

Start connecting with your Volkswagen from your smartphone. Download the VW Car-Net App² today.

Note: Make sure you have your VW Car-Net Security & Service¹ account number, and PIN ready before you set up the app.



"i-Button" connects you to a VW Car-Net Security & Service Specialist.



Wrench Button connects you to Volkswagen Roadside Assistance.




SOS Button connects you to the Emergency Response Center.

Remote Vehicle Access

Open the VW Car-Net App to see if your doors are unlocked, or windows or sunroof is open.

Remote Door Locking & Unlocking³

Tap the REMOTE Icon.

Tap  to lock your doors.

Tap  to unlock your doors.

Last Parked Location²

Find your Volkswagen on a map.

Tap the NAVIGATE Icon, then tap .

Send a Location to Your In-Vehicle Navigation⁴

Tap the NAVIGATE Icon.

Tap , enter a destination, then tap "Done."

Tap , name your destination, then tap "Send."

Remote Honk/Flash

Sound the horn and flash the lights for 10 seconds.

Tap the REMOTE Icon, then tap .

Safe & Secure

Your Volkswagen is equipped to provide the important and potentially lifesaving features of VW Car-Net Security & Service.

Roadside Assistance⁵

If you have a flat tire or get into some other type of non-emergency trouble on the road, push the Wrench Button in your Volkswagen. You will be connected to a VW Roadside Assistance Specialist, who can send help to your GPS location.

Automatic Crash Notification

If your airbags or crash sensors are triggered, a VW Car-Net Emergency Specialist can quickly dispatch emergency responders to your GPS location.

Manual Emergency Call

If you or a passenger needs medical attention or the police, press the SOS Button in your vehicle. You will be connected to a VW Car-Net Emergency Specialist, who can send help to your GPS location.

Stolen Vehicle Location Assistance⁶

If your Volkswagen is ever stolen, VW Car-Net Security & Service can assist local law enforcement in locating your vehicle.

- Contact the police.
- File a police report.
- Call VW Car-Net Security & Service at 877.820.2290.

IMPORTANT: You must verify you are the owner of the vehicle and provide the police report case number before VW Car-Net Security & Service can assist law enforcement in locating your vehicle.

Diagnostics & Maintenance

Check how your vehicle is performing and receive needed service reminders to keep your VW healthy and happy.

Vehicle Health Report⁷

Get a snapshot of your vehicle's condition. The report shows mileage and status of key vehicle systems:

- Driver assistance systems
- Safety equipment
- Tires and brakes
- Heating and air conditioning equipment
- Engine, transmission, and powertrain

You can check your Vehicle Health Report by tapping the HEALTH Icon on your VW Car-Net App.

Service Appointment Scheduling


Schedule dealer appointments through a VW Car-Net Response Specialist, who will also transmit your vehicle data sheet to your preferred dealer prior to your appointment. To schedule your next appointment, press the "i-Button" in your vehicle or call 877.820.2290.

Family Guardian

Reduce worry if your teen drives your VW. Set Speed, Boundary, Curfew, and Valet alerts to receive an email or text message if your teen driver isn't following your rules of the road.

Speed Alert⁸

Receive an alert when your VW exceeds a pre-defined speed.

Tap  in the upper right corner of the VW Car-Net App.

Tap Speed Alert.

Tap Enable Speed Alert.

Set the desired speed.

Tap **SAVE** in the upper right corner of the app.

Curfew Alert

Curfew Alert will notify you if your vehicle is driven during a restricted time and is accessible through the mobile app by pressing the sliding bars in the top right corner.

Valet Alert

Valet Alert can be activated to notify you if your vehicle is driven more than 0.2 miles away from the last parked location and is accessible through the mobile app by pressing the sliding bars in the top right corner.

Boundary Alert

Receive an alert when your Volkswagen crosses a boundary you've set in the Car-Net Web Portal.

To create boundary alerts, login at CarNet.VW.com:

Click Boundary Alert.

Click CREATE BOUNDARY ALERT.

Provide requested information.

Click NEXT STEP, adjust boundary, and enter title.

Select desired options, select ON to activate, OFF to just save it.

Click SAVE NEW ALERT.

To select from multiple alerts in the VW Car-Net App:

Tap  in the upper right corner of the app.

Tap Boundary Alert, then tap the name of the active alert.

Tap the name of another alert to activate it.

Tap **SAVE** in the upper right corner of the app.

1. Verizon Connect Inc. is the service provider of VW Car-Net Security & Service. VW Car-Net Security & Service requires vehicle cellular connectivity and availability of vehicle GPS signal, and includes features that may collect location information. See applicable Terms of Service and Privacy Policy available at www.vw.com/carnet for details. Always pay careful attention to the road, and do not drive while distracted.

2. Requires VW Car-Net Security & Service Mobile Application. Standard text and data rates apply.

3. Remote door lock available only on model year 2016 and newer vehicles.

4. Requires compatible factory-installed navigation system.

5. Roadside Assistance provided by Agero[®].

6. For use by law enforcement authorities only. See Terms of Service for details.

7. Refer to your vehicle's warning and indicator lights for the most current diagnostic information. Always consult owner's manual for maintenance guidelines.

8. Always obey speed and traffic laws. Standard text and data rates apply.

"Volkswagen," "VW," all model names and the Volkswagen logo are registered trademarks of Volkswagen AG. "Car-Net" is a registered trademark of Volkswagen Group of America, Inc.. All rights reserved.

"Apple," the App logo, iPhone, iPad, and Mac are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google, Google Pay, and Android are registered trademarks of Google, Inc.

© 2018 Volkswagen of America, Inc. | Privacy Policy

17099_02a_13_VWA