



Commercial
Vehicles



We Connect

The connectivity service for your Volkswagen



List of contents

03 An overview of the benefits for you

04 Activation made simple

09 Brief explanation of all services

11 We Connect Plus Services

We Connect – An overview of the benefits for you

The next level of connectivity

Get online when you want to

Ready for the next generation of mobile online services: From model year 2021 onwards, most current new Volkswagen vehicles are being made We Connect-ready¹ for you. Thanks to the permanently installed eSIM card, your vehicle can be Internet-ready from the outset. Volkswagen covers the data costs for almost all services, with the exception of 'Streaming & Internet' services² and individual In-Car Apps. Online Traffic Information and map updates are built in and easy to access.

Attractive service options

You can keep track of your vehicle using the We Connect app with a variety of services³, such as the option to lock and unlock the vehicle, display the current parking position or view the vehicle health.

Services such as Internet Radio, integrated music streaming and the mobile key⁴ are also available.

Volkswagen ID

Logging into the vehicle with the Volkswagen ID opens up many options for using digital services, subject to conditions. For instance, it can be used to save selected personal settings, such as seat position, and activate them in other suitable models.

In-Car Shop and later upgrades

In addition, individual functions are not just update-ready, but in many cases also suitable for subsequent activation will become available. Exciting advances such as 'We Upgrade' functions. This means services such as navigation, voice control or App-Connect⁶ can be subsequently activated in the future by purchasing them in the In-Car Shop.

The specific range of services available to you depends on your vehicle, equipment and model.

We Connect – How Do I sign Up?

Quick and easy: register with the free 'We Connect app'¹. Depending on your operating system, you will find the app in the App Store or the Google Play Store. Create a Volkswagen ID and link the user account to your vehicle. The app will guide you through the necessary steps. Please note that a Volkswagen ID user account and a separate contract with Volkswagen AG concerning the use of mobile online services are required for full use of the functionalities.



1. Download the We Connect app.

Depending on your operating system, you will find the We Connect app for Android or iOS in the App Store or Google Play Store.

2. Create user account.

Log into the app with your Volkswagen ID and follow the steps through the registration process.

3. Add your Volkswagen.

Simply add your Volkswagen using the vehicle identification number (VIN – see windscreen).

4. Activate We Connect.

To complete the activation process, follow the instructions shown in the app.

Volkswagen also have a dedicated **We Connect YouTube channel** showing the step by step customer sign up process !

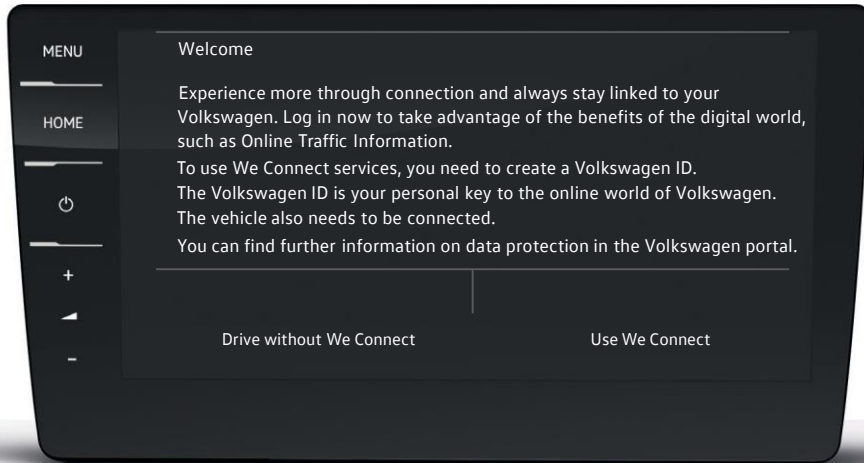


Volkswagen We

765 subscribers

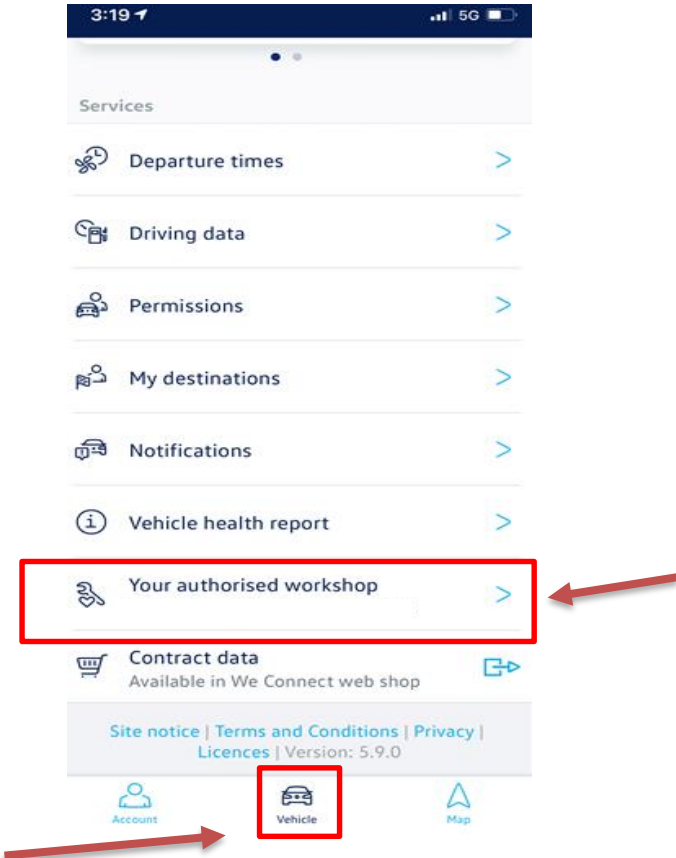
We Connect – How Do I Sign Up?

Depending on your vehicle model and equipment, you can also activate We Connect straight from your Volkswagen. To do this, your vehicle must have a navigation system. Please ensure you can access your emails and have your two vehicle keys to hand.



Example of activation in a Passat

We Connect – How do I select my preferred Service Partner?



1. We Service Scheduling

- As soon as it is time for scheduled maintenance, the data from your Volkswagen can be transmitted to your preferred authorised workshop if desired. You will then be contacted by your workshop, making it easy to schedule an appointment.
- In order to allow this function, you must select your preferred dealer / service partner.

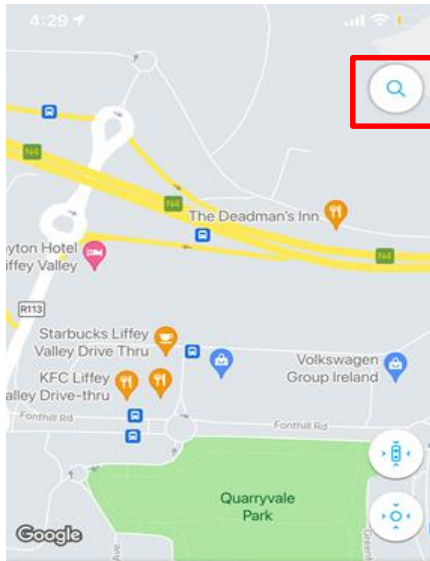
2. Home Menu / Vehicle

- The image on the left illustrates the your home screen where you log into the We Connect Application.
- This is also known as the "Vehicle" screen and is where you can access the majority of the vehicles driving data etc.

3. Select the option "Your authorised Workshop"

- From the home page please select the option "**Your authorised workshop**" - highlighted in the image on the left.

We Connect – How do I select my preferred Service Partner?



4. Search Dealership

Using the search icon, you can enter the name of your local dealership/ use the map provided to select your nearest service partner.

5. Select Dealership

- Once the dealership name is entered, you can select them as your preferred service partner.

6. Contact Details

- Once you have selected your dealership, you will be prompted to enter your preferred method of communication.



Contact

E-mail

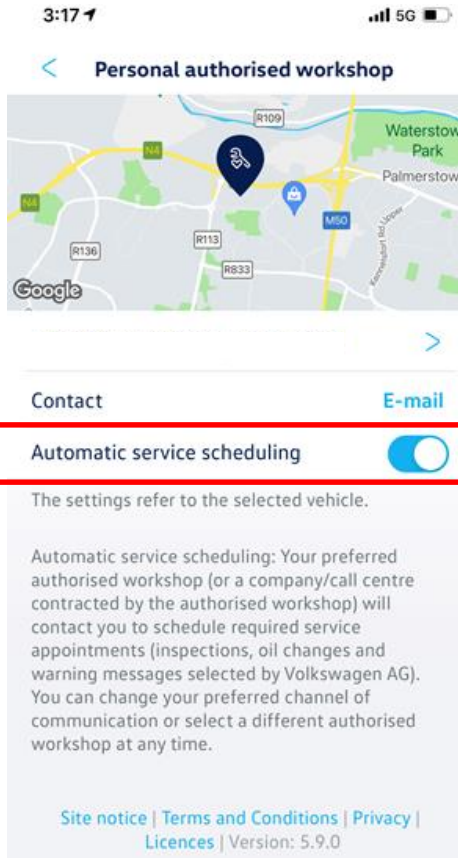
Automatic service scheduling

The settings refer to the selected vehicle.

Automatic service scheduling: Your preferred authorised workshop (or a company/call centre contracted by the authorised workshop) will contact you to schedule required service appointments (inspections, oil changes and warning messages selected by Volkswagen AG). You can change your preferred channel of communication or select a different authorised workshop at any time.

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We Connect – How do I select my preferred Service Partner?



7. Permission to send automatic Service Scheduling updates

- Finally in order for your selected Dealership to receive automated servicing reports from your vehicle, You must enable the “Automatic Service Scheduling” function (shown on the image to the left).
- If you do not have this function enabled, the application will not transmit your vehicles health reports/ service data to your selected dealership.

Basic functions and We Connect services

The basic functions are also available without activating We Connect.



Emergency Call Service

In case of a serious accident, eCall (Emergency Call) automatically requests from the nearest emergency services using the European emergency number 112.



Emergency Call Service

The Emergency Call Service helps you in an emergency situation. In the event of serious accidents, such as with triggering of the airbag, the Emergency Call Service automatically connects to the Volkswagen Emergency Call Centre and passes on important information to the emergency services. You can also call for help manually at the touch of a button.



Breakdown Call

In the event of a breakdown, we get to your location quickly. At the touch of a button you can activate the breakdown call in the vehicle and send your position and vehicle data to the Volkswagen call centre.



Vehicle Status

View all relevant vehicle information wherever you are. For example, the remaining range, current mileage (km) or notification that the battery needs to be charged.



Personalisation

Your Volkswagen recognises you – and once you have set up your Volkswagen ID and logged in for the first time in your vehicle, it activates your personal settings for numerous systems, including seat, light, air conditioning, infotainment, navigation and driver assistance, depending on your installed options. Maximum convenience when changing vehicles and for different users.



Vehicle Health Report

Before you drive, you can get information about the current status of the vehicle, for example. The service lists any existing warning messages and service events due, and displays the current status of the driver assistance systems.



Driving Data

The 'Driving Data' function provides you with information such as your average fuel consumption.

¹To use the We Connect services, you need a Volkswagen ID user account and to log into 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 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. You can find more information on 'We Connect' mobile online services on the reverse.

We Connect services



Doors & Lights

With “Doors & Lights” you can reassure yourself that your Volkswagen doors are closed and locked and that the parking lights are off.



Automatic Accident Notification

Your Volkswagen now makes sure that help is quickly on its way. When the collision sensors detect a slight accident, this service offers you support.



Mobile keys²

No more searching for keys – your smartphone acts as a mobile key and starts your Volkswagen in an instant. Send more digital keys to your friends and family and make it easy to use your vehicle.



Parking Position

The 'Parking Position' service shows you where your car is. And the quickest way to get to it, if needed.



Service Scheduling

As soon as it is time for scheduled maintenance, the data from your Volkswagen can be transmitted to your preferred authorised workshop if desired. You will then be contacted by your workshop, making it easy to schedule an appointment.

²Only available with the optional 'Discover Pro' navigation system and in conjunction with the We Connect app. Five free mobile keys are available to start with for the Passat and the Arteon and, once the function has been purchased, five mobile keys are also available for the Golf. Mobile keys can be redeemed within the first four years of conclusion of the We Connect contract. The transfer of a mobile key requires a key sender identity check through the Volkswagen Ident procedure. Following installation on a compatible smartphone, the mobile key has a one-year validity period tied to the device.

We Connect Plus services



Area Alert

With the 'Area Alert' service, you've always got an eye on your Volkswagen. You get automatic notifications when your vehicle is driven in or leaves certain areas at specified times.



Speed Alert

No need to worry. The 'Speed Alert' service allows you to easily activate selected speed limits that the driver of your vehicle should follow.



Horn & Turn Signals

The horn and hazard warning lights can be remotely controlled via the app with the 'Horn & Turn Signals' service.



Air Conditioning (electric hybrid vehicles)

The 'Air Conditioning' service enables you to personalise your temperature settings. In addition, the 'Windscreen heating' function improves visibility and lets you sleep in a little longer.



Online Auxiliary Heater/Remote Ventilation Control²

Pre-warm your car on cold days or air it on warm ones - it's nice and easy to do from home using the We Connect app. You can also set departure times in the app so your vehicle is always at the optimum temperature for you.



Lock & Unlock³

Control the central locking system of your vehicle - using your smartphone as a remote control, you can conveniently lock and unlock the doors and luggage compartment.



Online Anti-Theft Alarm²

Sit back and relax: your Volkswagen can look out for itself. If an attempt is made to break into the car, you receive a notification from the We Connect app on your smartphone or by email.



Departure Times (electric hybrid vehicles)

The "Departure Times" service lets you specify when to charge your Volkswagen's battery and also sets your preferred interior temperature for your departure time.

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²Optional special equipment

³The 'Lock & Unlock' service is a secure service and requires that your identity be verified via the Volkswagen Ident process. Your identity will be verified by a Volkswagen dealership or via video chat.

We Connect Plus services



Charging (electric hybrid vehicles)

With the 'Charging' service, you can check the battery's current state of charge and stop and start the battery-charging process.



Online Voice Control⁴

Depending on your vehicle, with the online upgrade for optional voice control you get even better intuitive and natural language recognition, fast access to the latest information and the option of controlling your navigation and media system easily and safely using voice input.



Media Streaming⁵

Selected streaming services are now also available to you directly and easily via the infotainment system of your Volkswagen. Simply log in using your existing access details and enjoy the best of entertainment while driving.



Wi-Fi hotspot⁵

The integrated Wi-Fi hotspot provides you and your passengers with a stable Internet connection and allows surfing on up to eight devices. The practical purchase of data packages via the infotainment system lets you control your data usage.



Internet Radio⁵

All the makings of a hit – you can now enjoy all the advantages of web radio directly in the infotainment system of your Volkswagen. The 'Internet Radio' service means that searching for and playing live stations and podcast episodes is as easy as can be.

⁴Online Voice Control is currently available for the following languages: German, English (GB and US), French, Spanish, Czech and Italian.

⁵For the use of the 'Streaming & Internet' services, individual In-Car Apps and the WiFi hotspot, data plans can be purchased from Cubic Telecom, our external mobile communications partner and used in the network coverage area within many European countries. You can find information on conditions, prices and supported countries at <https://www.cubiclecom.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.

We Connect Plus services

If your vehicle has a navigation system, you can also enjoy these useful services with We Connect Plus.



Online Traffic Information (+ hazard information)

Have changes and hazards along your route displayed almost in real time. Current traffic information from the Internet ensures that you are warned about traffic disruptions, danger areas or reduced visibility in good time – and traffic jams can be avoided intelligently thanks to alternative routes being suggested automatically.



Online Route Calculation

While you pay full attention to the traffic, your car takes care of the route: the service provides optimal and forward-looking route guidance based on the current and forecast traffic situation on an ongoing basis.



Filling Stations and Charging Stations

Get a quick overview of filling stations and charging stations along your route – including current information about prices and opening hours.



Online Map Update

Always up to date. Your Volkswagen's infotainment system updates the maps automatically and at regular intervals. When you enter new areas, new updates are detected in advance and installed in the background.



Parking Spaces

Find public parking spaces and car parks nearby easily and without stress. The infotainment system of your Volkswagen provides you with information about prices, capacities and opening hours – and navigates you quickly and efficiently to your desired destination.

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