How to activate e-Remote services

Get online services in your Volkswagen

Dear driver, here are the steps you need to take to use online services in your e-up! (Electricity consumption in kWh/100 km: combined 14.8-14.4; CO2 emissions in g/km: combined 0. Consumption and emissions data is only available for the vehicles according to the WLTP, and not according to the NEDC. Information on consumption and CO_2 emissions with ranges depending on the selected equipment of the vehicles.). You can find frequently asked questions about e-Remote at connect.volkswagen.com.

In order to use e-Remote, you will require a separate agreement with Volkswagen AG and a vehicle that has been configured for e-Remote. Please note that only authorised users (owners, holders, lessees, company car drivers, etc.) may activate online services and sign in as the primary user.
The availability of services and their terms and conditions may vary depending on vehicle, model, equipment and country. You can find more information at connect.volkswagen.com and your Volkswagen dealership.

How to activate e-Remote in a few short steps

Activating your eSIM

The eSIM card supplied with your new e-up! is deactivated. In this condition, it is not possible to use mobile online services (e-Remote). Please follow the steps below (1 to 6) in order to be able to use these online services in your vehicle.

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 will also find details of 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, sign in using this ID and proceed to step 3 ('Add vehicle').

2.2 If you do not yet have a Volkswagen ID: select 'Register', enter your email address and choose your password.

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

2.4 A confirmation email will be sent to your email address. Click on the link contained in this email to create your Volkswagen ID.

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

2.6 You can also submit the optional declaration of marketing consent. You can withdraw this consent at any time via your Volkswagen ID user account. Submitting this declaration of marketing consent is not essential for setting up your Volkswagen ID.

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 In the Volkswagen app, select the menu option 'Add vehicle'.

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

3.3 The eSIM in your vehicle will now be activated. To enable activation, please confirm the declaration of consent for the processing and storage of your data. Please note that the eSIM will initially only be activated for a limited period. If the following steps are not completed within 24 hours of activation, the eSIM will once again be deactivated and the process will need to be restarted.

4. Complete user account

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

4.1 Confirm the access of e-Remote to the personal data stored in your Volkswagen ID user account. You can withdraw this consent at any time via your Volkswagen ID user account.

4.2 Select your country of residence. Consent to the General Terms and Conditions for the mobile online services and acknowledge the Privacy Policy for the online services.

4.3 You can now complete the set-up of your user account in just a few steps. Enter your first name and surname, as well as a username.

4.4 Select a four-digit security pin (S-PIN) in order to keep your account safe. You will need to enter your PIN in order to use security-related services.

5. Order a service package

5.1 The service packages available for your vehicle will now be displayed.

5.2 By clicking on 'Order free of charge' and agreeing to the General Terms and Conditions for the selected packages and acknowledging the Privacy Policy for the mobile online services, you are concluding a separate agreement in due course with Volkswagen AG concerning the use of the selected service packages.

6. Primary user verification via entry of the mileage

We wish to ensure that you are the only authorised user within the meaning of the agreed General Terms and Conditions of the mobile online services and that only you have digital access to your vehicle. In order to activate the services, you must therefore verify yourself as the primary user.

By entering the mileage of your vehicle, you are verifying yourself as the primary user of your vehicle and activating your vehicle's e-Remote services.

Follow the further instructions in the app.

6.1 Start your vehicle and drive for at least 3 km.

6.2 Park in an area with good network coverage and switch off the engine in order to save the vehicle's current mileage.

6.3 Enter the total mileage in the app.

6.4 You have now completed registration and can enjoy the benefits of online services.

Legal information

To use the Car-Net services, you require a Volkswagen ID user account and will need to log in with your username and password. A separate agreement must be concluded online with Volkswagen AG. In order to use the services for the full term, you have 90 days following vehicle handover to register the vehicle at www.myvolkswagen.net or via the Volkswagen app (available in the App Store and Google Play). If registration takes place at a later date, the free period shall be shorter.

To use the free Volkswagen app, a smartphone with a suitable iOS or Android operating system and a SIM card with a data option with an existing mobile phone contract or one to be concluded separately between you and your mobile network operator are required. The availability of Car-Net services may vary in different countries. These services are available for the agreed contract period and may be subject to substantive changes during the contract period. You can find more information on Car-Net at connect.volkswagen.com and your Volkswagen dealership; for information on mobile data charges, please contact your mobile data provider.