volkswagen ID user account and will need to log in with your username and password. A separate agreement must be concluded online with Volkswagen AG. In order to use the services for the full term, you have 90 days following vehicle handover to register the vehicle at www.myvolkswagen.net or via the Volkswagen app (available in the App Store and Google Play). If registration takes place at a later date, the free period shall be shorter.

The mobile online services of Car-Net Guide & Inform can only be used with the optional features Discover Media and Discover Pro. In addition, you require an Internet-enabled mobile device (e.g. smartphone) that is also equipped with mobile Wi-Fi hotspot functionality. Alternatively, a mobile phone with remote SIM Access Profile (rSAP) or a SIM card with telephone and data option may be used with the optional Business telephone interface in conjunction with the navigation system Discover Pro. Car-Net services are only available with an existing mobile phone contract or one to be concluded separately between you and your mobile network provider and only within the coverage area of the mobile network concerned.

Depending on your particular mobile tariff, additional fees (e.g. roaming charges) may be incurred when exchanging data on the Internet, especially when using the service abroad. On account of the data volume consumed when using Car-Net services, it is strongly recommended that you agree a data flat rate with your mobile network provider.

To use the free Volkswagen 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 network operator are required. The availability of Car-Net services may vary in different countries. These services are available for the agreed contract period and may be subject to substantive changes during the contract period. You can find more information on Car-Net at connect.volkswagen.com and your Volkswagen dealership; for information on mobile data charges, please contact your mobile data provider.