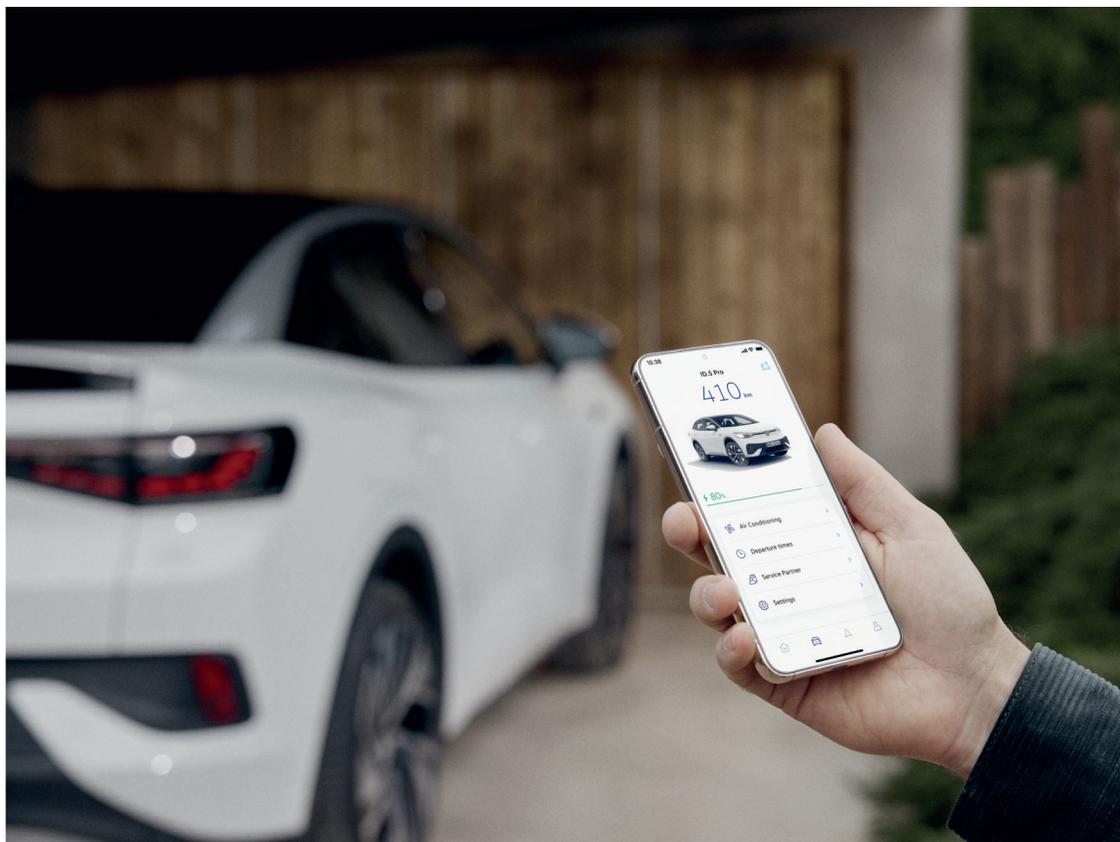




Service description for your ID. vehicle From ID. software 3.0 Edition 06.2025

Service description
for your ID. vehicle From ID. software 3.0
V1, R1, en_GB
Print status: 30.05.2025
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 is all correct at the time of going to print. Some of the mobile online services described might not yet be available or may be available only in certain markets. Information about this is available from your local authorised Volkswagen repairer.

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 authorised Volkswagen repairer 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

Table of Contents

Mobile online services

– Introduction	4	– Online Voice Control	10
– Scope	4	– Online Traffic Information	11
– Data protection	5	– Online Destination and Route Import	11
– Departure Times	5	– Over-the-Air Update	11
– Battery Care Mode	6	– Breakdown Call (incl. data)	12
– Remote Vehicle Diagnosis	6	– Parking Spaces	13
– Vehicle Status	7	– Parking Position	13
– Vehicle Health Report	7	– Personalisation Online	13
– Air Conditioning	7	– Plug & Charge	14
– Charging Guidance	7	– Infotainment system quick start	14
– Charging	8	– Service Scheduling	15
– Live Recommendations	8	– Charging Stations	15
– Online Map Update	9	– Outside temperature notifications	15
– Online Route Calculation	9	– Lock & Unlock	16
– Online POI Search	9	– Internet Radio (incl. data volume)	16
– IDA Online Voice Assistant incl. ChatGPT	9		
		<hr/>	
		Index	17

Description of symbols



Indicates the end of a section.

TM

The symbol means "Trademark" and identifies an recognised but not (yet) officially registered mark. 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 via 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.

Scope

Validity

This service description applies to all ID. models of Volkswagen Aktiengesellschaft until a new edition is published. This service description contains a description of all mobile online services, irrespective of which vehicle the mobile online services are offered in or to which portfolio they are assigned. This service description can also contain descriptions of mobile online services and functions that may be introduced at a later time or that may be country-dependent. Individual mobile online services may

General prerequisites

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

- ✓ A user profile (Volkswagen ID) has been created.
- ✓ Valid contract for mobile online services.
- ✓ Volkswagen app.
- ✓ The vehicle has a primary user.
- ✓ The availability of the mobile online services depends on the privacy settings in your vehicle. Information on the availability of the individual mobile online service can be found in the Volkswagen app. You can also adjust the settings there.

 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. ▶

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.

We Connect contract or VW Connect contract

You can find the software version of your vehicle in the "ID software" tile in the infotainment system. The We Connect contract applies up to ID.S4.0 and the VW Connect contract from ID.S4.0.

Vehicle-specific mobile online services	Software version									
	ID.S 3.0	ID.S 3.1	ID.S 3.2	ID.S 3.5	ID.S 4.0	ID.S 4.2	ID.S 5.0	ID.S 5.2	ID.S 5.4	
Departure Times	x	x	x	x	x	x	x	x	x	
Air conditioning	x	x	x	x	x	x	x	x	x	
Charging	x	x	x	x	x	x	x	x	x	
Personalisation Online	x	x	x	x		x	x	x	x	
Vehicle Status	x	x	x	x	x	x	x	x	x	
Lock & Unlock							x	x	x	
Vehicle Health Report		x	x	x	x	x	x	x	x	
Breakdown Call (incl. data)	x	x	x	x	x	x	x	x	x	
Outside temperature notifications		x	x	x	x	x	x	x	x	
Parking Position	x	x	x	x	x	x	x	x	x	
Service Scheduling		x	x	x	x	x	x	x	x	
Over-the-Air Update		x	x	x	x	x	x	x	x	
Plug & Charge		x	x	x	x	x	x	x	x	
Charging Guidance					x	x	x	x	x	
Battery Care Mode		x	x	x	x	x	x	x	x	
Remote vehicle diagnosis									x	

Vehicle-specific mobile online services	Software version								
	ID.S 3.0	ID.S 3.1	ID.S 3.2	ID.S 3.5	ID.S 4.0	ID.S 4.2	ID.S 5.0	ID.S 5.2	ID.S 5.4
Live Recommendations	x	x	x	x	x		x	x	x

We Connect Plus contract or VW Connect Plus contract

Mobile online services	Software version								
	ID.S 3.0	ID.S 3.1	ID.S 3.2	ID.S 3.5	ID.S 4.0	ID.S 4.2	ID.S 5.0	ID.S 5.2	ID.S 5.4
IDA Online Voice Assistant incl. ChatGPT						x	x	x	x
Online Voice Control	x	x	x	x					
Internet Radio (incl. data volume)	x	x	x	x	x	x	x	x	x
Infotainment system quick start					x	x	x	x	x
Online Traffic Information	x	x	x	x	x	x	x	x	x
Online Route Calculation	x	x	x	x	x	x	x	x	x
Online Map Update	x	x	x	x	x	x	x	x	x
Online Destination and Route Import		x	x	x	x	x	x	x	x
Online POI Search	x	x	x	x	x	x	x	x	x
Charging stations	x	x	x	x	x	x	x	x	x
Parking Spaces	x	x	x	x	x	x	x	x	x

Third-party content

Some mobile online services may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached 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 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.

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 is 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 asking for 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.

Departure Times

This mobile online service allows you to set individual departure times at which the high-volt-age battery should be charged or the vehicle should be air-conditioned.

Who can use the mobile online service?

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

Adjusting air conditioning

A total of 3 different departure times can be stored for which the vehicle is air-conditioned.

1. Select vehicle in the Volkswagen app.
2. Tap **Departure Times**.
3. Make air conditioning settings for each departure time, e.g. the desired time, a day of the week or time period.

All departure times with air conditioning can be activated at the same time.

Adjusting charging

1. Set charging locations in the vehicle's Infotainment system.
2. Select vehicle in the Volkswagen app.
3. Tap **Departure Times**.
4. Add a charging location.
5. Tap the  function button.
6. Make charging settings for the respective charging location, e.g. departure times, day of the week or time periods.

If the vehicle is parked and has not been charged at a home charging station (AC), the following applies:

- The high-voltage battery is preheated automatically when the vehicle is air-conditioned using the set departure time.
- The high-voltage battery is not preheated when the vehicle's stationary air conditioning is activated.

When the vehicle is parked and charged at a home charging station (AC), the following applies:

- ID. software versions before 3.0: the high-voltage battery is not preheated when the vehicle's stationary air conditioning is activated.
- ID. software version as of 3.0: the high-voltage battery is preheated when the vehicle is air-conditioned via the set departure time or via the activated stationary air conditioning.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Programming stationary air conditioning" and "Departure times (timer-controlled charging)".

Battery Care Mode

This mobile online service includes various measures to automatically optimise the service life of the high-voltage battery. The target charge level is automatically set to 80% or 90% to protect the battery. This value depends on the ambient temperature.

Function

The target charge level can be set and "Battery Care Mode" activated or deactivated in the Volkswagen app under .

Push notifications are displayed in the Volkswagen app if the selected target charge level and ambient temperature do not protect the battery or if a critical standing period has been reached with a fully charged battery.

If "Battery Care Mode" is deactivated, a message is displayed in the vehicle's Infotainment system.

A battery charge limit that is higher than the recommended value can be used for charging with an active departure time. "Battery Care Mode" remains activated for other charging processes.

 "Battery Care Mode" has no influence on automatic charging processes at activated departure times at defined charging locations. The individual charging settings made for each charging location apply here.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Handling the high-voltage battery".

Remote Vehicle Diagnosis

You can use this mobile online service as an aid in the event of a fault. The mobile online service evaluates diagnostic data transmitted wirelessly from the vehicle. By calling the Customer Interaction Centre, the breakdown service or a suitably qualified workshop, you can obtain information relating to the evaluation and discuss further steps if necessary.

Starting Remote Vehicle Diagnosis

1. Select **Vehicle Health Report** in the Volkswagen app.
2. To start the diagnostic process, tap the **Remote Vehicle Diagnosis** menu item.

 Alternatively, a remote diagnostic result can be requested by calling the Customer Interaction Centre, the breakdown service or a suitably qualified workshop.

Vehicle Status

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

Who can use the mobile online service?

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

Viewing vehicle information

1. Select vehicle in the Volkswagen app.
Vehicle information, e.g. the status of doors, windows and lights, 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 rear sliding windows is not supported for the ID. Buzz.

Vehicle Health Report

This mobile online service allows you to view vehicle warning messages or service requirements and schedule maintenance appointments via myVolkswagen and the Volkswagen app. Information about mileage or inspections is displayed.

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

Who can use the mobile online service?

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

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. Tap **Vehicle health report**.
Detailed information is displayed.

Air Conditioning

With this mobile online service, you can control the air conditioning in your vehicle in the Volkswagen app before starting a journey.

Who can use the mobile online service?

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

Activating the air conditioning

1. Select vehicle in the Volkswagen app.
The air conditioning status is shown next to the  function button.
2. Tap the **Air Conditioning** tile.
3. Set the target temperature and start the air conditioning.
If the vehicle is not connected to a power supply when air conditioning is started, air conditioning can be started via the high-voltage battery.
The start of air conditioning is confirmed.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Stationary air conditioning".

Charging Guidance

With this mobile service, you will receive recommendations as push notifications for optimised charging settings, e.g. "use of Battery Care Mode", in the Volkswagen app depending on the battery usage, charging behaviour and personal privacy settings in the vehicle.

Who can use the mobile online service?

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

Additional prerequisite

- ✓ Push notifications active.

Function

If no settings have been made for the charge level, e.g. the target charge level of the vehicle, a recommendation for using the charge level settings is sent.

If the "Battery Care Mode" mobile online service is not active, a recommendation to activate the mobile online service is sent to ensure the full functionality of the charging guidance.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Charging guidance".

Charging

With this mobile online service, you can start and stop the charging process directly via the Volkswagen app. You can check the remaining charging time, the current range and the charge level of the high-voltage battery via the Volkswagen app.

WARNING

Even if a reduced charging current is used, charging the high-voltage battery at an unsuitable electrical installation can cause a short circuit, electric shock, explosions and fire. There is a risk of damage, as well as serious or fatal injuries.

- Carry out charging only at a connection that has been installed and checked by qualified personnel.

NOTICE

If the vehicle is parked and left stationary for an extended period with a low charge level, total discharge of the high-voltage battery can occur. This can lead to irreversible damage to the high-voltage battery.

- Charge the high-voltage battery at the latest after 4 months if the vehicle is not used for an extended period.
- Pay attention to the yellow  indicator lamp in the digital instrument cluster.

Who can use the mobile online service?

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

Starting the charging process via the Volkswagen app

1. Select vehicle in the Volkswagen app.
2. Tap the **Battery** function button.
The charging view is displayed.
3. Start the charging process.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Charging the high-voltage battery".

Live Recommendations

If the fuel level or remaining range is low, this mobile online service provides you with refuelling and charging recommendations in the Infotainment system for a filling station or charging station nearby. With the mobile online service "Local Recommendations", you can also receive location-based offers from third-party providers from various sectors.

Additional prerequisites

- ✓ Confirmation of the Terms and Conditions for using the local recommendations.

How refuelling and charging recommendations work

Refuelling and charging recommendations are displayed to you in the Infotainment system via a push notification if the fuel level or remaining range is low, and a filling station or charging station nearby is recommended. You can then navigate there or save the recommendation for later.

How local recommendations work

You can receive local recommendations from third-party providers based on your vehicle's location. If an offer from advertising partners is available in the vicinity of your vehicle, you will be notified via a push notification. You can use the detailed view to view further information on the respective offer and, if interested, navigate to the provider's location.

Local recommendations are disabled by default. You can activate local recommendations in the vehicle or via myVolkswagen.

 An up-to-date overview of the advertising partners can be viewed at any time on the Volkswagen website.

 The mobile online service is available in the following countries: DE, UK, FR, IT, ES, SE, DK, NO, FI, BE, NE, CH, LUX, AT, PL, PT.

Online Map Update

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

Additional prerequisite

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

Function

The map material for the regions in Europe is installed as an over-the-air update.

The navigation data of all charging stations in Europe is updated monthly without the need to visit a suitably qualified workshop.

The map update is initiated automatically as soon as the vehicle approaches a new region within a radius of around 75 km (around 47 mi).

The update cannot be installed while driving but starts when the vehicle has been switched off.

When the vehicle is next started, the map update will be installed automatically within a few seconds and will then be available.

Online Route Calculation

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

Additional prerequisite

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

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

- ✓ Active navigation function.

Who can use the mobile online service?

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

Function

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

- Enter a town or search term.
- Search for 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.

IDA Online Voice Assistant incl. ChatGPT

With the IDA Online Voice Assistant incl. ChatGPT, referred to below as voice assistant, you can control Infotainment and vehicle functions in natural language using voice commands and call up information via a dedicated app in the main menu of the Infotainment system. With the "voice assistant" function, the vehicle can answer a wide range of questions. Only if a query cannot be answered by the voice assistant is the question forwarded anonymously to ChatGPT. This provides direct access to growing, AI-based knowledge.

Additional prerequisites

- ✓ A language that is available for the voice assistant is set: EN-US, EN-GB, DE, FR, ES, CZ, IT, NL, PL, PT, SE, DK, NO.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

Starting the voice assistant

1. Say "Hello ID." or "Hello IDA" or briefly press the  button on the multifunction steering wheel.
2. Say voice commands immediately after the activation command.

You can set an individual activation command via the IDA app in the vehicle.

If the activation command is deactivated in the IDA app, the voice assistant can no longer be started with the activation command, but only via the  button on the multifunction steering wheel.

 Depending on the language set in the Infotainment system, the voice assistant is available offline or online.

Deactivating IDA voice assistant

The function can be deactivated in the settings in the Volkswagen app or in the privacy settings in the Infotainment system.

 The responses of ChatGPT may vary, contain incomplete, incorrect or irrelevant information, and infringe third-party rights. Therefore, do not rely on the answers without checking them against other sources of information. In addition, make sure that the use or dissemination of the answers, e.g. on social media or the internet, does not infringe any third-party rights (in particular copyrights or data protection rights).

IDA voice assistant cannot be executed

- Make sure that the prerequisites for using the mobile online service are met. See the "Prerequisites for using the online services" in the Owner's Manual.
- The voice assistant is not available in your language.
Set another system language in the Infotainment system.
- Say the correct activation command for the system language set in the Infotainment system.

- Check the activation command in the settings and activate and adapt it if necessary.
- Restart the Infotainment system.

Voice assistant gives inappropriate answers

- Say the voice command again clearly.
- Formulate the voice command in another way.

IDA voice assistant does not perform the function

- The function cannot be performed with IDA voice assistant.
- The function cannot be performed in all languages. Set a language in the Infotainment system that supports the IDA voice assistant function → page 10.
- Settings made within the respective function prevent it from being switched on or executed.
- Formulate the voice command in another way.

Suggestions for voice commands in the set language can be found in the IDA App in the Infotainment system.

 To make better use of the function, allow the sending of location data.

 Further information on the service can be found in the Owner's Manual of your vehicle under "IDA voice assistant".

Online Voice Control

This mobile online service allows you to control Infotainment and vehicle functions in natural language using voice commands and call up information via a dedicated app in the main menu of the Infotainment system.

Additional prerequisites

- ✓ Infotainment system: at least Ready 2 Discover.
- ✓ Voice control must be 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 the guest user and anonymous guest.

Starting the voice control function

The activation command "Hello ID" 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 ID" 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-GB, EN-US, FR, ES, CZ, IT, NL, PL, PT, SE, DN, NO.

 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

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

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

Online Destination and Route Import

This mobile online service allows you to plan a route in the Volkswagen app and send it to the vehicle's navigation system.

Who can use the mobile online service?

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

Additional prerequisite

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Importing a route

1. Select vehicle in the Volkswagen app.
2. Tap the  function button.
3. Search for a destination using the search function.
A list with search suggestions is displayed.
4. Tap the search suggestion.
The destination is shown on the map.
5. Tap the **Route** function button.
The starting point and destination are displayed.
6. If necessary, add stopovers.
A summary with information about the starting and destination points, the expected journey time and the distance is displayed.
7. Tap the **Send route** function button.
The route is transferred to the vehicle's Infotainment system.
8. Switch on the Infotainment system in the vehicle.
The route has been imported.

The route is recalculated while driving. Depending on the traffic, current vehicle location and temperature, as well as the type and charge level of the battery, there may be deviations from the original planning made in the app.

 The sent route can contain up to 10 stopovers and up to 10 charging points.

 New destinations and routes can be received while driving.

Over-the-Air Update

Over-the-Air Updates allow you to always keep the software, navigation and apps of your vehicle up to date, e.g. in order to optimise the vehicle functions and for protection against mal-ware.

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.
- Please contact a qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Carry out software installation so that other road users are not hindered.
- Never use your vehicle during a software installation procedure.

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 the guest user and anonymous guest.

 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.

Function

Over-the-Air Updates can access and update up to 35 control units. No apps or functions or apps purchased via the In-Car Shop are updated.

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. These notes describe changes to the vehicle condition.

 Any measure carried out to increase performance or efficiency, e.g. engine tuning, which was not performed by Volkswagen may be deleted by an Over-the-Air Update.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Over-the-Air Updates".

Breakdown Call (incl. data)

This mobile online service allows you to automatically establish a voice connection to the Breakdown Call call centre at the touch of a button. The vehicle data is transferred automatically if the privacy settings allow this.

Who can use the mobile online service?

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

Function

The "Breakdown Call" function can be used both online and offline. In offline mode, however, only a voice call is triggered. No data is transferred.

If you want to use the function offline, one of the following requirements must be met:

- No contract for the use of mobile online services.
- The privacy setting is offline.
- The mobile online service has been deactivated.

 However, data is not automatically transmitted from the vehicle to the call centre in this case.

A Breakdown Call is triggered via the touch control in the roof console or in the Telephone menu via the function button of the Infotainment system.

With registered primary user:

- A connection to the call centre is established and vehicle condition and position data are transmitted.
- The call centre communicates with you in the language of the primary user country; additional relevant vehicle data may be transmitted automatically.

The call centre employee can provide assistance for self-help if necessary and activate the breakdown recovery service if necessary.

A navigation destination, e.g. a qualified workshop, can be sent directly to the vehicle from the call centre.

 You can also activate the Breakdown Call function via the IDA voice assistant or voice control. If the IDA voice assistant is activated in the settings, it recognises the activation commands "Hello ID." and also "Hello IDA". You can also create your own activation command in the IDA app.

 The Breakdown Call function can be used at any time, but vehicle data can be transmitted automatically only after registration.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Breakdown Call".

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 to view the current number of available spaces as well as opening hours and charges.

Additional prerequisites

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

Function

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

 Local information may vary, please check the data provided in the mobile online service again directly at the car park or multi-storey car park.

 Access to the parking space search is also possible during route guidance.

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.

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.

Personalisation Online

This mobile online service allows personal settings, e.g. mirror adjustment, to be stored in the user account and activated when logging in or upon selection of the user account in the vehicle.

Who can use the mobile online service?

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

 The mobile online service "Personalisation Online" is equipment-dependent.

Function

The driver's personal settings can be saved locally in the vehicle. After logging in or selecting the Volkswagen ID user account, the settings are automatically loaded and activated. After logging in once as a guest user, family members and other users of the vehicle, for example, can start the journey with their settings.

When the user changes in the vehicle, the personalised settings change automatically. The settings selected by the respective user during the last trip are activated.

Some personal settings are also saved online and can be transferred to other vehicles with the Volkswagen ID.

 The user-related data, e.g. profile name or S-PIN, can only be changed via the Volkswagen app and via myVolkswagen.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Mobile online services".

Plug & Charge

With this mobile online service, you can charge the high-voltage battery at a suitable home charging station or public charging station as soon as the charging plug is plugged in. Manual activation for billing purposes is not necessary.

Additional prerequisites

- ✓ Plug & Charge-capable charging station of a charging station operator in accordance with ISO 15118.
- ✓ Electricity contract that supports Plug & Charge.
- ✓ Volkswagen app with contract certificate installed.

 The availability of the mobile online service is dependent on country and vehicle equipment.

Who can use the mobile online service?

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

Function

The primary user can switch the mobile online service on and off in the vehicle. A guest user can only switch off the mobile online service.

The primary user bears all the charging costs incurred when using "Plug & Charge", even if these are incurred by other users.

 If the vehicle is part of a fleet, the charging costs may be borne by the fleet manager.

 Further information on installing and activating "Plug & Charge" and mobile online services can be found under "Mobile online services" in the Owner's Manual of your vehicle.

Infotainment system quick start

This mobile online service allows you to access a fully operational Infotainment system directly at the start of your journey. You can start the Infotainment system via the Volkswagen app. The "Automatic Infotainment system quick start" mobile online service is available as of ID. software 4.0.

Additional prerequisites

- ✓ Push notifications active.
- ✓ Optimised battery use active.
- ✓ Declaration of consent for data collection for the creation of usage routines for the "Automatic Infotainment system quick start" mobile online service.

Who can use the mobile online service?

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

Function of "Infotainment system quick start"

The Infotainment system starts shortly before the expected departure time.

The following settings were made for this in the Volkswagen app:

- Timer for air conditioning.
- Air conditioning of the vehicle was started or a charging timer set.

Function of "Automatic Infotainment system quick start"

As of ID. software 4.0:

- If the mobile online service has been additionally activated in the Volkswagen app, the Infotain-

ment system can start automatically before departure.

 As of ID. Software 4.0, you can select which of the two functions you want to use on the display, "Infotainment system quick start" or "Automatic Infotainment system quick start".

 The mobile online service can be deactivated via the Volkswagen app or in the vehicle by switching to offline mode.

Service Scheduling

This mobile online service enables an automatic request to your authorised Volkswagen repairer in relation to active inspection information and selected 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 the 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 mobile online service is automatically activated when the authorised Volkswagen repairer is selected.

 If the vehicle is part of a fleet, the mobile online service can only be used by the fleet manager.

Charging Stations

This mobile online service allows you to display charging stations including opening hours and availability in the immediate vicinity or along the current route.

Additional prerequisite

- ✓ Active navigation function.
- ✓ Infotainment system: at least Ready 2 Discover.

Who can use the mobile online service?

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

Finding a charging station

1. Tap **Navigation** in the Infotainment system.
2. Search for a charging station or tap the  function button.

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

The availability status, opening hours, charging speed and power type are displayed for the charging stations.

 If desired, the search also starts when the battery level falls below a defined level.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Charging station".

Outside temperature notifications

Low temperatures can affect battery performance. With this mobile online service, you receive a recommendation via the Volkswagen app for preheating or charging the high-voltage battery depending on the weather forecast at the vehicle location and the battery charge level.

Additional prerequisite

- ✓ Push notifications enabled.

Who can use the mobile online service?

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

Function

If cold weather restrictions are expected at the vehicle location due to the charge level and weather forecast, a push notification prompts you to set a departure time or charge the vehicle.

If the charge level is $\leq 20\%$, conditioning of the high-voltage battery is not activated. The vehicle must first be connected to a charging station and charging started. It is also recommended to set a departure time.

In this way, the battery is preheated in good time and is thus prepared for operation at low outside temperatures.

 The outside temperature notifications are sent when the outside temperature drops below 0°C (32°F).

Internet Radio (incl. data volume)

This mobile online service allows you to receive radio stations online and stream podcasts. The data volume is included.

Who can use the mobile online service?

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

 In some countries, functioning of Internet Radio depends on the privacy settings in the vehicle.

 Further information on the mobile online service can be found in the Owner's Manual of your vehicle under "Internet Radio".

Lock & Unlock

This mobile online service allows you to remotely control and check the central locking system of the vehicle via the Volkswagen app. This allows convenient locking and unlocking of the doors and luggage compartment.

Additional prerequisite

- ✓ Volkswagen Ident procedure required.

Unlock 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.

Index

A

Air Conditioning	7
Activating	7
Stationary air conditioning	7
Without power supply	7
Automatic Infotainment system quick start	14

B

Battery Care Mode	6
Automatic charging processes	6
Breakdown Call	12
Breakdown Call call centre	12
Voice control	12

C

Charging	8
Charging behaviour of the high-voltage battery	8
Public charging station	8
Charging Guidance	7
Optimised charging settings	7
Charging station	15
Availability	15
Charging speed	15
Opening hours	15
Power type	15
Search	15

D

Data consumption of the Volkswagen app	5
Data volume transfer rate	5
Departure Times	5
Adjusting air conditioning	5
Adjusting charging	5

I

IDA Online Voice Assistant	9
ChatGPT	9
Starting	9
Infotainment system quick start	14
Internet Radio	16
Data volume	16
Privacy settings	16

L

Live Recommendations	8
Charging recommendations nearby	8
Local recommendations	8
Refuelling recommendations nearby	8
Lock & Unlock	16
Biometric release method	16
S-PIN	16
Unlocking the vehicle	16

O

Online Destination and Route Import	11
Importing a route	11
Online Map Update	9
Charging stations	9
Over-the-Air Update	9
Online POI search	
Search via voice	9
Online POI Search	9
Search via symbol	9
Online Route Calculation	9
Online Traffic Information	11
Online Voice Control	10
Starting	10
Outside temperature notifications	15
Charging the battery	15
Preheating	15
Over-the-Air Update	11
Over-the-Air Update	
Optimisation of functionality	11
Protection against malware	11
Special conversions	11

P

Parking Position	13
Navigation to the vehicle location	13
Sharing the location	13
Parking Spaces	13
Free spaces in multi-storey car parks	13
Opening times of multi-storey car parks	13
Personal data	5
Personalisation Online	13
User change	13
Plug & Charge	14
Costs	14
Switching on and off	14

R

Remote Vehicle Diagnosis	6
Starting	6

S

Service description validity	4
Service Scheduling	15
Automatic Service Scheduling	15
Selecting an authorised Volkswagen repairer	15
Status of the service description	4

V

Vehicle data	5
Vehicle Health Report	7
Scheduling maintenance appointments	7
Vehicle Status	7

