Activate Volkswagen's online services in just a few steps

1. Download the Volkswagen app

Download the free Volkswagen app in the App Store or Google Play Store. This is available for Apple and Android smartphones. Here, you'll also find information on the version of your smartphone's operating system required for the app.

2. Set up Volkswagen ID

Get access to the world of Volkswagen online services.

2.1 Open the Volkswagen app. **If you already have a Volkswagen ID, log in with this and continue from step 3 (add vehicle).**

2.2 If you don't yet have a Volkswagen ID: Select "Register" and enter your email address and a password you selected.

2.3 In the next step, select your country, consent to the Terms of Use for the Volkswagen ID and acknowledge the Privacy Policy for the Volkswagen ID.

2.4 You will receive an email to confirm your email address. Click on the link in the email to create your Volkswagen ID.

2.5 Log into the Volkswagen app with your Volkswagen ID and confirm access to the data saved in your Volkswagen ID user account.

2.6 You can give the optional declaration of marketing consent. Consent may be revoked at any time in your Volkswagen ID user account. The creation of the Volkswagen ID setup is independent from giving your declaration of marketing consent.

2.7 Select your country of residence, consent to the Terms of Use for the Volkswagen app and acknowledge the Privacy Policy.

3. Add vehicle

In the app, use the vehicle identification number (VIN) to add your vehicle to your Volkswagen ID user account.

3.1 Navigate to the menu option “Add vehicle” in the Volkswagen app.

3.2 Now add your vehicle to the user account using the VIN scanner or manual VIN entry. You’ll find the VIN behind the windscreen of your vehicle or in the vehicle registration document.

4. Complete user account

The Volkswagen app will now guide you through all necessary steps to complete your own user account. In this process, additional details will be collected which are required to enable your online services and use them with the Volkswagen app.

4.1 Confirm access to the personal data stored in your Volkswagen ID user account. Consent may revoked at any time in your Volkswagen ID user account.

4.2 Select your country of residence. If applicable, choose your language and acknowledge the Privacy Policy for the online services.

4.3 You can now complete your user account in a few steps. Enter your first name and surname and a nickname.

4.4 Select a 4-digit security PIN (S-PIN) to keep your user account protected. You are required to enter your PIN to use security-related services.

5. Order a service package

5.1 You will now be shown the service packages available for your vehicle. If you are driving a used car, it is possible that no available service packages are displayed because they have expired. In this case, please follow all the steps below to complete the registration as the main user and then order the appropriate service packages for you in the Volkswagen Connect Shop.

5.2 As a result of clicking "Order for free" and consenting to the General Terms and Conditions for the selected packages and acknowledging the Privacy Policy for mobile online services, a separate contract with Volkswagen AG on the use of the selected service packages shall subsequently enter into force. Applies to new cars: Once the initial free contract period has expired, it can be renewed for a fee.

5.3 Depending on the vehicle, you can also consent to your usage data being used in anonymised form for the purposes of improving the services.

6. Primary user verification in the vehicle

We'd like to ensure that only you within the meaning of the agreed General Terms and Conditions are the authorised user and have digital access to your vehicle. To activate the services, you must therefore verify yourself as a primary user.

If a main user is already registered in the vehicle, they will be replaced by this step. As a driver of a used ID. model, you must first delete any previously registered main user or reset the vehicle to factory settings.

Depending on the vehicle model and infotainment system, primary user verification either takes place with **a code to scan (A), your two vehicle keys (B) or the input of an activation code (C). Follow the further instructions in the app.**

Please ensure that the globe symbol in the infotainment system is filled in and you are therefore not in offline mode or the maximum privacy settings.

A) Activation by scanning a code in the vehicle

6.1 In your vehicle's infotainment system,
please select „Users" → „Other" → „+" → „Log in".

6.2 Scan the code shown in your vehicle's infotainment system with your smartphone by tapping the „Scan Code" button in the Volkswagen app.

6.3 You have now completed registration and can take advantage of the benefits of the online services. **As a driver of a used car without an active service package, please refer to step 7.**

B) Activation with your two vehicle keys

6.1 Approach your vehicle with your two vehicle keys.

6.2 Log into your infotainment system under „Menu"→ „Users" with your Volkswagen ID and select within „Settings"→ „Become primary user".

6.3 Follow the steps show in the infotainment system. Press the unlock buttons on your two keys quickly one after the other. Do not hold them down. While doing this, please do not start the engine.

6.4 You have now completed registration and can take advantage of the benefits of the online services. **As a driver of a used car without an active service package, please refer to step 7.**

C) Activation via entering an activation code in the vehicle

6.1 Take note of the activation code displayed in the Volkswagen app and go to your vehicle.

6.2 Log into your infotainment system under „Menu"→ „Settings" →„We Connect" resp. „VW Connect".

6.3 Enter the activation code from the app and click „Continue".

6.4 You have now completed registration and can take advantage of the benefits of the online services. **As a driver of a used car without an active service package, please refer to step 7.**

7. For used cars: Order service packages in the shop

Log in to the Volkswagen Connect Shop at connect-shop.volkswagen.com with your Volkswagen ID. Order an available service package. Upon receiving the confirmation email, a purchase contract for the selected service packages is concluded, and you can use the online services.

Additional information for all online services

Please note that **the use of some security-related services** may require the performance of an Ident procedure. If these services are available, the app will direct you to the identification procedure after the primary user verification.
Your Volkswagen can also take care of its service appointments if desired. Store your preferred authorised workshop in the Volkswagen app and **enable Service Scheduling via the app or in myVolkswagen.**

Legal information

When buying a new vehicle, there is an option to use mobile online services from Volkswagen for an initial free contract period. The VW Safe & Secure service package is excluded from this. There is currently no initial free contract period for this package. To use this package, you need to set up a valid Volkswagen ID user account and log in with a username and password. Once you have successfully set up the Volkswagen ID user account and linked it to your vehicle, you must conclude a separate contract for mobile online services with Volkswagen AG. You can do this online at www.myvolkswagen.net, via the Volkswagen app (available from the App Store and Google Play Store) or directly from your vehicle's infotainment system.

The use of mobile online services is enabled via an integrated internet connection. Volkswagen AG will be liable for the associated data costs incurred within Europe under the network coverage. The VW Comfort & Entertainment service package is excluded from this. A data plan of 20 GB per month is provided for this package by Volkswagen AG via the external mobile communications partner Vodafone and can be used in the network coverage area within many European countries. Additional data, which may be used for the Wi-Fi hotspot or apps from third-party providers, for instance, may also be purchased via Vodafone or Cubic. You can find more information on conditions, prices and countries supported on the external mobile service provider's website.

Some features can be used via the Volkswagen app. A smartphone with a suitable iOS or Android operating system and SIM card with a data option with an existing mobile data contract or one to be agreed separately between you and your mobile service provider is required to use the free app. Please note that additional fees (e.g. roaming charges) may apply when using mobile data connections – especially abroad. Volkswagen AG accepts no liability for this.

The availability of the mobile online services included in the packages may differ depending on country, model, software and equipment. The services are available for the agreed contract period and may be subject to substantive changes or terminated during the contract period.

More information is available at connect.volkswagen.com and your Volkswagen dealership. Details of mobile data charges can be obtained directly from the relevant mobile service provider.