

We



Volkswagen We Connect

The connectivity service for your Volkswagen



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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 activation⁵ –as 'We Upgrade' functions. This means services such as navigation, voice control or App-Connect⁶ can be subsequently activated in future by purchasing them in the In-Car Shop.

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



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.

²For 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.cubictelecom.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.

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.

⁴Only 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.

⁵To acquire We Upgrade products, you need a Volkswagen ID user account, a valid We Connect contract and your primary user credentials, i.e. the link between your user account and the specific vehicle. Your vehicle also needs to have the technical functions and hardware equipment required for the relevant product. The We Upgrade products available for the specific vehicle can be viewed by the primary user in the infotainment system In-Car Shop. For paid-for products, you can store a payment method in the We Connect web shop <https://shop.volkswagen-we.com> while in the In-Car Shop, you can pay by bank transfer. Purchased and activated We Upgrade functions remain with the vehicle, can be used by all drivers and cannot be transferred to other vehicles.

⁶App-Connect includes Apple CarPlay™, Android Auto™ and MirrorLink® technologies. To avoid distraction, only certified apps can be started during the journey. In this context, please also be aware that some apps are not offered for all three technologies and the availability of these technologies can vary from country to country. Information on the compatibility of smartphones can be found on volkswagen.de/mobiltelefon and in addition for Apple CarPlay™ at <https://www.apple.com/uk/ios/carplay/>, for Android Auto™ at https://www.android.com/intl/en_uk/auto/ and for MirrorLink® at <https://mirrorlink.com/>.

We Connect – Activation made simple

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.



Fuel consumption, l/100km: combined 1.6; electricity consumption, kWh/100 km: combined 15.1-14.7; CO₂ emissions, g/km: combined 37-36; efficiency class: A+

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).

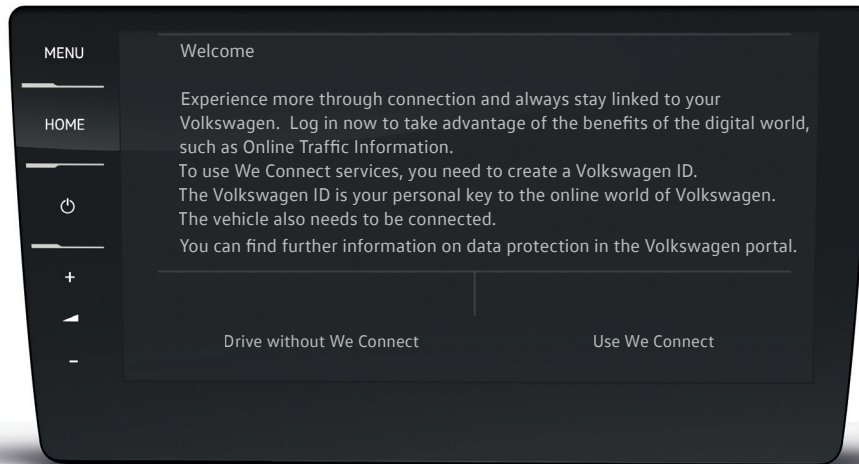
4. Activate We Connect.

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

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 – Activation made simple

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

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's 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.



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.



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.



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.



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.

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.cubitelecom.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 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.



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.



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.



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.

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 – In-Car Apps



Amazon Alexa^{2,3,4}

With the Amazon Alexa In-Car App, you can now use your driving time to play music and audiobooks, heat your home in advance or draw up shopping lists. Directly integrated into your Golf's infotainment system, you can use your existing Amazon Alexa account by the voice command as usual – while keeping both hands on the wheel.



We Score²

Follow live football with the 'We Score' In-Car App and keep up to date with the latest scores, news and league tables. With the 'Text-to-Speech' function in the new Golf, you can have news and live scores read out to you while you drive. The app includes the first, second and third divisions of the German Bundesliga and the first and second divisions in the UK, France, Italian and Spain. Simply set up to three of your favourite teams and don't miss a single match.

²This function depends on the system and is not supported by all vehicles.

³Amazon, Alexa and all associated logos and movement marks are protected trademarks of Amazon.com, Inc. or its subsidiaries. The Alexa function indicated requires smart home technology. To use Alexa, you need an Amazon user account. Volkswagen AG (Volkswagen) allows access to Amazon Alexa Voice Services using this In-Car App. Volkswagen is not responsible for providing the Alexa services. Amazon provides the Alexa services at its own responsibility. Use of Amazon's Alexa services is governed by Amazon's Terms of Use and Privacy Policy. Information on data processing for the purposes of passing on data to Amazon can be found in the We Connect Privacy Policy. To use the Alexa In-Car App in a Volkswagen, you also require a Volkswagen ID and a We Connect contract whose scope includes the voice control option. Data connection costs shall be borne by you. The Alexa In-Car App is exclusively available/usable in vehicles with the following country-specific equipment: United Kingdom, Ireland, Germany, Austria, Italy, Spain and France. Your Volkswagen dealership can tell you whether your vehicle meets this requirement. Currently only the above countries are supported by the Alexa In-Car App, as Amazon Alexa is only available for these countries.

⁴For the use of these In-Car Apps, additional data is required. Data plans can be purchased from Cubic Telecom, our 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 form your own data connection using a mobile device (smartphone tethering) with 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.

We Upgrade – Downloadable functions

Here is a first look (with no obligations) at which selected We Upgrade¹ functions can be added in principle. As a rule, a We Connect contract needs to be in place and your vehicle usually needs to have the technical functions and hardware equipment required for We Upgrade. To find out which of these specific functions is actually available for your Volkswagen, please visit your in-car shop in the infotainment system. Here, the primary user can view the specific We Upgrade functions which are available for your vehicle.



Light Assist

The "Light Assist" main beam control system uses a camera installed behind the windscreen to detect oncoming traffic or vehicles driving ahead (within system limits) and automatically switch between dipped and main beam.



Adaptive Cruise Control

ACC Adaptive Cruise Control helps you to maintain your pre-set maximum speed up to max. 210km/h, within the system's limits, as well as a comfortable distance from the vehicle in front.



Mood Lighting

The expansion of the basic background lighting increases the selection of background lighting colours. The interior can be lit according to mood, thanks to the individual choice of colour.



Voice Control

'Hello Volkswagen'. The enhanced voice control means that your Volkswagen understands freely formulated and colloquial questions and expressions - without having to learn voice commands. This enables you to control various infotainment and vehicle functions without having to take your eyes off the road.



App-Connect²

Display selected smartphone apps on the touchscreen of your infotainment system – for the three innovative technologies Apple CarPlay™, Android Auto™ and MirrorLink®. Now also available wireless for Apple CarPlay™ and Android Auto™, depending on equipment.



Navigation

Improved guidance required? Activate the navigation function for your 'Ready 2 Discover' infotainment system in future. Enjoy the benefits of integrated navigation and enhance your vehicle at the same time.



Example illustrating the In-Car Shop in the Golf.

¹To acquire We Upgrade products, you need a Volkswagen ID user account, a valid We Connect contract and your primary user credentials, i.e. the link between your user account and the specific vehicle. Your vehicle also needs to have the technical functions and hardware equipment required for the relevant product. The We Upgrade products available for the specific vehicle can be viewed by the primary user in the infotainment system In-Car Shop. For paid-for products, you can store a payment method in the We Connect web shop <https://shop.volkswagen-we.com> while in the In-Car Shop, you can pay by bank transfer. Purchased and activated We Upgrade functions remain with the vehicle, can be used by all drivers and cannot be transferred to other vehicles.

²App-Connect includes Apple CarPlay™, Android Auto™ and MirrorLink® technologies. To avoid distraction, only certified apps can be started during the journey. In this context, please also be aware that some apps are not offered for all three technologies and the availability of these technologies can vary from country to country. Information on the compatibility of smartphones can be found on [volkswagen.de/mobiltelefon](https://www.volkswagen.de/mobiltelefon) and in addition for Apple CarPlay™ at <https://www.apple.com/uk/ios/carplay/>, for Android Auto™ at https://www.android.com/intl/en_uk/auto/ and for MirrorLink® at <https://mirrorlink.com/>.

In-Car Shop

About the In-Car Shop¹

As a We Connect customer, handy 'We Upgrade'² functions and In-Car Apps are available for you to purchase and download straight from your infotainment system's In-Car Shop. It's even easy to extend the We Connect Plus license for your vehicle, so you can enjoy using the whole range of We Connect mobile online services for an additional one or two years.

We Upgrade functions

Depending on vehicle model, contract, infotainment system and equipment, various 'We Upgrade'² functions such as Mood Lighting are available to you. These can be purchased and installed directly in the vehicle via the In-Car Shop.

About In-Car Apps

Additional apps for the infotainment system can be installed via the shop. Just like you're used to doing with your smartphone. Apps like Amazon Alexa³ make your day-to-day easier on the move and can be used while driving.

1.

Open item overview

The item overview in the In-Car Shop shows We Connect Plus as well as data plans and In-Car Apps, which you can purchase immediately at the touch of a button.

2.

Buy item

You can buy the item in the detail view. By clicking 'Order & install', you accept the specific T&Cs for the application.

3.

Installation

You will receive an order confirmation by email. Following receipt of payment, installation will begin and you will receive confirmation of activation of your 'We Upgrade' function.

¹A valid We Connect contract and your primary user credentials are required for use of the In-Car Shop.

²To acquire We Upgrade products, you need a Volkswagen ID user account, a valid We Connect contract and your primary user credentials, i.e. the link between your user account and the specific vehicle. Your vehicle also needs to have the technical functions and hardware equipment required for the relevant product. The We Upgrade products available for the specific vehicle can be viewed by the primary user in the infotainment system In-Car Shop. For paid-for products, you can store a payment method in the We Connect web shop, while in the In-Car Shop, you can pay by bank transfer. Purchased and activated We Upgrade functions remain with the vehicle, can be used by all drivers and cannot be transferred to other vehicles.

eSIM and data plans

eSIM and data plans

Volkswagen models with We Connect have an eSIM (embedded SIM) – a SIM card built into the vehicle. This integrated SIM card enables an Internet connection to be automatically established for the use of nearly all services apart from Streaming & Internet³ services and individual In-Car Apps, with the costs covered by Volkswagen AG.

The benefits of the eSIM

Depending on the model, country and contract, there is the option to use selected 'Streaming & Internet'⁴ services in the vehicle (Internet Radio, Media Streaming and Wi-Fi Hotspot). Additional data is needed to use these services and individual In-Car Apps. You can purchase data plans for this eSIM that are valid in many European countries through our partner Cubic Telecom.

Buying data plans in the vehicle

In the item overview of the In-Car Shop in the vehicle, select 'Data plans (Cubic Telecom)'.



Creating a Cubic account

Register with our mobile communications partner Cubic Telecom and add your vehicle to your account. Depending on where you live, an identity check may be required for registration. Once setup is complete, you can purchase data plans either in your vehicle or via the Cubic web shop.



³Amazon, Alexa and all associated logos and movement marks are protected trademarks of Amazon.com, Inc. or its subsidiaries. The Alexa function indicated requires smart home technology. To use Alexa, you need an Amazon user account. Volkswagen AG (Volkswagen) allows access to Amazon Alexa Voice Services using this In-Car App. Volkswagen is not responsible for providing the Alexa services at its own responsibility. Use of Amazon's Alexa services is governed by Amazon's Terms of Use and Privacy Policy. Information on data processing for the purposes of passing on data to Amazon can be found in the We Connect Privacy Policy. To use the Alexa In-Car App in a Volkswagen, you also require a Volkswagen ID and a We Connect contract whose scope includes the voice control option. Data connection costs shall be borne by you. The Alexa In-Car App is exclusively available/usable in vehicles with the following country-specific equipment: United Kingdom, Ireland, Germany, Austria, Italy, Spain and France. Your Volkswagen dealership can tell you whether your vehicle meets this requirement. Currently only the above countries are supported by the Alexa In-Car App, as Amazon Alexa is only available for these countries.

⁴For 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.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.

We Connect – Volkswagen Ident procedure

About Volkswagen Ident

To use security-relevant services such as 'Lock & Unlock' or the mobile key¹, you must complete the Volkswagen Ident procedure. This involves having your identity checked by your Volkswagen authorised workshop or a customer advisor by means of a video chat.

At an authorised workshop

Authorised workshop



Visit your Volkswagen authorised partner once you have registered in advance with your name and date of birth.

Identification



Please have your email address and driver's licence to hand.

Verification



Your Volkswagen authorised workshop performs the verification.

Via the App

Download



Download the latest version of the We Connect app free of charge from the App Store or the Google Play Store. Following registration, verify yourself as the primary user.

Identification



Log into the app and select the identification in 'Vehicle properties'.

Verification



A customer advisor will guide you through the verification process with ease. Simply have your machine-readable identification document (driving licence, identity card or passport) at hand for this purpose.



¹Only 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.



Download the free Volkswagen We Connect app now:



The maximum sales programme is shown.
This may differ in certain countries.
Version dated March 2021. Subject to errors.

To use the We Connect services, you need a Volkswagen ID user account and must 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 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 a mobile data contract already in existence or 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 changes to content or may be 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.