

VOLKSWAGEN OEM ACTIVATION INSTRUCTIONS

First time activation.

 **MICHELIN
CONNECTED FLEET**

UNLOCK YOUR FLEET'S FULL POTENTIAL

VOLKSWAGEN OEM ACTIVATION INSTRUCTIONS



STEP 1 – DETERMINE IF YOUR VEHICLES HAVE CAR-NET DISABLED OR ENABLED

- Vehicles must have Car-Net disabled to transmit the necessary data required to provide tracking information on your **My Connected Fleet account**.
- Determine if any of your vehicles have Volkswagen **Car-Net** enabled (Volkswagens GPS tracking program).

STEP 2 – UNENROLL VEHICLES THAT HAVE VOLKSWAGEN CAR-NET ENABLED

- If a vehicle has Car-Net enabled, follow the instructions below to unenroll the vehicle:
 - o For Model Year 2020 and newer, you can unenroll via:
 - Web site at [Car-Net website](#)
 - Your VW mobile app
 - Calling the Car-Net Response Center at 1-833-648-2735
 - o For Model Year 2019 and older, you can unenroll by calling 1-877-820-2290

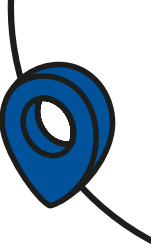
STEP 3 – PROVIDE THE VIN NUMBERS OF THE VEHICLES YOU WISH TO ACTIVATE

- Email a list of the VINs you wish to activate to mcfna-commissioning@michelin.com. Michelin Connected Fleet will confirm eligibility and review Car-Net status.
- Please indicate with each VIN if you disabled Car-Net in this process or whether it was already disabled.

STEP 4 – CONFIRMATION CALL WHEN ALL VEHICLES ARE REPORTING PROPERLY

- Our customer success team will monitor your account and call you once all of your vehicles are tracking in your **My Connected Fleet** account.
- They will schedule any additional training you may need at that time.

VOLKSWAGEN FLEET ID – FREQUENTLY ASKED QUESTIONS



1. What is a Volkswagen Fleet ID?

A Volkswagen Fleet ID allows you to access benefits and resources to help manage your fleet of Volkswagen vehicles more efficiently.

2. How can I check if I have a Volkswagen Fleet ID?

First, check internally with your organization to see if a Volkswagen Fleet ID already exists.

- If no Volkswagen Fleet ID exists, provide **1-3 VINs** and reach out to us by 1-678-762-4300 or via email at mcfna-commissioning@michelin.com
- We will then contact Volkswagen to verify if a Volkswagen Fleet ID exists.

3. What if I don't have a Volkswagen Fleet ID?

Not having a Volkswagen Fleet ID will not prevent you from enrolling or giving consent.

- To proceed, you'll need to provide proof of ownership, such as:
 - Vehicle title
 - Vehicle registration
 - Vehicle insurance card
- Once you've gathered the necessary documents, contact us by 1-678-762-4300 or via email at mcfna-commissioning@michelin.com

4. What is Volkswagen Car-Net?

Volkswagen Car-Net is a suite of connected car features that helps you stay connected to your fleet vehicles through a mobile app or web platform.

5. How does a Car-Net subscription affect my fleet enrollment?

If a Volkswagen vehicle has a **consumer Car-Net subscription**, it may prevent the vehicle from being enrolled and eligible for commercial data use.

- Please verify with the driver or fleet manager if a Car-Net subscription exists.

QUESTIONS?

If you have any questions or would like more information, please contact us at:

Email: mcfna-commissioning@michelin.com

Phone: 1-678-762-4300

