Car-Net activation in the app
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 document does not describe all functions and is also 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 at www.connect.volkswagen-we.com under the menu option 'Help/FAQ'.

As well as the conclusion of a separate agreement with Volkswagen AG, use of Car-Net requires equipment with a Car-Net-ready infotainment 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 vary according to the vehicle and country. You can find more details on Car-Net at www.connect.volkswagen-we.com and your Volkswagen dealership.

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

1. Download the We Connect app

You can download the free Volkswagen We Connect app from the App Store or the Google Play Store. This is available for Apple and Android smartphones. Here you will also find information on the version of your smartphone's operating system required for the app.

2. Create 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 Click 'Login' to go to the login area. 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 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 nice and smoothly through all the necessary steps to complete your personal user account. This process involves the collection of additional details required to activate your Car-Net services and to use them with the We Connect app.

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.

3.6 You may give the optional declaration of consent for marketing. The agreement may be cancelled at any time in your Volkswagen ID user account. You do not need to give the declaration of consent for marketing in order for the Volkswagen ID to be created.

4. Add 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 Confirm the Terms and Conditions and acknowledgement of the Privacy Policy for mobile online services. When registration is completed by clicking on 'Order' and on receipt of order confirmation,a separate agreement on the use of the 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 To do this, navigate to the Car-Net tile in the infotainment system. Alternatively, you can log in via 'Menu' → 'Setup' → 'Car-Net (online services)' in your infotainment system. You may be asked to connect to the internet.

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.

Legal information

To use the Car-Net services, you need a Volkswagen ID user account and need to log in with your username and password. A separate contract must also be agreed online with Volkswagen AG. To use the services for the full period, you have 90 days after vehicle handover in which to register the vehicle at www.myvolkswagen.net or using the 'Volkswagen We Connect' app (available in the App Store and Google Play Store). If you register at a later date, the duration of the free period will be reduced accordingly.

Car-Net's 'Guide & Inform' mobile online services can only be used with the optional Discover Media and Discover Pro equipment. You also 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 a phone and data option can be used with the 'Business' mobile phone interface option in combination with the Discover Pro navigation system. The Car-Net services are only available with an existing mobile data contract or one to be agreed separately between you and your mobile data provider and only within the coverage of the mobile data network concerned. Additional fees (for example, roaming charges) may arise when exchanging data over 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 an existing mobile data contract or one to be agreed separately between you and your mobile data provider is required to use the free We Connect app. The availability of the Car-Net services may vary by country. 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-we.com and from your Volkswagen partner; for information on mobile data charges, please consult your mobile data provider.