



Activating We Connect services with the We Connect app

(for Composition, Ready 2 Discover, Discover Media and Discover Pro)

Get mobile online services in your Volkswagen.

Here you can find out what you need to do to use We Connect. 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 We Connect on the Volkswagen website www.connect.volkswagen-we.com under 'Q&A'.

Requirements for use of We Connect are a vehicle equipped with We Connect and the conclusion of a separate agreement with Volkswagen AG. Please note that only the authorised user (owner, keeper, lessee, company car user, etc.) may activate the mobile online services and be authenticated as the primary user. If the vehicle already has a primary user, they are removed when a new primary user is authenticated. The availability of the We Connect services and their conditions may differ according to the vehicle, model, equipment and country. You can find more details on We Connect at www.connect.volkswagen-we.com and your Volkswagen dealership.



Here's how to activate We Connect in a few easy steps.

Please make sure you can access your emails. If you are using a 'Ready 2 Discover', 'Discover Media' or 'Discover Pro' navigation system, please also have both your vehicle keys ready.

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 mobile 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 If you don't have a Volkswagen ID yet: Click 'Login' to go to the login area. Select 'Register' and enter your email address and a password of your choice.

2.3 Then confirm the Volkswagen ID Terms and Conditions and acknowledge the Volkswagen ID Privacy Policy.

2.4 You will receive a confirmation email. Click on the link in the email to activate your Volkswagen ID.



3. Complete Volkswagen ID user account

The Volkswagen We Connect app will take you nice and smoothly through all the necessary steps to complete your personal Volkswagen ID user account. This process involves the collection of additional details required to activate your We Connect 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 from your Volkswagen ID 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, the service packages available for your vehicle 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 now for €0' and on receipt of order confirmation, a separate agreement on the use of selected service packages is established with Volkswagen AG.

4.5 To activate the services, you must be identified as the primary user. To ensure this, follow the instructions in the app.

5. Activate We Connect with activation code.

If you use a 'Ready 2 Discover', 'Discover Media' or 'Discover Pro', your mobile online services are activated via key identification in your vehicle. In that case, continue with step 6 (Activate using both vehicle keys). If you use the radio Composition, activate the mobile online services in your vehicle using the activation code displayed in the app.

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

5.2 Log into your infotainment system under 'Menu' → 'Setup' → 'We Connect'.



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.

6. Activate using both vehicle keys.

If you use a 'Ready 2 Discover', 'Discover Media' or 'Discover Pro', activate the We Connect services via key identification in your vehicle.

6.1 Go to your vehicle with both of your vehicle keys.

6.2 Log in under 'Menu' → 'User' in your infotainment system with your Volkswagen ID and select under 'Setup' → 'Become primary user'.

6.3 Follow the steps shown in the infotainment system to become primary user and activate We Connect using both of your vehicle keys.

6.4 Click on 'Update status' in the app.

6.5 You have now completed registration and can take advantage of the benefits of the mobile online services.

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Legal information

To use the We Connect services, you need a Volkswagen ID user account and to log in to We Connect with your username and password. A separate We Connect or We Connect Plus contract must also be concluded online with Volkswagen AG. For We Connect Plus, following vehicle handover, you have 90 days in which to register the vehicle at www.myvolkswagen.net or via the 'Volkswagen We Connect' app (available in the App Store and Google Play Store) and use the services for the full duration of the agreed free period.

The use of We Connect mobile online services is enabled by means of an integrated internet connection. Volkswagen AG will be liable for the associated data costs incurred within Europe, with the exception of the 'Streaming & Internet' services and individual in-car apps. For the use of the 'Streaming & Internet' services, individual in-car apps and the Wi-Fi hotspot, data packages can be purchased from Cubic Telecom, our mobile communications partner, and used in the network coverage area within many European countries. The data in these package can be used by all users and vehicle occupants. You can find information on conditions, prices and supported countries at vw.cubictelcom.com. Alternatively, you can use the Internet Radio and Media Streaming with a mobile device (e.g. smartphone), provided it has the ability to function as a mobile Wi-Fi hotspot. In this case, the corresponding services are only available subject to an existing or separate mobile phone contract between you and your mobile network operator and only within the coverage area of the respective mobile network. Additional fees (for example, roaming charges) may arise when exchanging data on the Internet, depending on your particular mobile phone rate and especially when using the service abroad.

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 individual We Connect and We Connect Plus services described in the packages may differ between countries and depends on the vehicle and equipment. The services are available for the agreed contract period and may be subject to substantive changes or ceased during the contract period. You can find more details at connect.volkswagen-we.com and your Volkswagen dealership. For information on mobile phone charges, please consult your mobile phone provider.