



Activating We Connect Start in your ID.

Get mobile online services in your ID.

Here you can find out what you need to do to get We Connect Start mobile online services in your ID. 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 Start on the Volkswagen We Connect website connect.volkswagen-we.com under 'Q&A'.

As well as the conclusion of a separate agreement with Volkswagen AG, use of We Connect Start requires an Internet-ready vehicle suitable for We Connect Start. 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. The availability of the We Connect Start services and their conditions may differ according to the vehicle, model, equipment and country. More information on We Connect Start is available at connect.volkswagen-we.com and from your Volkswagen dealership.



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

1. Connect to We Connect.

You can simply connect to We Connect in your vehicle's infotainment system and follow the steps to activate We Connect Start.

1.1 Navigate to **Connect to We Connect** either **using the assistant: Use online → We Connect (globe symbol) → Connect to We Connect** or **manually via: Settings → Connect to We Connect**

1.2 Click Connect

1.3 Scan the code to download and install the We Connect ID. app.

2. Download the We Connect ID. app.

Download the free We Connect ID. app in the App Store or 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.

3. Create Volkswagen ID.

Gain access to the world of Volkswagen online services.

3.1 Open the We Connect ID. app. If you already have a Volkswagen ID, log in and continue with step 4 (Add vehicle).

3.2 If you don't have a Volkswagen ID yet: Select 'Register' and enter your email address and a password of your choice.



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

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

4. Add vehicle.

Add your vehicle to your Volkswagen ID account in the app using the vehicle identification number (VIN).

4.1 Navigate in the We Connect ID. app to the 'Add vehicle' menu option.

4.2 Now add your vehicle to the user account using the VIN scanner or by manually entering the VIN. You will find the VIN behind your vehicle windscreen or in the registration document.

5. Complete Volkswagen ID user account.

The We Connect ID. app will now guide you 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 ID. app.

5.1 Confirm your Volkswagen ID may access the personal data indicated. You may withdraw your consent at any time in your Volkswagen ID user account.

5.2 Agree to the We Connect Start Terms and Conditions and acknowledge the Privacy Policy for the mobile online services.

5.3 Now finish setting up your user account in just a few steps. Add the country you live in, your first name and last name, and a nickname.



6. Order a We Connect Start service package.

6.1 Once you've successfully added your vehicle and finished setting up your Volkswagen ID user account, you will be shown the service packages available for your vehicle.

6.2 When you click 'Order now for €0', agree to the We Connect Start Terms and Conditions and acknowledge the Privacy Policy for mobile online services, on receipt of the order confirmation, a separate contract with Volkswagen AG for the selected 'We Connect Start' service package enters into force.

7. Use the code to activate in the vehicle.

We want to ensure that only you are the authorised user as defined by the agreed We Connect Start Terms and Conditions and have digital access to your vehicle.

7.1 Please select the following in your vehicle's infotainment system using the assistant: Use online → We Connect (globe symbol) → Connect to We Connect or manually: Settings → Connect to We Connect

7.2 Please scan the code shown in your vehicle's infotainment system with your smartphone by tapping the 'Scan code' button in your We Connect ID. app.

7.3 Your vehicle is now online and you can enjoy the benefits of the We Connect Start mobile online services in your ID.

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Legal information

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

The use of We Connect Start 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 Internet Radio and Wi-Fi hotspot services. For the use of the Internet Radio and Wi-Fi hotspot services, 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 prices and supported countries at <https://vw.cubictelcom.com>. Alternatively, you can use 'Internet Radio' and 'Wi-Fi hotspot' 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 over 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 ID. app.

The availability of the individual services described in the packages may differ depending on equipment, vehicle and country. The services are available for the agreed contract period and may be subject to substantive changes 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.