



Commercial  
Vehicles

**Service description**  
for your Amarok  
from model year 2023  
and for your new Transporter/Caravelle  
from model year 2025  
Edition 06.2025

Service description  
for your Amarok from model year 2023 and for your  
new Transporter/Caravelle from model year 2025  
V1,R1,en\_GB  
Version dated: 30.06.2025  
English: 2025.06



Volkswagen AG works continuously to develop and further improve all vehicle types and models. Please understand that we must therefore reserve the right to alter any part of the vehicle and its equipment or technical specifications at any time. The data provided concerning scope of delivery, appearance, performance, dimensions, weights, standards and vehicle functions are all correct at the time of going to print. Some of the equipment and functions described might not yet be available or may be available only in certain countries. Information about this is available from your local Volkswagen dealership.

The vehicle shown may have certain items of optional equipment which are only available at extra

cost, or which are only available in certain markets. Your Volkswagen dealership will be able to inform you about variations in different countries. Subject to alteration and amendment. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

No part of this manual may be reprinted, reproduced or translated without the written permission of Volkswagen AG.

All rights under the laws of copyright are expressly reserved by Volkswagen AG. Subject to alteration and amendment.

© 2025 Volkswagen AG



# Contents

## Mobile online services

- Introduction 4
- Scope 4
- Data protection 5
- Traffic Hazard Alert 5
- Vehicle Status 6
- Vehicle Health Report 6
- Online Map Update 6
- Online Route Calculation 6
- Online POI Search 6
- Online Voice Control 7

– Online Traffic Information	7
– Over-the-Air Update	7
– Parking Spaces	8
– Parking Position	8
– Service Scheduling	9
– Filling Stations	9
– Lock & Unlock	9
– Weather	10
<hr/>	
<b>Index</b>	<b>11</b>

# Description of symbols



Indicates the end of a section.

TM

This symbol means “Trademark” and denotes a recognised but as yet not officially registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.



The symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

## DANGER

Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.

## WARNING

Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.

## CAUTION

Texts with this symbol indicate dangerous situations which could lead to slight or medium injuries if you do not observe the warning.

## NOTICE

Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.



Texts with this symbol contain additional information.




# Mobile online services

## Introduction

The mobile online services offer a host of digital functions, services and connectivity options with your vehicle via the Volkswagen app and myVolkswagen.

This document provides you with an overview of the prerequisites required to use the mobile online services. Furthermore, this document provides information on possible impairments to the mobile online services and on troubleshooting.

 Additional information on some mobile online services can be found in the owner's manual for your vehicle.

### General prerequisites



In order to be able to use the full scope of the mobile online services, the following prerequisites must be met:

## Scope

### Validity

Until publication of a new edition, this service description applies for the Amarok from model year 2023 and Transporter/Caravelle from model year 2025 of the Volkswagen Commercial Vehicles brand. This service description can also contain descriptions of mobile online services and functions that may be

- ✓ A user profile (Volkswagen ID) has been created.
- ✓ Valid contract for mobile online services.
- ✓ Volkswagen app.
- ✓ The vehicle has a primary user.
- ✓ When the engine is started, the primary user must be logged in to the Infotainment system and consent must be given for use of the mobile online services.
- ✓ The availability of the mobile online services depends on the privacy settings in your vehicle. The full scope of the mobile online services can be used only if the transmission of location and vehicle data is enabled in the Connectivity menu of the Infotainment system and if Online Voice Control, Online Navigation and Traffic Hazard Alert are activated. Information on the availability of an individual mobile online service can be found in the Volkswagen app. You can also make the settings here.

 Further information on the mobile online services and user management can be found in the owner's manual of your vehicle under "Mobile online services". 

introduced at a later time or that may be country-dependent. Individual mobile online services may function in some countries although this is not intended. In these cases, there is no claim relating to the provision of the mobile online services towards Volkswagen AG.

### VW Connect or VW Connect Basic contract

Vehicle Status

Vehicle Health Report

Parking Position

Over-the-Air Update

Service Scheduling

Lock & Unlock

Online Voice Control

### VW Connect Plus or VW Connect Navigation contract

Online Traffic Information

Online POI Search

Online Map Update

Online Route Calculation

Traffic Hazard Alert\*

Parking Spaces\*\*

Filling Stations\*\*

Weather

\* Available for the Amarok from model year 2024. Available only in selected countries.

\*\* Only available for the Amarok up to and including model year 2025.

### Third-party content

Some mobile online services may contain links to websites that are operated by third parties. Volkswagen AG does not own the sites of third parties accessed via links and is not responsible for their content. Some mobile online services contain external information that originates from third parties, e.g. map views. Volkswagen AG is not responsible for external information being correct, up-to-date

## Data protection

Volkswagen collects, processes, transmits and uses personal data belonging to the user in compliance with legal regulations for the purpose of smooth functioning and provision of the mobile online services, e.g. information on where the vehicle was parked.

This information is displayed in the myVolkswagen customer area and in the Volkswagen app.

All vehicle occupants must agree to use of the activated mobile online service and the associated data processing. If this is not the case, the mobile online service must be deactivated if possible, or the vehicle occupants must be excluded from using the mobile online services. The driver is responsible for obtaining the consent of all vehicle occupants.

Execution of mobile online services using the Volkswagen app can consume data and incur costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the mobile online services.

## Traffic Hazard Alert

Based on continuous communication between your vehicle and the environment, Traffic Hazard Alert can warn you of events in the vicinity. This includes, for example, breakdown locations, people or animals on the road, as well as emergency braking situations of vehicles in front. The mobile online service is available in the Amarok only from model year 2024. The availability of the mobile online service is country-dependent.

and complete, or for any infringement of third-party rights.

### Information status

All data in this service description correspond to the information available at the time of its going to print. Due to the continuous development of the myVolkswagen customer area, the app and the mobile online services, there may be differences from the information in this service description. No claims can be derived on the basis of the information in this service description. This service description will be updated from time to time. Please always use the latest version.

### Additional prerequisites

- ✓ Infotainment system with navigation.
- ✓ Digital cockpit.
- ✓ Traffic Hazard Alert must be activated in the connectivity settings in the Infotainment system.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works

With Traffic Hazard Alert, vehicles receive information from other road users or their own surroundings within a few seconds, e.g. about roadworks or lane closure trailers on the motorway.

In a dangerous situation, the vehicle sends a signal so that the message is shared with other vehicles that are using the same technology.

Depending on the magnitude and urgency of the danger, the technology warns the driver about breakdowns, the end of a traffic queue, accident sites, roadworks and objects, people or animals on the road, as well as about emergency braking situations: if a driver applies the brakes sharply or an automatic braking system intervenes, this can have an impact on following road users. Traffic Hazard Alert informs of sudden braking manoeuvres by other road users so that the vehicle's own speed can be reduced in good time.


## Vehicle Status


This mobile online service allows you to keep an eye on vehicle information, e.g. the status of doors and windows, via the Volkswagen app.

### Viewing vehicle information

1. Select vehicle in the Volkswagen app.


Vehicle information, e.g. the status of doors and windows, can be viewed.

 Due to connection errors or connection interruptions, there may be deviations between the displayed app content and the vehicle status. If in doubt, please check directly in the vehicle.

 The display of the opening status for the electric cab windows is not supported for all variants of the new Transporter/Caravelle, but only for vehicles that have electric windows with chrome trim.

## Vehicle Health Report

This mobile online service allows you to view vehicle warning messages and schedule main-tenance appointments via myVolkswagen and the Volkswagen app. Information about the mileage is displayed.

 In myVolkswagen, only the most recent health report can be seen; there is no archive.

### Displaying the Vehicle Health Report via myVolkswagen

1. Log in via myVolkswagen.
2. Select vehicle.
3. Tap **Show report**.

Detailed information is displayed.

### Displaying the Vehicle Health Report via the Volkswagen app

1. Select vehicle in the Volkswagen app.
2. Touch **Vehicle health report**.

Detailed information is displayed.

## Online Map Update

This mobile online service regularly updates map data in the Infotainment system.

### Additional prerequisite

- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works

Map material is installed on a quarterly basis for regions in Europe.

The map update is initiated automatically as soon as the vehicle approaches a new region or a new route guidance is started in an area that has not yet been updated.

## Online Route Calculation

Online Route Calculation takes into account the current traffic situation and calculates the selected route using current traffic data.

### Additional prerequisite

- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

## Online POI Search

This mobile online service allows you to search online for POIs (points of interest), e.g. restaurants, and receive up-to-date information.

### Additional prerequisite

- ✓ Infotainment system with navigation.


### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works

You can search for points of interest in the Infotainment system under **Navigation**:

- Enter a town or search term.
- Search via symbols, e.g. for a railway station, charging station or airport.
- Search using voice control.

 If the online connection is interrupted, the search is automatically continued in the available navigation data.

## Online Voice Control

With this mobile online service, you can use voice commands to control Infotainment and vehicle functions in natural language and call up information.


### Additional prerequisites


- ✓ In the Amarok: at least Infotainment system with 12" colour touch display.
- ✓ Voice control is available.
- ✓ A language available for Online Voice Control is set. The language depends on the selected language of your Infotainment system.


### Who can use the mobile online service?


In addition to the primary user, the mobile online service can also be used by anonymous guests.

### Starting the voice control function

The activation command "Hello Volkswagen" must be activated in the Infotainment system. Without activation, Online Voice Control can only be used via the  button on the multifunction steering wheel.

1. Say "Hello Volkswagen" or press the  button on the multifunction steering wheel.  
The Infotainment system analyses the spoken words offline to recognise the activation command.
2. Say voice commands immediately after the activation command.

 Online voice control is currently available in the following languages: DE, EN, FR, ES, CZ, IT, NL, PL, PT, SE, DA, NO, RS, TR, FI.

 The language in which you can interact with voice control depends on the language selected in your Infotainment system.

## Online Traffic Information


This mobile online service provides you with traffic information almost in real time. As a result, the service provides warnings of traffic disruptions in good time and allows traffic jams to be avoided.

### Additional prerequisites

- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

 Further information on the service can be found in the owner's manual of your vehicle under "Navigation".

## Over-the-Air Update

Over-the-Air Updates allow you to always keep your vehicle's software up to date, e.g. in order to optimise the vehicle functions and provide protection against malware.

### WARNING

It is possible in very rare cases that a control unit will not function properly after an Over-the-Air Update. Malfunctions of a control unit and the vehicle can lead to serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual when driving.
- Consult a suitably qualified workshop.

### WARNING

If the instrument cluster does not function after an Over-the-Air Update, no instruments, warning

lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

## WARNING

Some control units will be deactivated and will not function while software installation is taking place. Observe the information messages that are displayed in the vehicle in this case. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Perform the software installation in such a way that other road users are not obstructed.
- Never use your vehicle during an update if you are explicitly informed in the vehicle that use is prohibited during installation.


## NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG, e.g. for emergency services vehicles or taxis, there is a risk that the special functions, e.g. taximeter, will no longer function correctly after an Over-the-Air Update.

- Consult your authorised Volkswagen repairer before you carry out an Over-the-Air Update.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

 If the vehicle is part of a fleet, the fleet manager alone decides whether an update will be downloaded.

Since the Over-the-Air Updates build on each other, it is recommended that you perform all updates in order to always benefit from the latest functions and enhancements.

The Over-the-Air Update cannot be interrupted manually.



### How the system works

Over-the-Air Updates can access and update control units.

Not all functions that are newly available from the factory can also be provided as an Over-the-Air Update.

Depending on equipment and in some countries, "Release Notes" may be displayed once on the Infotainment system before or after an Over-the-Air Update.

date. These notes describe changes to the vehicle condition.

 Updates may affect the functions of third-party services via the on-board diagnostic connection. 

## Parking Spaces

This mobile online service allows you to find car parks and multi-storey car parks in the vicinity of the vehicle's current location and view additional information such as opening hours and charges. This mobile online service is only available for the Amarok up to and including model year 2025.

### Additional prerequisites



- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works


If information about opening hours and charges is available from multi-storey car parks, this information is displayed in the mobile online service.

 Information at the actual location may differ in some cases. Check the data provided in the mobile online service again directly at the car park or multi-storey car park. 

## Parking Position

This mobile online service shows you the last transmitted location of your vehicle in the Volkswagen app and, if necessary, navigates you directly there.

### Finding the parking position

1. Tap the  function button in the Volkswagen app and select the vehicle location with the vehicle icon.

The navigation map with your vehicle's current location is displayed.

The address of the vehicle location and the distance from your own location are displayed.



The vehicle location can be shared with other people via the Volkswagen app.



Data is not transmitted until the vehicle has been parked.

## Service Scheduling

This mobile online service enables an automatic request to be submitted to your authorised Volkswagen repairer in relation to active service-relevant warning lamps. You can also search for authorised Volkswagen repairers and select a preferred authorised Volkswagen repairer.

### Additional prerequisite

- ✓ To use Service Scheduling, a preferred authorised Volkswagen repairer and the preferred communication channel must have been selected and automatic Service Scheduling must be activated.

### Selecting an authorised Volkswagen repairer

Service Scheduling can be activated both via myVolkswagen and via the Volkswagen app.

Search via Volkswagen app:

1. Select the vehicle and tap **Authorised Volkswagen repairer**.  
A search field appears.  
The map or list display shows all authorised Volkswagen repairers within a defined radius.
2. Select your preferred authorised Volkswagen repairer.  
All information about the authorised Volkswagen repairer, e.g. address or opening hours, is displayed. Direct contact can be established.



The next service interval cannot be displayed in the Amarok and in the new Transporter. Only active warnings are forwarded to the authorised Volkswagen repairer, but no recurring service or inspection requirements.



The mobile online service is automatically activated when the authorised Volkswagen repairer is selected.

## Filling Stations

This mobile online service allows you to view an overview of filling stations in the immediate vicinity or along the current route, as well as current fuel prices. This mobile online service is only available for the Amarok up to and including model year 2025.

### Additional prerequisites

- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works

1. Tap **Navigation** in the Infotainment system.
2. Search for filling station.

Filling stations in the vicinity and along the route are displayed.

Providers, opening hours and current fuel prices are displayed for nearby filling stations.


## Lock & Unlock

This mobile online service allows you to remotely control and check the vehicle's central locking system via the Volkswagen app. This allows for convenient locking and unlocking of the doors and load compartment. On the Amarok, the charging socket flap cannot be locked or unlocked via the Volkswagen app.

### Additional prerequisite


- ✓ Volkswagen Ident procedure required.

### Unlocking the vehicle

1. Select vehicle in the Volkswagen app.
2. To unlock the vehicle, tap the  function button on the overview page.
3. To confirm, enter the S-PIN or set a biometric release method.

The view changes to the overview page.

The push notification **Vehicle unlocked** appears at the bottom of the screen.

The  function button indicates that the vehicle is unlocked.



Follow the same steps to lock the vehicle.



## Weather

This mobile online service allows you to display the current weather data for your own location, your destination and for entered points of interest in the Infotainment system.

### Additional prerequisites

- ✓ Infotainment system with navigation.

### Who can use the mobile online service?

In addition to the primary user, the mobile online service can also be used by anonymous guests.

### How the system works

Weather information in the EU is provided under **Navigation**. The weather at the current location can be called up via the navigation tools. The information can be displayed for the next hours or days or in map form. When searching for points of interest, the weather at the selected location is displayed. In the event of severe storms, you will receive a notification in the Infotainment system.



# Index

## C

**Current status of the service description** 4

## D

**Data consumption of the Volkswagen app** 5

## F

**Filling Stations** 9

## H

**Hazard Alert** 5

## L

**Lock & Unlock** 9  
    Biometric release method 9  
    S-PIN 9  
    Unlocking the vehicle 9

## O

**Online Map Update** 6  
**Online POI Search** 6  
    Search via symbol 6  
    Search via voice 6  
**Online Route Calculation** 6  
**Online Traffic Information** 7  
**Online Voice Control** 7  
    Starting 7  
**Over-the-Air Update** 7  
**Over-the-Air Update** 7  
    Optimisation of functionality 7  
    Protection against malware 7  
    Special conversions 7

## P

**Parking Position** 8  
    Navigation to the vehicle location 8  
    Share my position 8  
**Parking Spaces** 8  
    Opening times of multi-storey car parks 8  
**Personal data** 5

## S

**Service Scheduling** 9  
    Automatic appointment scheduling 9  
    Selecting an authorised Volkswagen repairer 9

## T

**Traffic Hazard Alert** 5  
**Transmission speed of the data volume** 5

## V

**Validity of the service description** 4

**Vehicle data** 5  
**Vehicle Health Report** 6  
    Viewing warnings 6  
**Vehicle Status** 6  
    Doors, windows 6

## W

**Weather** 10