Car-Net registration in the vehicle
How to set up the online services in your Volkswagen.
Dear driver,

Here you find out how and under what requirements a Wi-Fi Internet connection to your infotainment system can be set up in order to be able to use Volkswagen Car-Net. However, this brochure does not describe all functions and therefore cannot replace the manual for the vehicle, which contains many important disclosures and warning notices.

Frequently asked questions about Volkswagen Car-Net can be found on the Volkswagen Car-Net web page under the menu item „Help/FAQ“.

Brief information about Volkswagen Car-Net

With the optionally available Volkswagen Car-Net, you arrive at your destination more relaxed - and with greater reliability. The system is permanently updated via the Internet and therefore uses the most current data. Searching for a parking space and circumnavigating traffic jams is now becoming even easier.

Requirements for using Volkswagen Car-Net, in addition to concluding a separate contract, are a mobile data connection and your vehicle being equipped with a navigation system compatible with Volkswagen Car-Net.¹

The availability of Volkswagen Car-Net and its terms may vary depending on the vehicle and country. Further information about Volkswagen Car-Net is available at http://www.volkswagen.de/Car-Net and from your Volkswagen service partner.

¹ Car-Net activation in the app
Install Volkswagen Car-Net in three easy steps:

1. Connect to the Internet.
   In order to register, you need a data connection to the internet. You find a detailed explanation here: www.volkswagen.de/OnlineDiensteAktivieren

2. Create your personal account.
   The online configuration wizard will guide you easily through all the necessary steps to create your personal Volkswagen Car-Net account.

3. Conclude the registration.
   After the confirmation of your e-mail address, you activate your account and all connected services by logging into your account. On completion of registration and receipt of the order confirmation, a separate contract will be concluded with Volkswagen AG for the use of mobile online services.
Connect to the Internet.

In order to register, you need a data connection to the internet. You have different options to connect to the Internet:

Options:

1. Creation of a hotspot via your smartphone

2. Using a Car Stick with a separate SIM card (only with the “Discover Media” navigation system)

3. Inserting a SIM-card in the relevant slot or using a mobile phone with remote SIM Access Profile (rSAP) (only with the “Discover Pro” navigation system and “Business” mobile phone interface)

Following successful connection to the Internet, a Wi-fi symbol will appear in the upper part of your infotainment system.
Create your personal account.

1. Navigate in your infotainment system to the menu item Car-Net. The online configuration wizard will be opened at the first registration.

2. It will guide you through the registration process in a few steps.

3. Following successful registration, you will receive a confirmation e-mail in order to activate your user account. Click on the link in the e-mail.

The online configuration wizard will guide you easily through all the necessary steps to create your personal Volkswagen Car-Net account.
Conclude the registration.

1. Log into the online configuration wizard with your e-mail address and your chosen password.

2. In the next step, you confirm the terms and conditions of Car-Net. On completion of registration and receipt of the order confirmation, a separate contract will be concluded with Volkswagen AG for the use of mobile online services.

3. You have concluded the registration and are now able to use the advantages of mobile online services.

After confirmation of your e-mail address, you activate your account and all connected services by logging into your account.
Car-Net registration in car
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www.Volkswagen.de/Car-Net

1 When your vehicle is equipped with one of the “Discover Media” or “Discover Pro” navigation systems from Volkswagen, then it is “Car-Net-ready”, i.e. it is set up to allow use of the mobile online services available from Volkswagen Car-Net. The first order placed for mobile online services for a Car-Net-ready new vehicle is free-of-charge for you. In order to make full use of the initial free-of-charge validity period for the services, you have 90 days following vehicle handover to register yourself and the vehicle at www.volkswagen-car-net.com.

To ensure you can use Car-Net in your vehicle, you will require a mobile data connection between the vehicle and the Volkswagen AG data server. The conditions agreed with your telecommunications provider apply exclusively for data connections. This may incur additional costs. In particular, this applies in relation to connection and roaming fees incurred. Due to the data volume arising within the use of Car-Net services, agreeing to a data flat rate with your mobile phone provider is recommended. This also applies to the use of Car-Net via the app on your smartphone.