Connecting to the internet to use Car-Net

Connect to data with these easy steps.

Here you can find out how to connect your infotainment system to the internet in order to use Car-Net, and what is required to do so. 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 the Volkswagen website www.connect. volkswagen-we.com under 'Q&A'.

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. The options for creating one of these are described below. Please note that only the owner, keeper or a user of the vehicle who is not only temporarily authorised (lessee, company car user, 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.connect.volkswagen-we.com and your Volkswagen dealership.

Connection options

To use Car-Net, you need a data connection to the internet. You have different options depending on your equipment. When you start an online service for the first time, the online configuration assistant will take you through the activation process.

Choose one of the following options for creating the mobile data connection:

A   **Wi-Fi hotspot via your smartphone**

1. Switch on the mobile device (e.g. smartphone) and activate it as a 'Wi-Fi hotspot' in the settings. Make the hotspot visible on your device. Information such as the hotspot name and network key will now be shown.

2. Now switch to your infotainment system and go to the main menu → 'Setup' → 'Wi-Fi'. Activate Wi-Fi in the menu shown and start searching for the hotspot. Select your mobile device.

3. Enter the network key. The hotspot is now connected (a tick appears). The connection will be automatically activated in future when the hotspot is switched on and it is in range.

4. Hit the trash can symbol to delete the hotspot connection.

B   Using a SIM card in the slot provided

Only in conjunction with the 'Discover Pro' navigation system and 'Business' mobile phone interface

1. Insert your internet-ready SIM card into your vehicle's SIM card slot.

2. Establish whether the SIM card is intended for use for data connection purposes only or whether it should also be used for telephone calls.

3. Enter your SIM PIN if necessary.

4. Click 'Connect' to connect your infotainment system to the internet

C   Automatic creation of an internet connection

This takes place via the vehicle's embedded SIM card (eSIM). This option is only available in the Touareg (from model year 2018 in selected countries). 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.

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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.

The 'Guide & Inform' mobile online services of Car-Net can only be used with the optional equipment Discover Media and Discover Pro. 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.