



Activating We Connect services with the We Connect app

Get mobile online services in
your Volkswagen.

Here you can find out what you need to do to use We Connect. 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 We Connect on the Volkswagen We Connect website 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, lease, 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. More information on We Connect is available at www.connect.volkswagen-we.com and your Volkswagen dealership.



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

Have both your vehicle keys ready and ensure that you can access your emails.

1. Download the We Connect app.

You can download the free 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 If you don't have a Volkswagen ID yet: Select 'Register' and enter your email address and a password of your choice.

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

2.4 You may give the optional declaration of consent for marketing. You may withdraw your consent 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.

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



3. Finish setting up your Volkswagen ID user account and conclude the We Connect contract.

The 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 the Volkswagen ID user account shown to be able to use the We Connect app. You may withdraw your consent 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 acknowledge the Privacy Policy for mobile online services.

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 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.

5. Activation using both vehicle keys

Activate the We Connect services via key identification in your vehicle

5.1 Go to your vehicle with both your vehicle keys.

5.2 Log in under 'Menu' -> 'User' in your infotainment system with your Volkswagen ID and select 'Setup' -> 'Become primary user'.

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

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



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 signed online with Volkswagen AG. For We Connect Plus, following vehicle handover, you have 90 days in which to register the vehicle 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 Volkswagen AG in-car apps. For the use of the 'Streaming & Internet' services, individual in-car apps and the Wi-Fi hotspot, data plans can be purchased from Cubic Telecom, our mobile communications partner, and used in the network coverage area within the EU. You can find information on conditions, prices and supported countries at <https://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. 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 www.connect.volkswagen-we.com and your Volkswagen dealership. For information on mobile data charges, please consult your mobile data provider.