



**ŠKODA**

RADIO

MEDIA

PHONE

VOICE

NAV

APP

CAR

MENU



# ŠKODA Connect

## CONNECT BOOK

7/2019



AUTO



# Content



Basics



User Interfaces



Online Services



Support










# ŠKODA Connect › New Source Of Possibilities

Technological innovations are currently penetrating all layers of industry and society. ŠKODA is reacting to the ever-increasing demands of digitalisation and therefore is providing additional options for direct and long-term connections to the end-customer. They are achieving this thanks to the **new connectivity technologies** that are offered from 2017 under the name **ŠKODA Connect**.



## What a connected car brings to the:

### Customer

- › Convenience ..... So many cars here, where is mine?  
 › **Honk & Flash**
- › Safety ..... Oh no, a warning light! What should I do?  
 ›  › 
- › Attractiveness ..... You have a connected ŠKODA car!  


### Dealer

Connected car provides the latest information directly from the car, which enables:

- › Proactive service
- › Individual customer approach
- › Increased customer loyalty

**Business**

The customer needs to change the oil.  
**Let's contact them and arrange a meeting.**



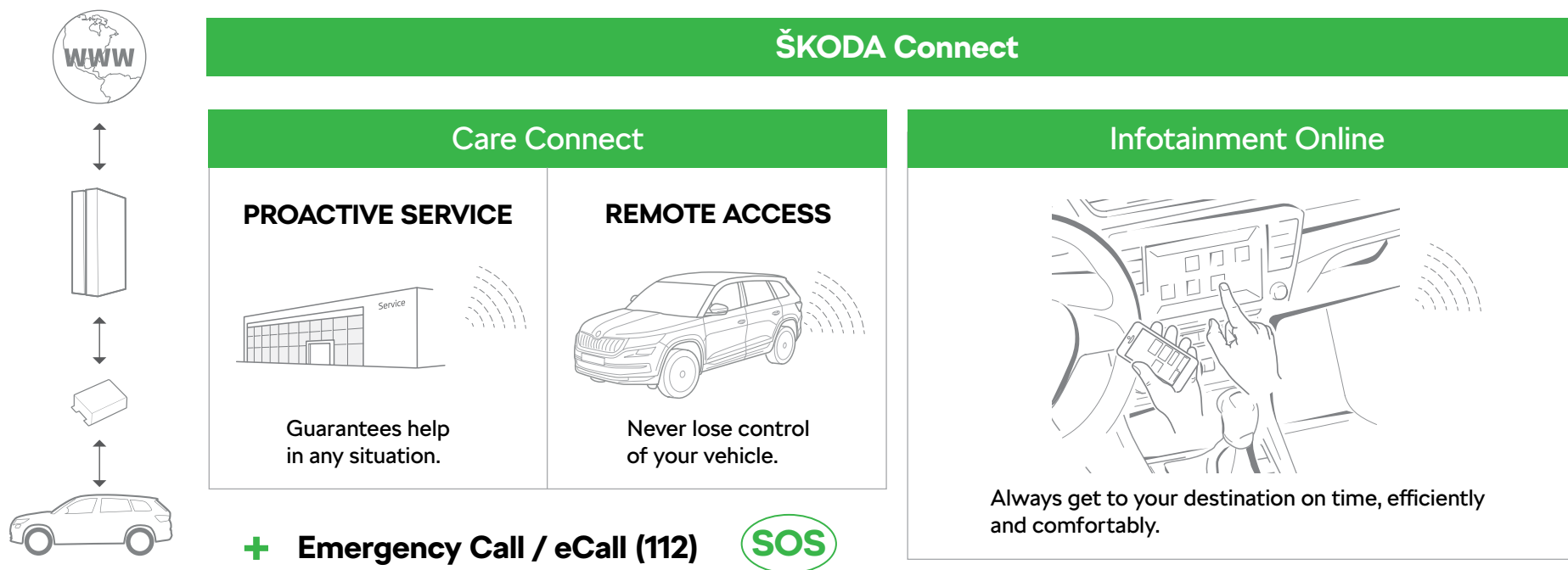


ŠKODA Connect ensures easy access to the most important vehicle functions, either using the Connect Portal on a PC or Connect App on a smartphone or smart watches.

Thanks to the **Infotainment Online** services, the customers have an overview of the current traffic situation. This makes it possible to receive notifications that are actually of interest, to search for points of interest in the vicinity, or to search for a parking space or filling station without the stress that this usually involves.

The **Remote Access** services also provide customer comfort. Thanks to these services, information about the vehicle can be ascertained and certain vehicle functions can be remotely controlled. As a result, the customer never loses control of the vehicle.


One important component of ŠKODA Connect is the **Proactive Service** services. These services comprise, in particular, the option to get immediate assistance in any situation and, at the same time, they aid efficient and up-to-date communication with Customer Service.





# Service Overview – Generation I (MOD2)



	Care Connect		Infotainment Online	
	Proactive Service	Remote Access		
<b>Infotainment</b>	MIB Swing; Bolero and higher versions		MIB High (Columbus)	MIB Standard (Amundsen)
<b>Services</b>	<p>+ Emergency Call  Lifetime 10 years</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Automatic Accident Notification Breakdown Call Info Call Service Scheduling Vehicle Health Report</p> </div> <div style="width: 45%;"> <p>Driving Data Vehicle Status Area Notification Speed Notification Parking Position Online Anti-Theft Alarm Honk &amp; Flash Online Auxiliary Heater Lock &amp; Unlock</p> </div> </div>		<p>Google Earth<sup>TM**</sup> Online Map Update Gracenote Online POI Search (Voice) Online POI Search (Text) Online Destination Import Online Traffic Information Online Route Import My Points Of Interest Petrol Stations Parking Spaces Weather News</p>	<p>Online POI Search (Text) Online Destination Import Online Traffic Information Online Route Import My Points Of Interest Petrol Stations Parking Spaces Weather News</p>
<b>Duration</b>	10 years	1 or 3 years	1 or 3 year	
<b>Internet Access</b>	Embedded SIM card in OCU		Customer's data SIM card	
<b>Connectivity Options</b>	Integrated GSM module in OCU		WLAN rSAP SIM slot in LTE module	WLAN USB (CarStick)

\*\* Google Earth is available for:  
a) new cars produced until week 31/2018 (MY ≤ 2018)  
b) prolongations until week 45/2019  
c) only for the Columbus infotainment system



# Service Overview – Generation II (MOD3)



	Care Connect		Infotainment Online
	Proactive Service	Remote Access	
Infotainment	MIB Swing; Bolero and higher versions		MIB AMUNDSEN
Services	<ul style="list-style-type: none"> <li>Automatic Accident Notification</li> <li>Breakdown Call</li> <li>Info Call</li> <li>Service Scheduling</li> <li>Vehicle Health Report</li> </ul>	<ul style="list-style-type: none"> <li>Driving Data</li> <li>Vehicle Status</li> <li>Area Notification</li> <li>Speed Notification</li> <li>Parking Position</li> <li>Online Anti-Theft Alarm</li> <li>Honk &amp; Flash</li> <li>Lock &amp; Unlock</li> </ul>	<ul style="list-style-type: none"> <li>Online Traffic Information</li> <li>Online Map Update</li> <li>Parking Spaces</li> <li>Petrol Stations</li> <li>Online Route Calculation</li> <li>Online Voice-Control</li> </ul>
Duration	10 years	1 or 3 years	1-3 years

+ eCall (112)\*



### Note

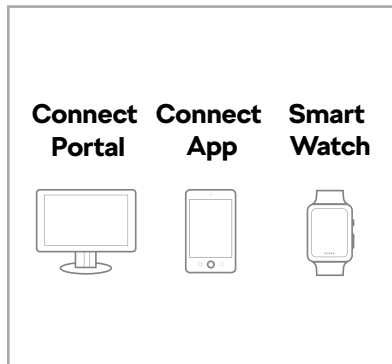
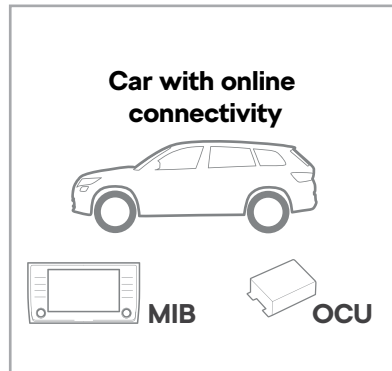
› Data used for Infotainment Online and Care Connect are covered by OEM, not by customer.

\*Lifetime

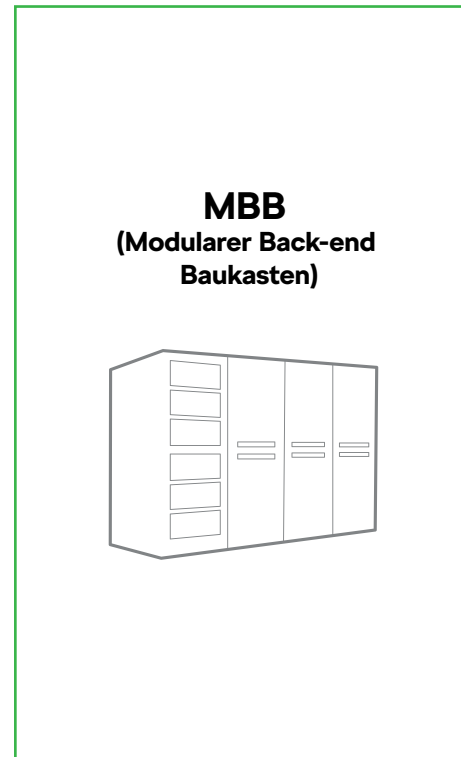
# Simplified Functional Scheme



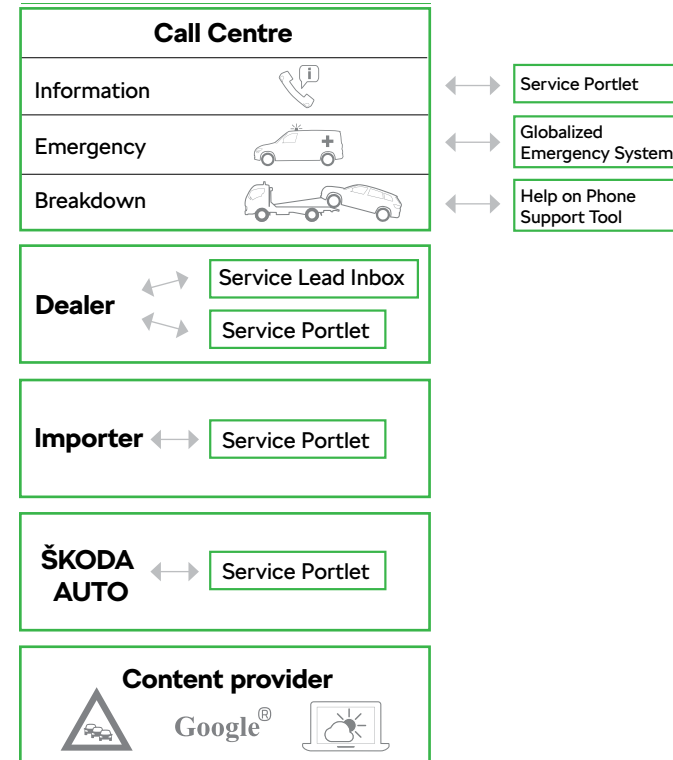
## Customer



## Back End



## Support / Performance / Data








































# ŠKODA Connect Service Availability – Generation I (MOD2)

112 Call

Support only in English language



Basics

	Austria	Belgium	Bosnia and Herzegovina	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Island	Italy	Latvia	Lithuania	Luxembourg	Malta	Macedonia (will be specified)	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland (incl. Lichtenstein)	Ukraine	United Kingdom	Canary Islands	
																																					
Emergency Call/112 Call	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
<b>Proactive Service</b>																																					
Automatic Accident Notification	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■		■	■	
Breakdown Call	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Info Call	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Service Scheduling	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Vehicle Health Report	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
<b>Remote Access</b>																																					
Driving Data	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Vehicle Status	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Area Notification	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Speed Notification	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Parking position	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Online Anti-Theft Alarm	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Honk & Flash	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Online Auxiliary Heater	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Lock & Unlock	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
<b>Infotainment Online</b>																																					
Google Earth™**	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Online Map Update	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Online POI Search (Voice)	■	■					■				■	■					■			■					■	■									■	■	
Online POI Search (Text)	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Online Destination Import	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Online Traffic Information	■	■		■			■	■			■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■		■	■
Online Route Import	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
My Points Of Interest	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Petrol Stations	■	■	■	■	■		■	■			■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■	■	■	■
Parking Spaces	■	■	■	■	■		■	■			■	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■	■	■	■	■	■	■	■	■	■
Weather	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
News	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Gracernote	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

\*\* Google Earth is available for:

a) new cars produced until week 31/2018 (MY ≤ 2018), b) prolongations until week 45/2019, c) only for the Columbus infotainment system





# ŠKODA Connect Service Availability – Generation I (MOD2)



Basics



Superb

Kodiaq

Karoq

Octavia

Rapid

Fabia

Emergency Call/112 Call	■	■	■	■	■	■
<b>Proactive Service</b>						
Automatic Accident Notification	■	■	■	■		
Breakdown Call	■	■	■	■	■	■
Info Call	■	■	■	■	■	■
Service Scheduling	■	■	■	■	■	■
Vehicle Health Report	■	■	■	■	■	■
<b>Remote Access</b>						
Driving Data	■	■	■	■	■	■
Vehicle Status	■	■	■	■	■	■
Area Notification	■	■	■	■	■	■
Speed Notification	■	■	■	■	■	■
Parking position	■	■	■	■	■	■
Online Anti-Theft Alarm	■	■	■	■	■	■
Honk & Flash	■	■	■	■	■	■
Online Auxiliary Heater	■	■	■	■		
Lock & Unlock	■	■	■	■	■	■
<b>Infotainment Online</b>						
Google Earth™**	■	■	■	■		
Online Map Update	■	■	■	■		
Online POI Search (Voice)	■	■	■	■		
Online POI Search (Text)	■	■	■	■	■	■
Online Destination Import	■	■	■	■	■	■
Online Traffic Information	■	■	■	■	■	■
Online Route Import	■	■	■	■	■	■
My Points Of Interest	■	■	■	■	■	■
Petrol Stations	■	■	■	■	■	■
Parking Spaces	■	■	■	■	■	■
Weather	■	■	■	■	■	■
News	■	■	■	■	■	■
Gracenote	■	■	■	■		

\*\* Google Earth is available for:

a) new cars produced until week 31/2018 (MY ≤ 2018), b) prolongations until week 45/2019, c) only for the Columbus infotainment system

# ŠKODA Connect Service Availability – Generation II (MOD3)



Basics



Scala



Kamiq

eCall	■	■
<b>Proactive Service</b>		
Automatic Accident Notification	■	■
Breakdown Call	■	■
Info Call	■	■
Service Scheduling	■	■
Vehicle Health Report	■	■
<b>Remote Access</b>		
Driving Data	■	■
Vehicle Status	■	■
Area Notification	■	■
Speed Notification	■	■
Parking position	■	■
Online Anti-Theft Alarm	■	■
Honk & Flash	■	■
Lock & Unlock	■	■
<b>Infotainment Online</b>		
Online Map Update	■	■
Online Traffic Information	■	■
Petrol Stations	■	■
Parking Spaces	■	■
Online Route Calculation	■	■
Online Voice-Control	■	■



# MBB – Modularer Back-end Baukasten



MBB goals
<b>Support different brands, models and hardware.</b>
<b>Support different service categories.</b>
<b>Cover different markets and business models.</b>
<b>Online services are not linked to the vehicle's life-cycle.</b>
<b>Flexibility.</b>

MBB builds up a common **communication and service platform**, which is delivering the Back-end infrastructure for all telematic and infotainment systems, and the interface to the vehicle itself. MBB is focused on communication, security, integration, management, along with the use of such services.

MBB is the over-the-air interface to the vehicle and is the only direct communication endpoint for the vehicle and the vehicle's on-board units. However, MBB is able to initialise and authorise direct communication between a business service and the vehicle. Dependence on certain service providers is therefore minimised and a service can be dynamically and intelligently put to use in a vehicle.

As the evolution of infotainment and telematic services is highly dynamic, MBB provides a platform which means users can add and change lightweight services during the life-cycle without having to bring the vehicle to a service point. This market is therefore more comparable to the world of smartphones and app stores, than to the classic sales of vehicle accessories.

All enterprise vehicles use a **standardised Back-end infrastructure.**

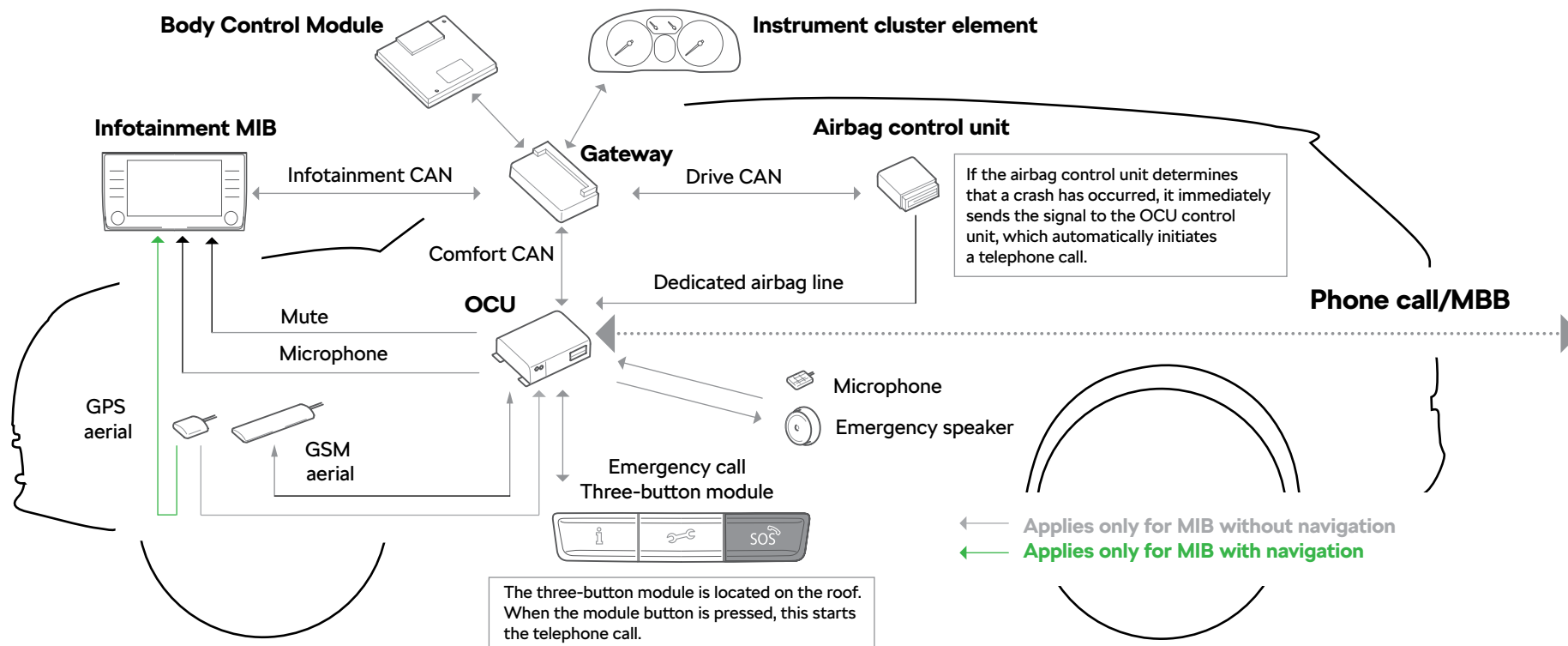
The following features are provided by MBB:

- › Encryption
- › Authentication
- › Authorisation
- › Customer and vehicle administration
- › Logging & accounting



## OCU control unit

The **OCU** is an important component for using the Care Connect services. An integrated SIM card with a data connection is part of the OCU control unit. This offers the opportunity for the customer to communicate online with their vehicle in the case of **Remote Access** services, or to communicate between the vehicle and other parties (service partners, call centre, etc.) in the case of **Proactive Service** services.



The **OCU** control unit is located in the vehicle on the dashboard console to the left of the instrument cluster (when viewed in the direction of travel).

Battery change for the OCU approx. after **5 years**. Driver is notified on instrument cluster.

Change of the OCU after **14 years**.



# Registration Process > Step by Step

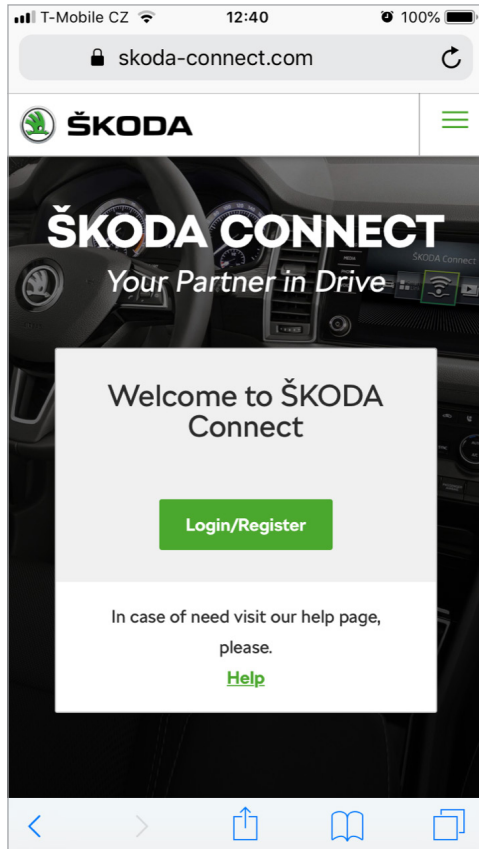


Create user account

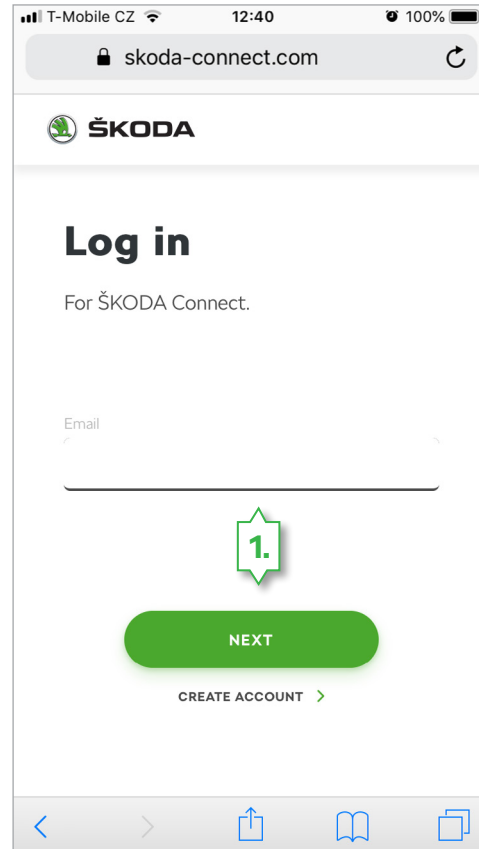
Registration

Activation

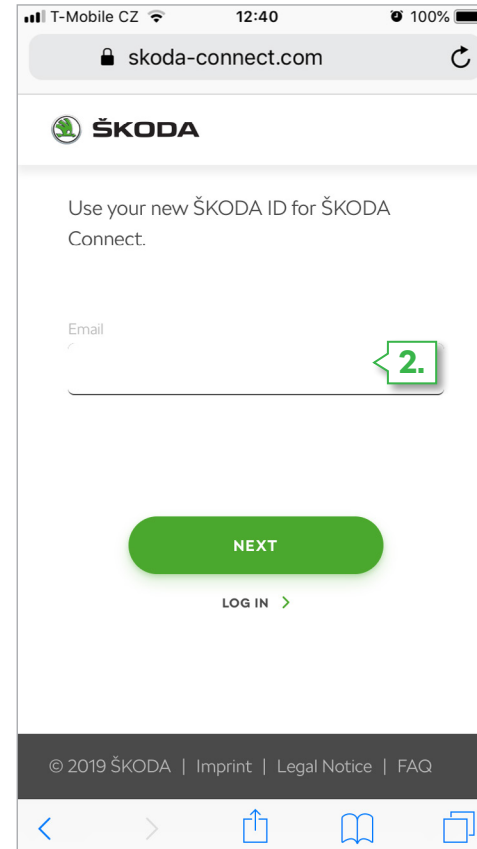
Process finished



ŠKODA Connect is accessible via Importer's website.



1. Enter your Email and click on Next.



2. For using your ŠKODA ID enter your email again.



# Registration Process > Step by Step



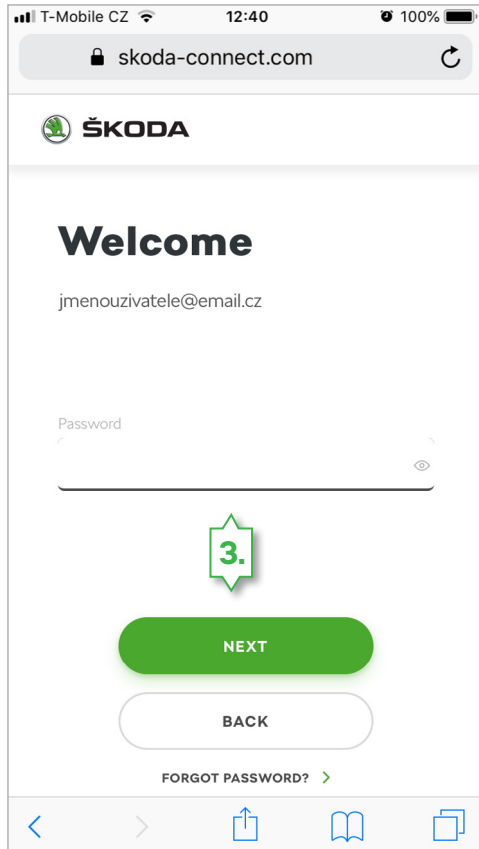
User Interfaces

Create user account

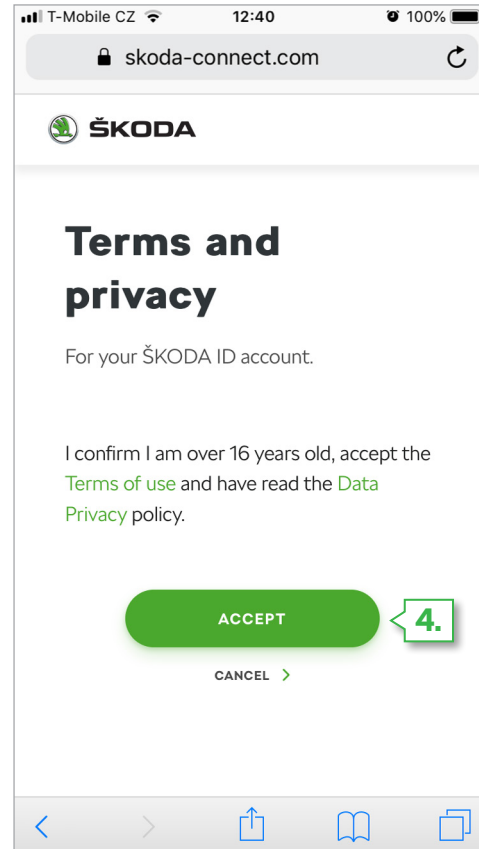
Registration

Activation

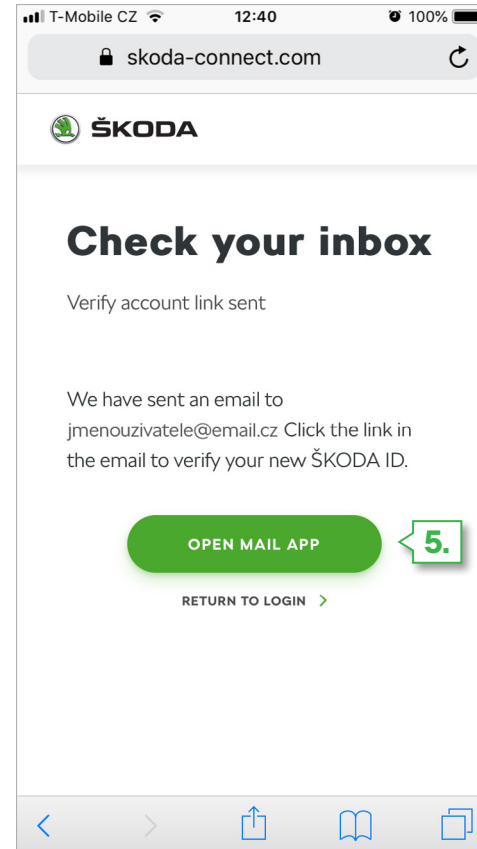
Process finished



3. Enter your password and click on Next.



4. Confirm the Terms and privacy by clicking on Accept button.

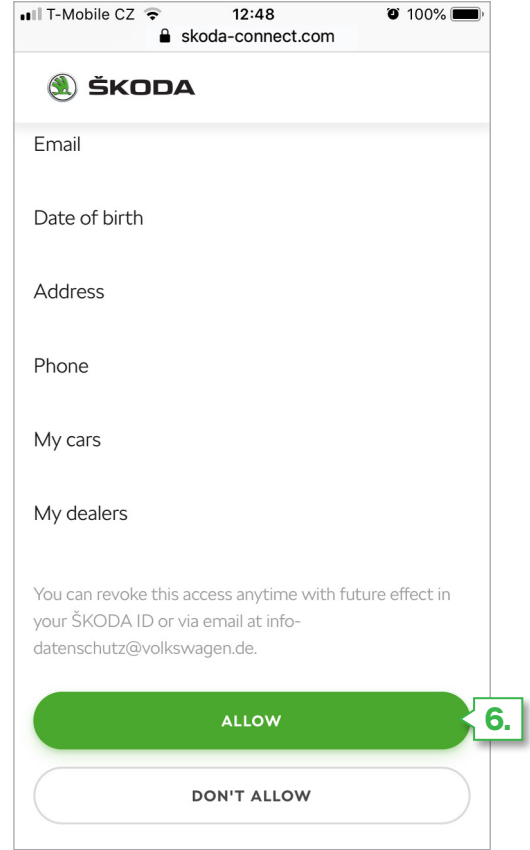
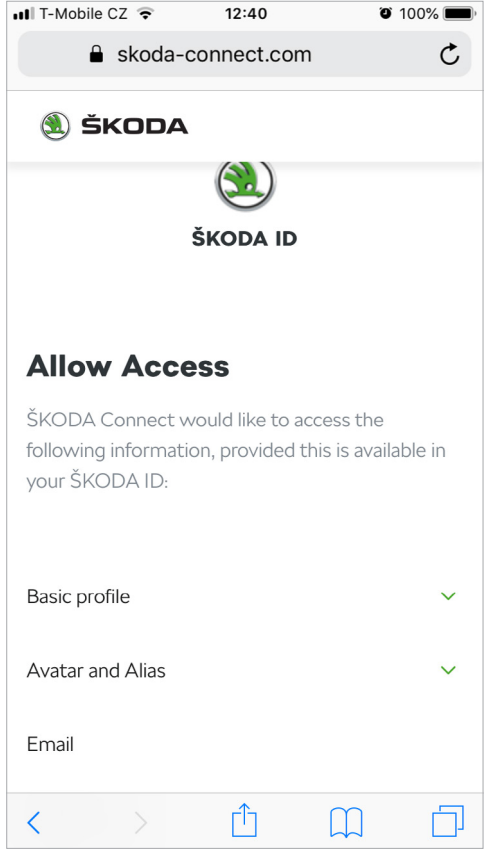


5. Go to the email and verify your new ŠKODA ID.

# Registration Process > Step by Step

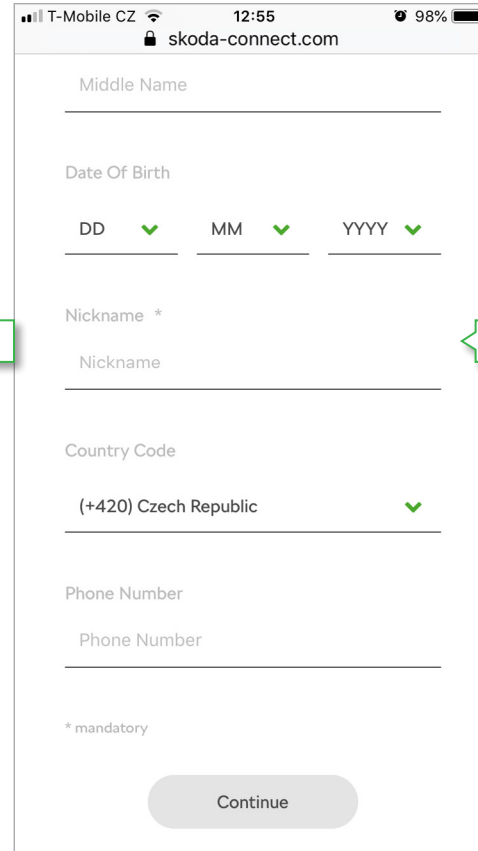
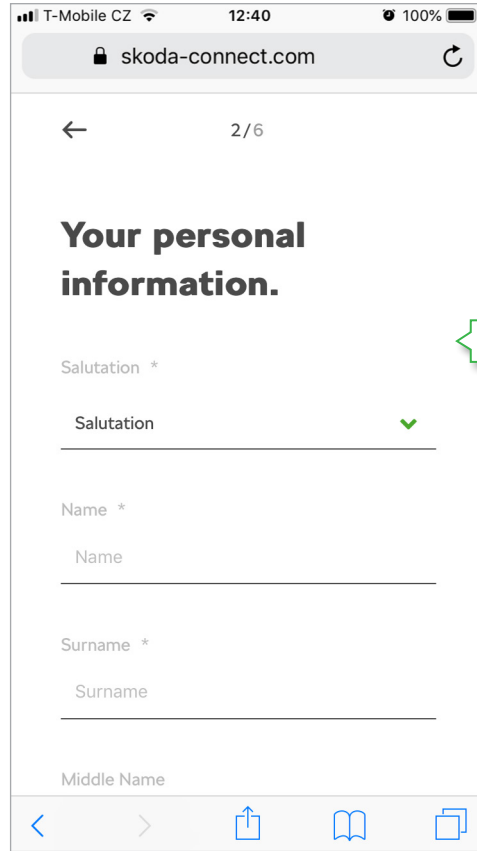
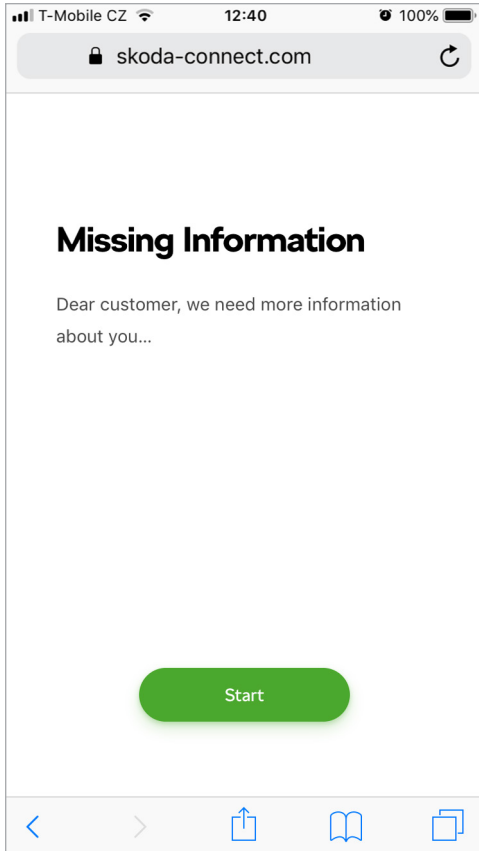


User Interfaces



6. Allow Access the following information.

# Registration Process > Step by Step



7. Fill in the missing information in the registration form.



## Registration Process › Step by Step

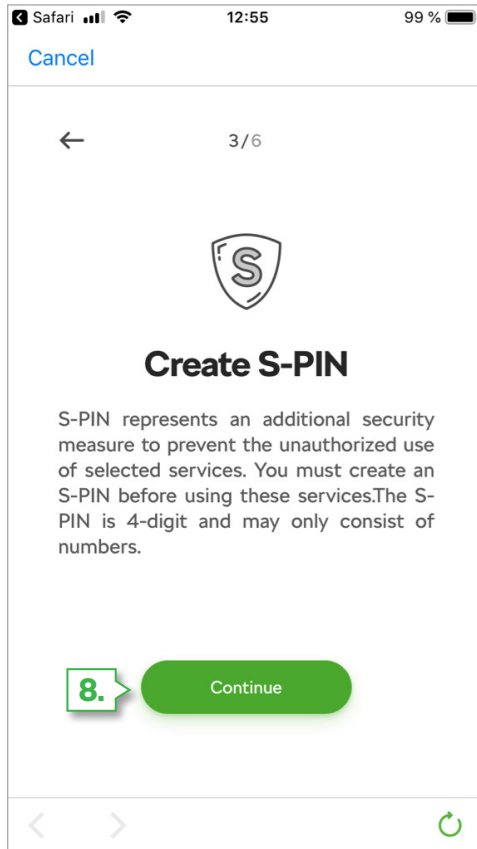


Create user account

Registration

Activation

Process finished

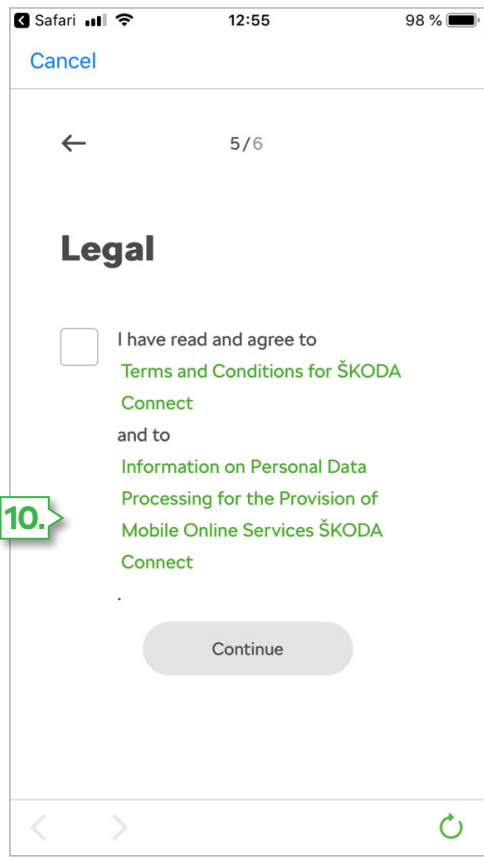


8. S-PIN represent an additional security measure to prevent the unauthorized use of selected services.

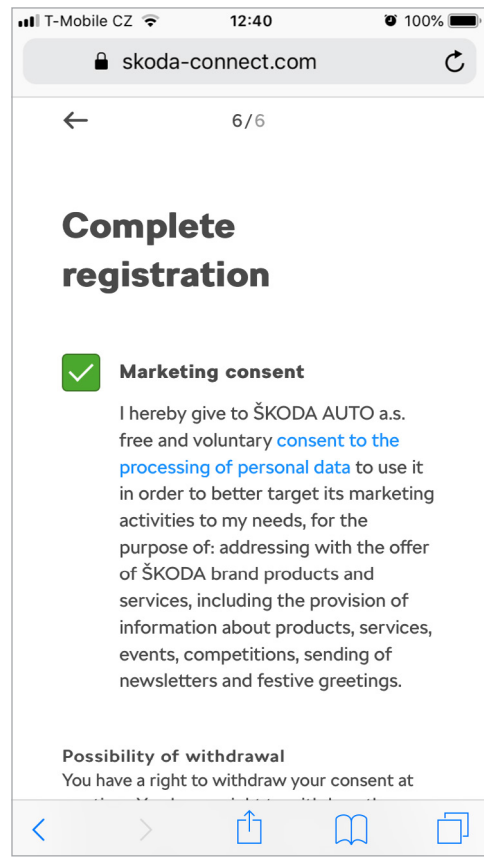


9. S-PIN is 4-digit and may only consist of numbers.

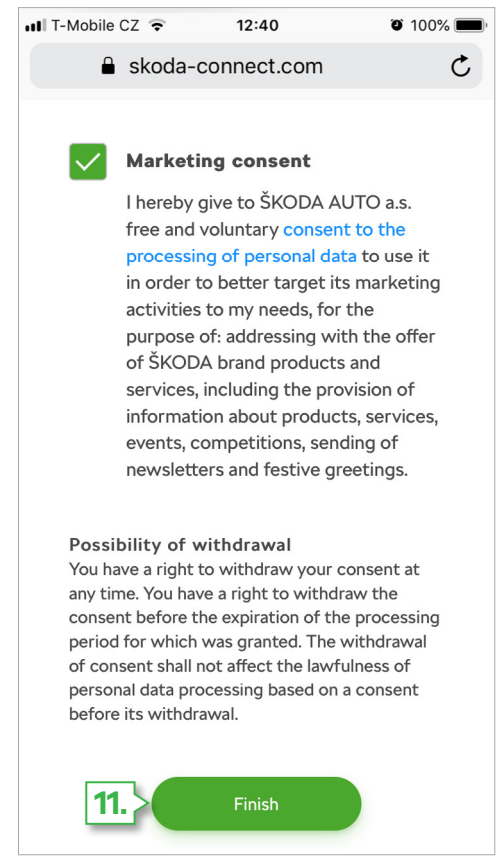
# Registration Process > Step by Step



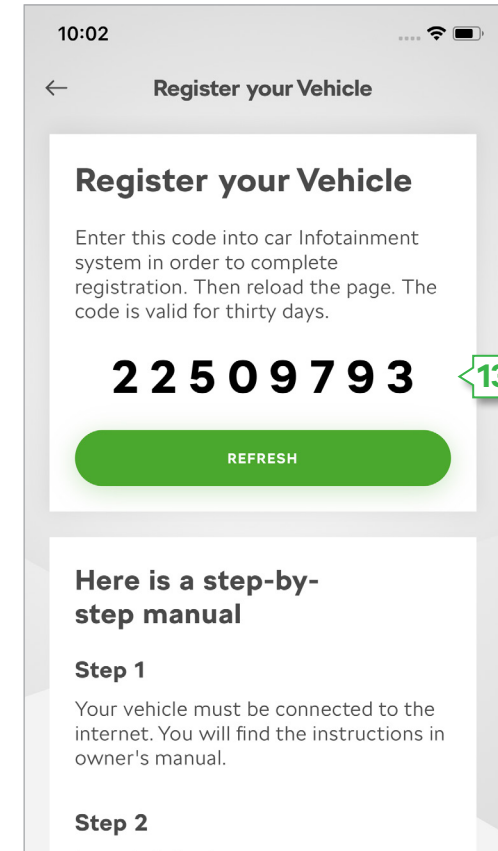
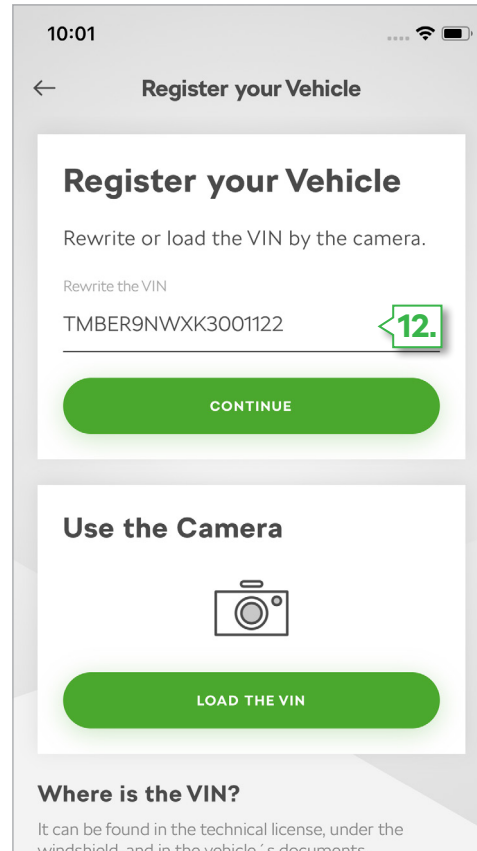
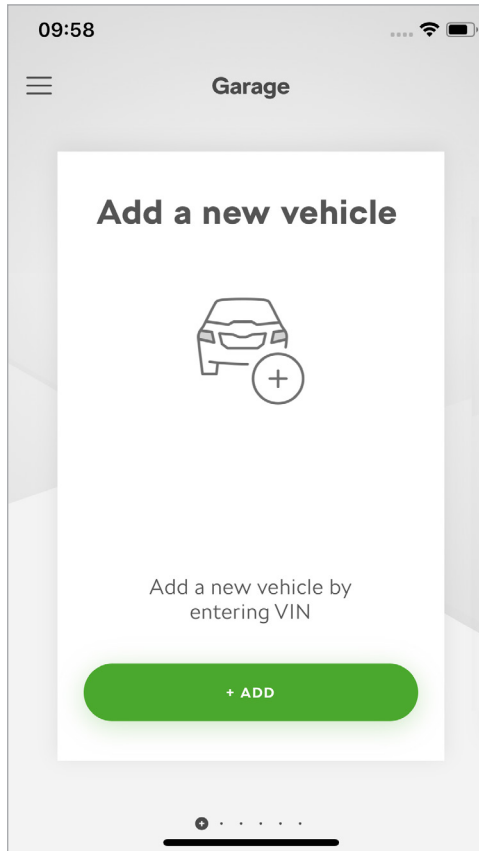
10. Check the agree with Legal of use and Personal Data Processing.



11. Complete registration.



# Registration Process > Step by Step



- 12. In the next step, please enter your vehicle's 17-digit vehicle identification number (VIN) and click on „Continue”.
- 13. On the following page, you will see the registration code. This must be entered in your vehicle's infotainment system to verify you as the vehicle owner and to establish a connection between your vehicle and your user account



Make a note of the registration code if necessary to keep with you in your vehicle. The PIN has 30 days expiration.



Before entering the registration code to the infotainment system, make sure that the vehicle is connected to the Internet. You can find more information on the Internet connection in the Owner's Manual.

# Registration Process > Step by Step



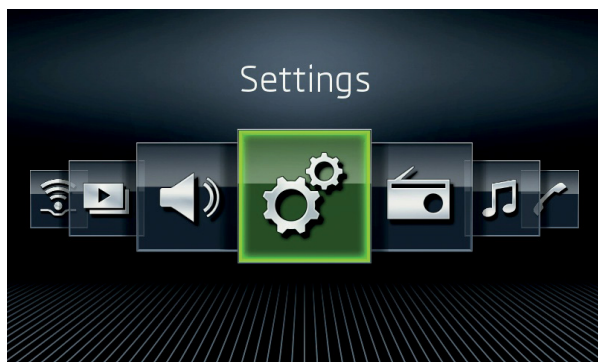
Create user account

Registration

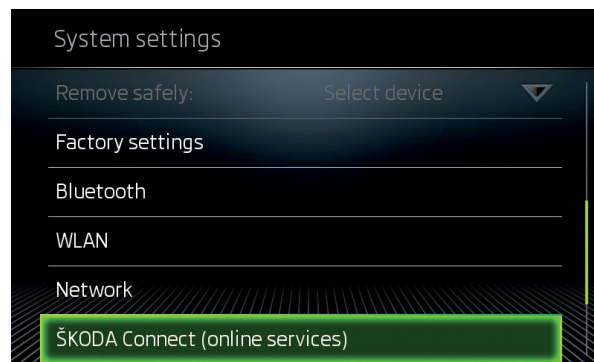
Activation

Process finished

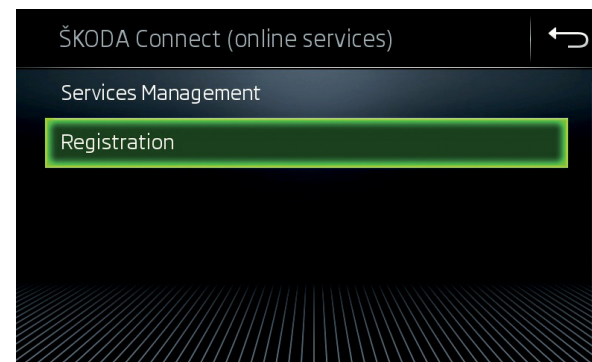
Cars with MOD2



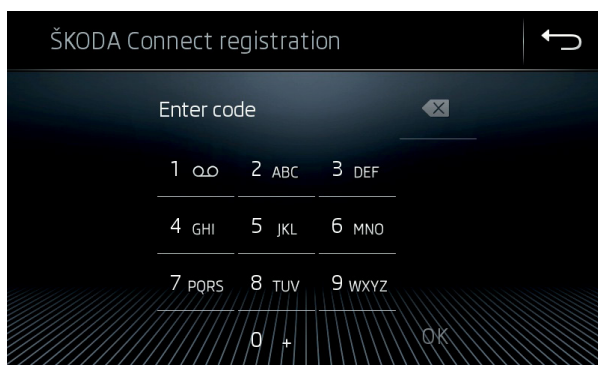
1. Press the „MENU” button on the infotainment device and select the „Settings” function key on the display.



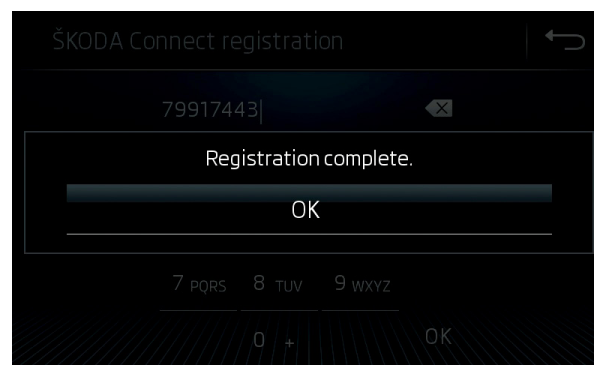
2. Scroll down in the menu and select „ŠKODA Connect (online services)”.



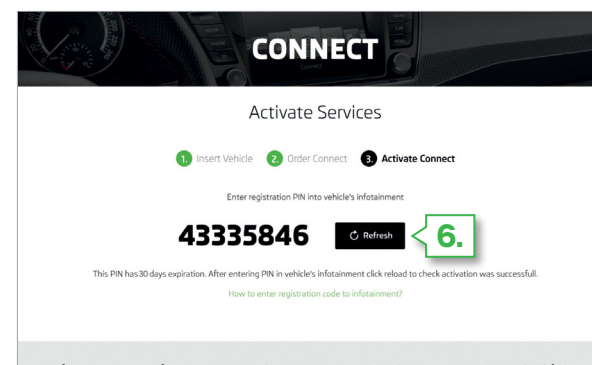
3. Select „Registration”.



4. Enter the registration code by using the keypad and press „OK”.



5. **Wait** for the infotainment system to confirm your registration. This can take a few minutes.



6. Return to the Connect Portal and click on „Refresh” to check whether the vehicle has been properly assigned.

# Registration Process > Step by Step



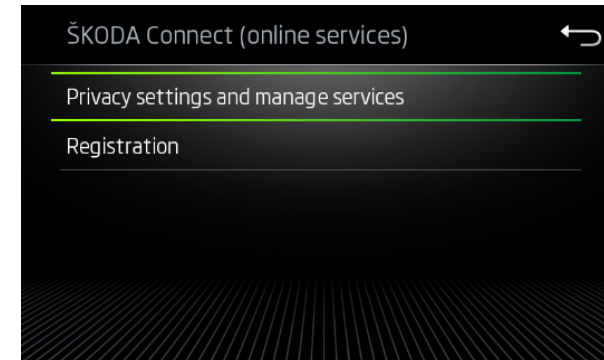
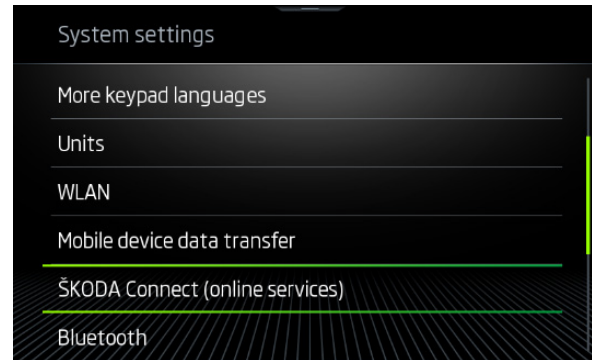
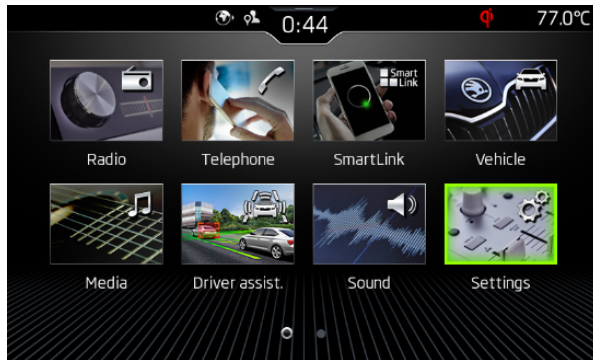
Create user account

Registration

Activation

Process finished

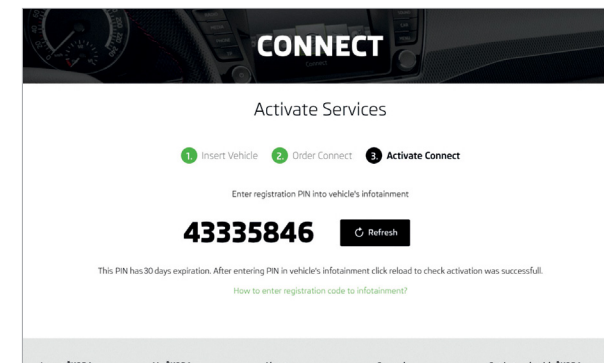
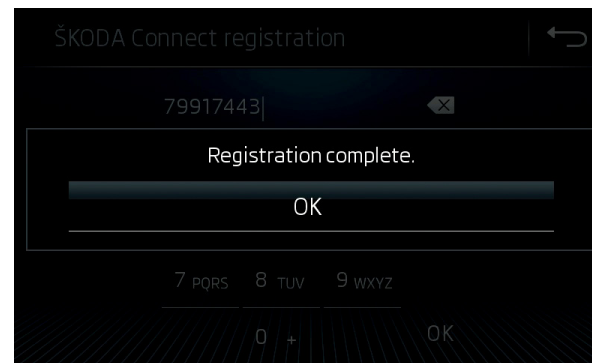
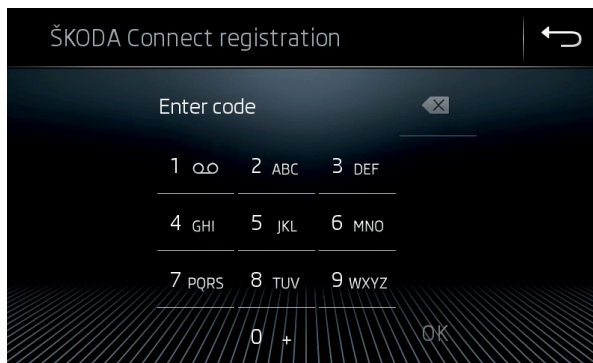
Cars with MOD3 - Swing/Bolero



1. Press the „MENU” button on the infotainment device and select the „Settings” function key on the display.

2. Scroll down in the menu and select „ŠKODA” Connect (online services)”.

3. Select „Registration”.



4. Enter the registration code by using the keypad and press „OK”.

5. Wait for the infotainment system to confirm your registration. This can take a few minutes.

6. Return to the Connect Portal and click on „Refresh” to check whether the vehicle has been properly assigned.



# Registration Process > Step by Step



Create user account

Registration + Activation

Process finished

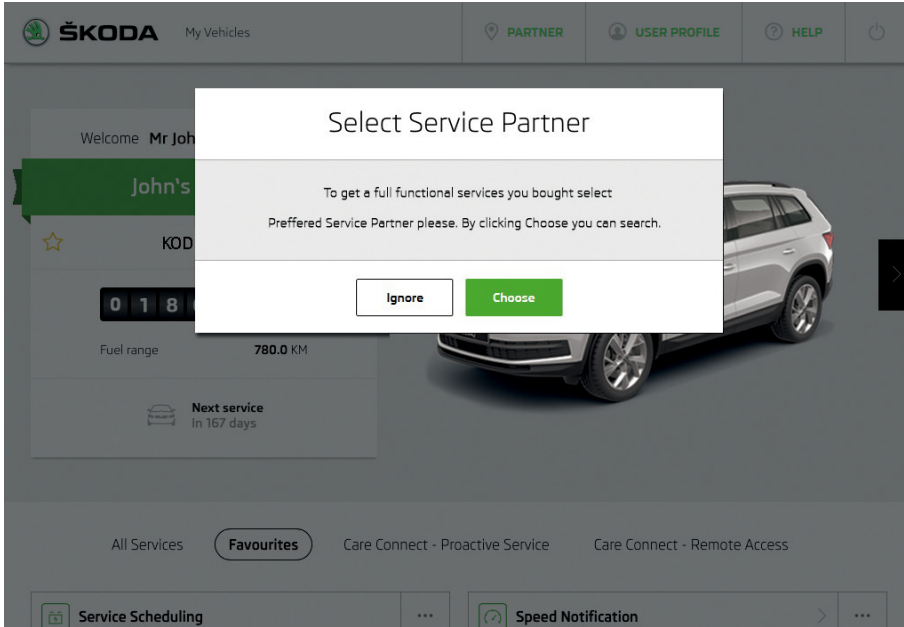
## MOD3 - Amundsen In Car registration + activation

To increase customer convenience, the vehicles with MOD3 with navigation infotainment will not need a pairing code for Services activation. Actually whole registration and activation process may be done in the vehicle. Both of the physical remote keys will be used for ownership verification instead of the pairing code.





# Registration Process > Step by Step



If you are a new user, you will be asked to select your preferred Service Partner. If you decide not to select one at the moment, you will be redirected to the dashboard.

Service Partner selection, which follows after clicking on „Choose” button, is explained step by step on the next page of this document.

**After the selection of the preferred Service Partner, the „Service Scheduling” function can be activated.**



No Service Leads are sent to the preferred Service Partner, if it is not selected and Service Scheduling is not activated.

# Connect Portal

The **Connect Portal** provides one of the most important elements for ensuring that the online services, which are grouped together under the term **ŠKODA Connect**, work correctly. The Connect Portal is accessible via the **importer's website** and the first step that is required for activating the services is to use the portal to register the customer and their vehicle. After successfully registering, the customer has the opportunity to benefit from this world of online services and thanks to the intuitive operation via the portal or the mobile app, they can fully exploit the advantages of these services.



User Interfaces

**ŠKODA**

## CONNECT

Your Partner in Drive

Select your market

Choose country

Select language

Choose language

Continue

<b>I want Skoda</b>	<b>My Skoda</b>	<b>About Us</b>	<b>General</b>	<b>Get In Touch with Škoda</b>
Configurator	Dealers Network	Group Škoda Auto	Login / Register	Introduction to CONNECT
Test Drive	Škoda Genuine Accessories	General Info	Sitemap	<a href="#">Show Hotline Number</a>
Stock Cars	Škoda Genuine Parts	Škoda Museum	Privacy	or e-mail us at <a href="mailto:info@skoda-info.cz">info@skoda-info.cz</a>
Damage without worries	Service Offer	Actions and Events	Statement Content	
Finance Insurance	Service Intervals	Škoda Hrou		
	Brochure and Manuals	Škoda Environment		
	Map Updates	Traffic Safety Research		

CHANGE COUNTRY / LANGUAGE

COOKIES | SITEMAP | TERMS & CONDITIONS

## What does the Connect Portal enable?

### Registration & activation

- › User ID/Registration/Log-in
- › Add vehicle
- › Order and activate ŠKODA Connect
- › Select preferred service partner

### Administrate user's account

### Service configuration / usage

### Contract extension

### Transfer of ownership

## Connect Portal > Preferred Service Partner Selection

After successful registration of the vehicle it is possible to select preferred Service Partner via the Connect Portal or Connect App. It is also a prerequisite for activation of Service Scheduling or placing a request for a Service Appointment.



User Interfaces

ŠKODA My Vehicles

SERVICE PARTNER

### ŠKODA CONNECT

Service Partner

Find your preferred ŠKODA Service Partner

To search for your preferred service partner type in location, name of service partner or ZIP code and click search.

1.

2. **ŠKODA Servisní centrum**  
Boleslavská 366 Kosmonosy 29306

**Telephone nr.**  
+420 326 816 147

**Opening hours**

Monday	07:00 - 17:00
Tuesday	07:00 - 17:00
Wednesday	07:00 - 17:00
Thursday	07:00 - 17:00
Friday	07:00 - 17:00

3.

HAVEX-auto s.r.o.

1. Type the name of the location, in which you want to search for Service Partners, or the name of the dealership and click on the **search button**.
2. The results based on your input will be **displayed**. Click on the small arrow to show details.
3. Confirm your selection by clicking on „**Select service partner**”.

ŠKODA My Vehicles

SERVICE PARTNER SHOP SERVICE SUBSCRIPTIONS NOTIFICATIONS USER PROFILE HELP

### ŠKODA CONNECT

Service Partner

ŠKODA Servisní centrum

**Address**  
Boleslavská 366 Kosmonosy 29306

**Telephone nr.**  
+420 326 816 147

**E-mail**  
servis.kosmonosy@skoda-auto.cz

**Opening hours**

Monday	07:00 - 17:00
Tuesday	07:00 - 17:00
Wednesday	07:00 - 17:00
Thursday	07:00 - 17:00
Friday	07:00 - 17:00
Saturday	Closed
Sunday	Closed

**Assigned Vehicles ( 1 / 1 )**

Select vehicles you want to be assigned to this Service Partner. Type of communication channel is same for all vehicles

Select all vehicles

**My Octavia**  
ŠKODA Servisní centrum

**Service Scheduling**

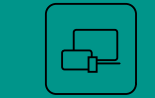
Activated  Deactivated

4.

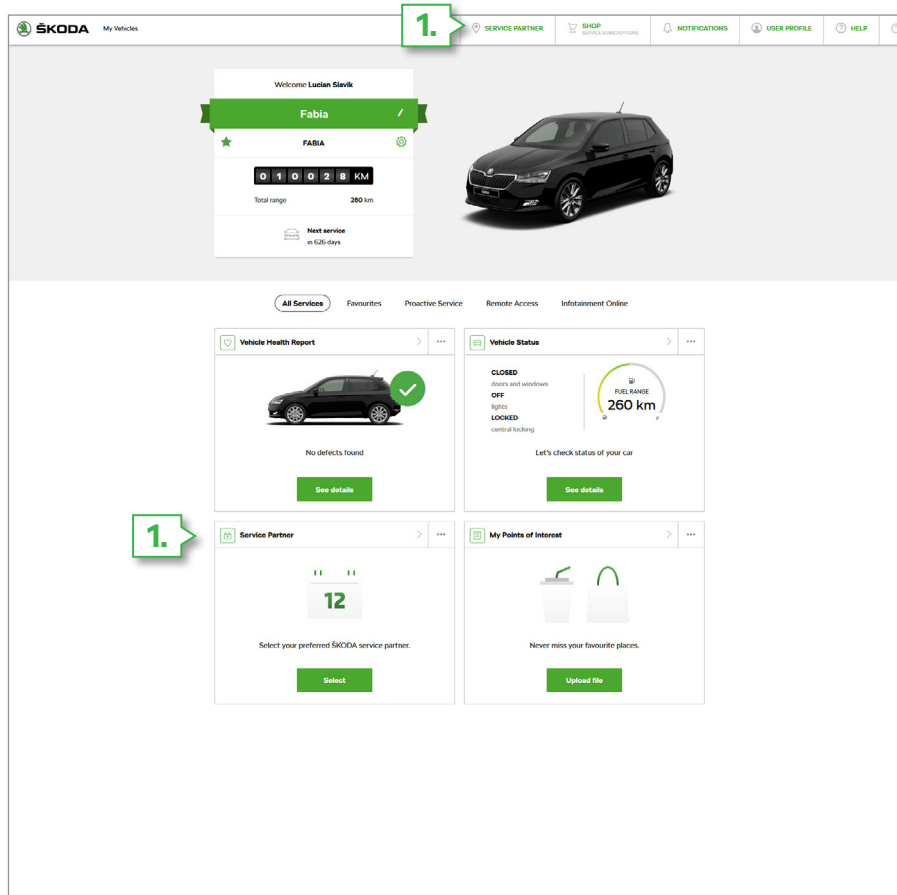
5.

4. Now you can see the much more **detailed information** about the selected Service Partner.
5. Confirm your choice by clicking „**Save**”.

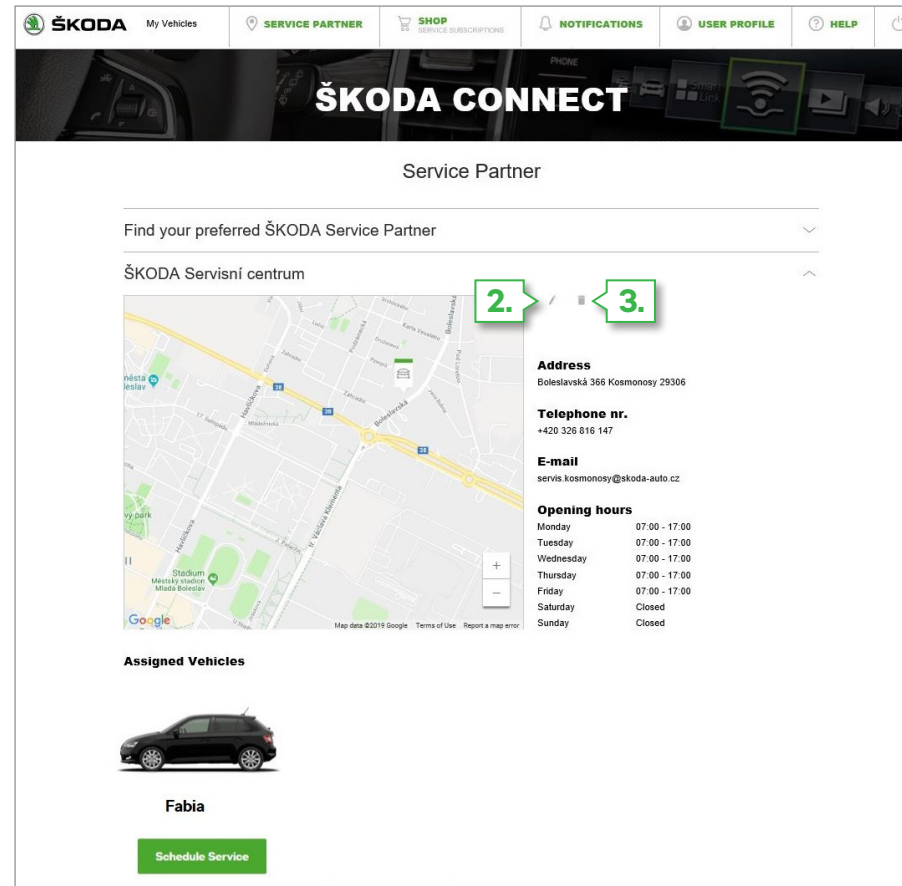
# Connect Portal ▶ Preferred Service Partner Selection



User Interfaces



1. You can access the summary information related to your preferred Service Partner by clicking on the „**SERVICE PARTNER**” in the menu.

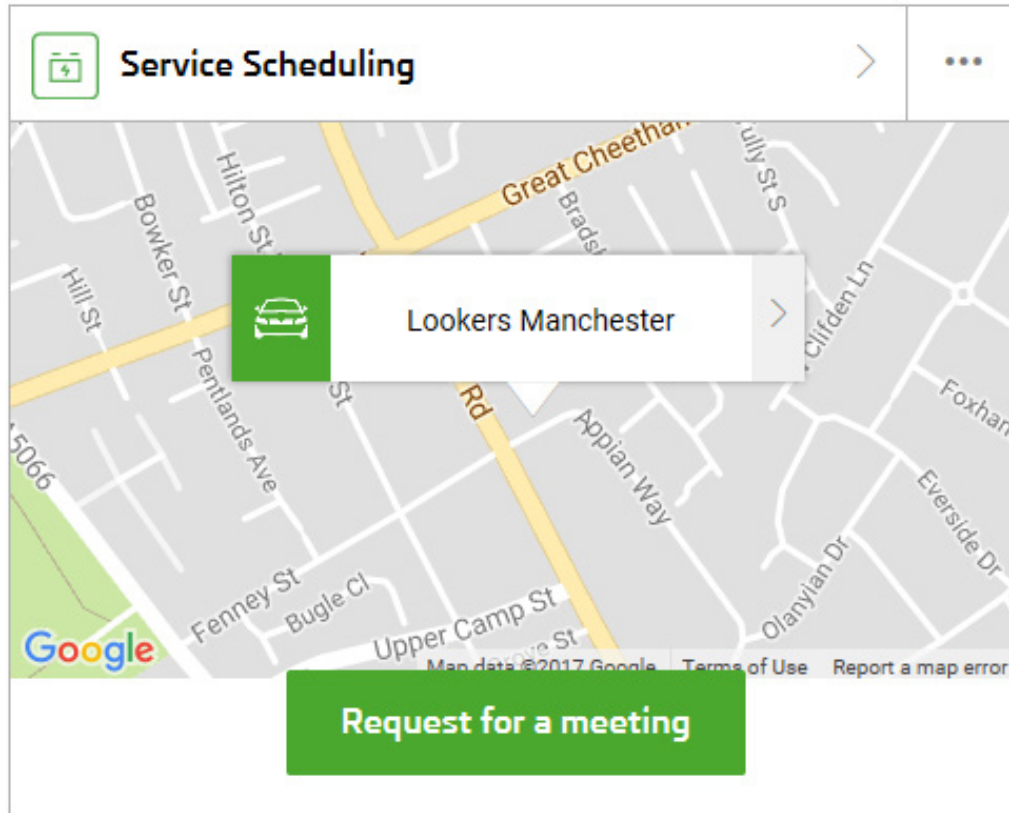


2. Button for **editing** the preferred Service Partner.

3. Button for **deleting** the preferred Service Partner.

## Connect Portal > Service Appointment

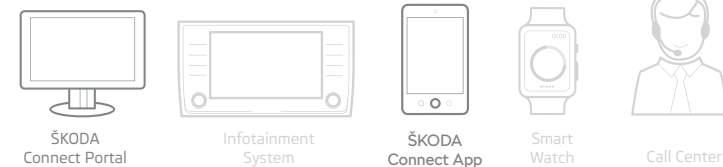
The customer has the option to request a service appointment, including detailed specification of required service tasks, using the Connect Portal. The preferred service partner will receive this request through the Service Lead Inbox. Subsequently, the service technician contacts customers and agrees on the details of the appointment with them.



### Customer Benefits

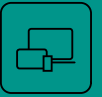
- > Quick and easy contacting of the service partner.
- > New service scheduling option on the Connect Portal.

### Customer Interface



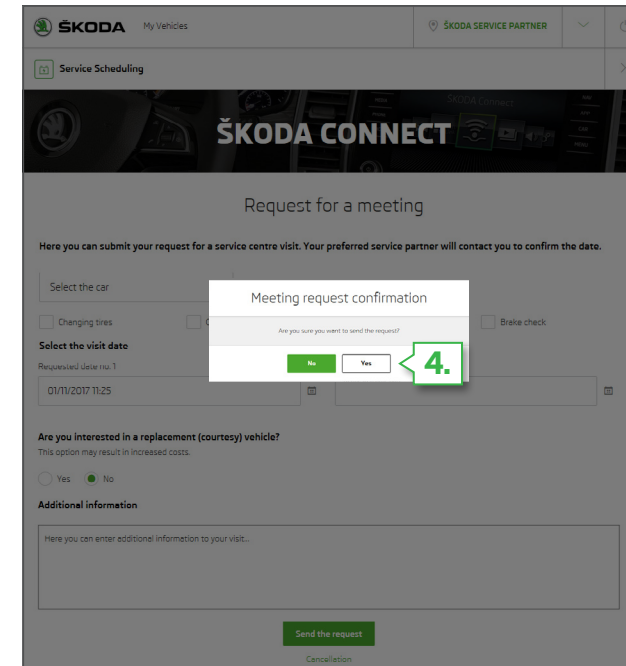
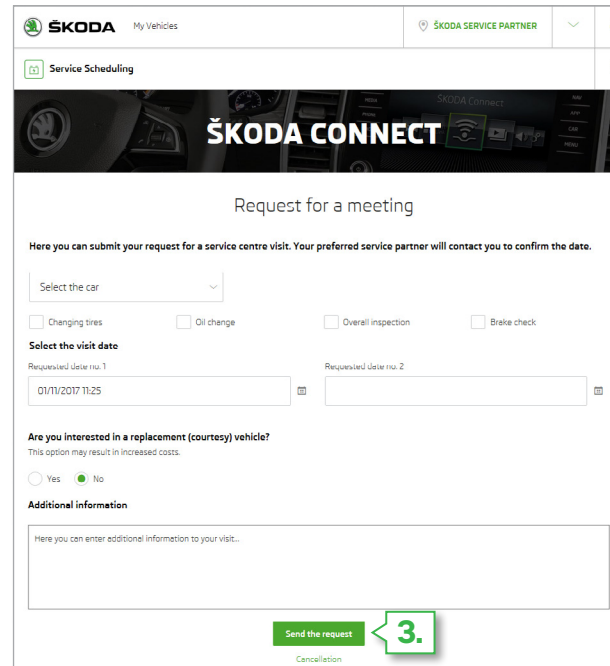
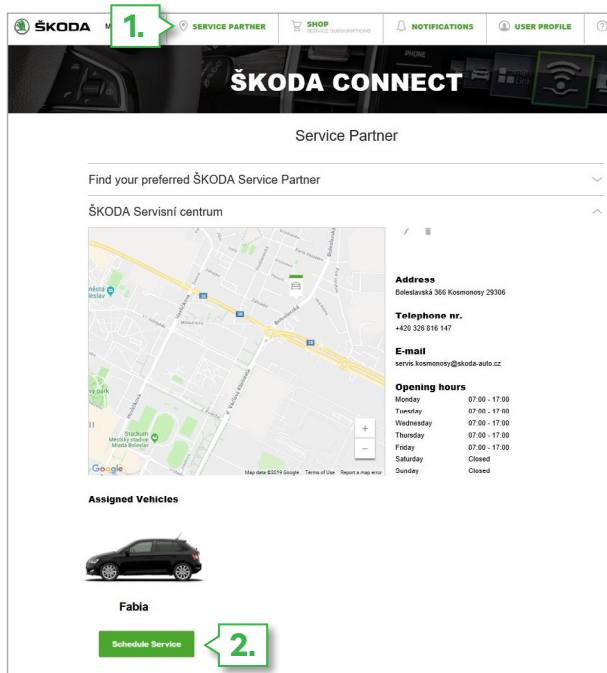
### Note

- > By using this option, the customer may request a service appointment with their preferred partner.



User Interfaces

# Connect Portal › Service Appointment



1. Click on the „**Service Partner**“ tab or the Service Scheduling title on the homepage.

2. Select the „**Schedule Service**“ button here.

3. Fill out the form and click on the „**Send the request**“ button.

4. Confirm the „**Request for a meeting**“.



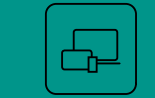
## Connect Portal > Dashboard



## User Interfaces

- 1. My Vehicles** – access to your garage with list of vehicles that are added to user's account. You can select between vehicles or add new ones.
- 2. SERVICE PARTNER** – display information or change your preferred Service Partner.
- 3. USER PROFILE** – display and edit ŠKODA ID, personal information, incl. personal setting.
- 4. HELP** – to display the help relating services and interfaces.
- 5. Button for log out.**
- 6. Notification settings** – set up preferred channel of notification.
- 7. Navigation** between services.
- 8. List of services.** Access to service configuration.

## Connect Portal › Dashboard › Notification



## User Interfaces

The screenshot shows the Skoda Connect Portal dashboard for a user named Mr. John Doe. The main header includes the Skoda logo, "My Vehicles", and navigation links for "SERVICE PARTNER", "USER PROFILE", "HELP", and a power icon. Below the header, a welcome message "Welcome Mr John Doe" is displayed. A green banner highlights "John's KODIAQ". Below this, a card for "KODIAQ" shows the odometer reading "0 1 8 6 4 6 KM" and a fuel range of "780.0 KM". A gear icon next to the vehicle name is highlighted with a green callout box labeled "1.". Below the card, there are buttons for "All Services", "Favourites", "Proactive Service", "Infotainment Online", and "Remote Access". At the bottom, there are two sections: "Vehicle Health Report" showing "No defects found" and "Vehicle Status" showing "Let's check status of your car" with a fuel range of "660 km".

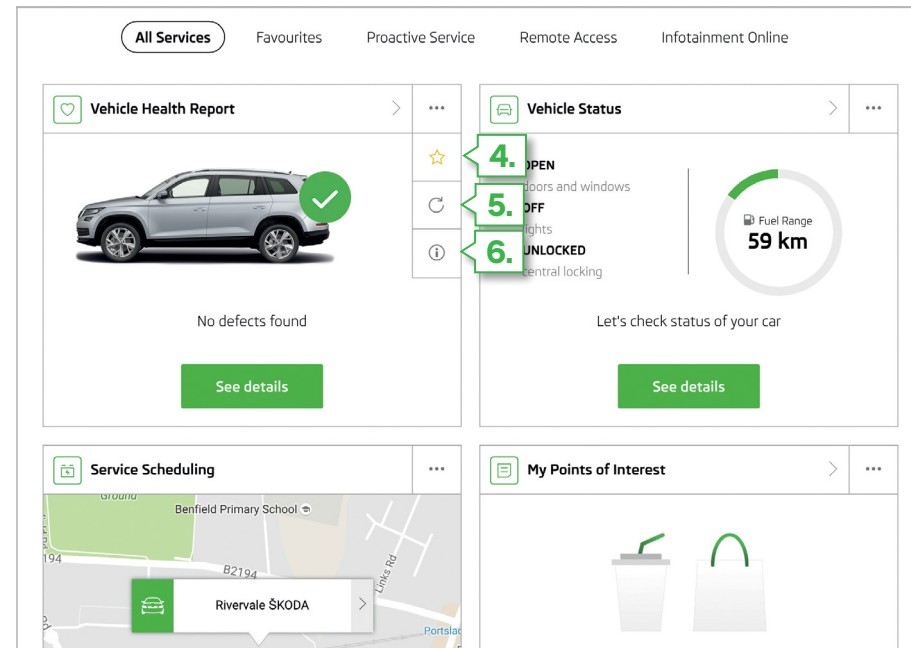
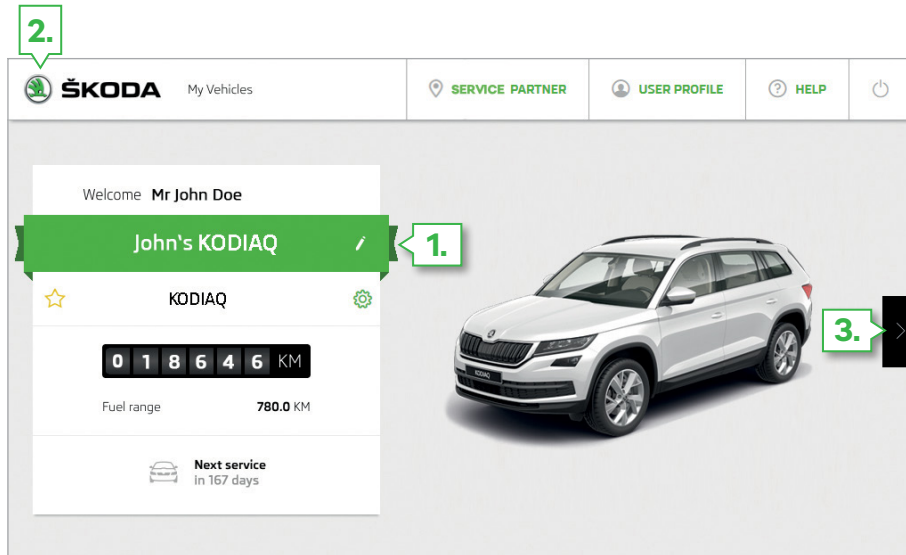
The screenshot shows the same Skoda Connect Portal dashboard as the previous one, but with a "Contact preferences" dialog box open. The dialog box has a title "Contact preferences" and a list of notification types with checkboxes for "Application" and "E-mail":

Notification Type	Application	E-mail
Online Anti-Theft Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Area Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Speed Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vehicle Health Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>

At the bottom of the dialog box are "Cancel" and "Save" buttons. A green callout box labeled "2." points to the "Application" checkbox for "Area Notification".

1. Click on the „**Settings button**“ to see the settings options.
2. Tick the **communication channel** through which you want to be notified.

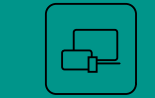
## Connect Portal > Basic Operations



1. Button for **renaming** your vehicle (pen symbol).
2. When you click on the ŠKODA logo, you will be redirected to the dashboard of your **favourite vehicle** (set as the favourite in the Garage under User profile).
3. You can **switch** between vehicles that are paired with your account by clicking on the arrow.

When you click on the **three dots** in the upper corner of each tile, the following buttons with options are displayed:

4. Button for marking a service as a favourite.
5. Button for refreshing specific service.
6. Help button for this service.



### 1. Access to the user profile.

An overview of personal information is displayed.

### 2. Button for editing ID profile and personal information.

## Connect Portal > User Profile



### User Interfaces

SKODA Logout

LS

#### Personal data 1.

Manage the use of your personal data for all connected apps and the way they can get in touch with you.

Name	Mr. Lucian Slavik	EDIT
Nickname	Lucek	EDIT
Date of birth	December 6, 1990	EDIT
Address	Add your address	EDIT
Email	luceko@seznam.cz	EDIT
Phone	<b>Mobile (Primary)</b> +420730860943	EDIT
	+ ADD PHONE	

- 1. Personal data** - you can change an email, mobile, address etc.
- 2. Connected Apps** - you can see the apps you have given permission to connect to your ŠKODA ID.
- 3. Account settings** - you can change password, language or manage account.
- 4. Privacy** - you can manage your data.

SKODA Logout

#### Connected apps 2.

Keep track of the apps you have given permission to connect to your ŠKODA ID.

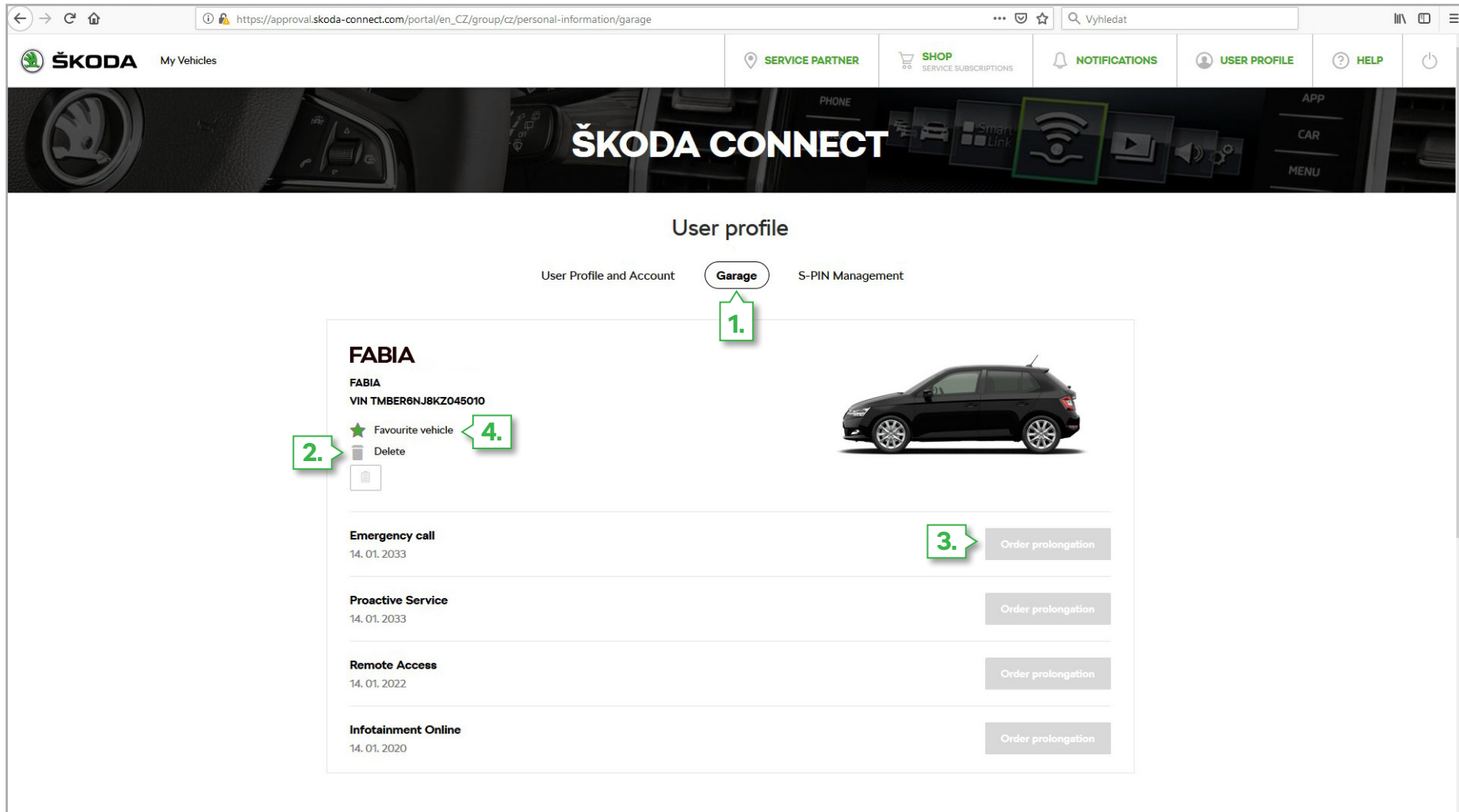
SKODA Connect

#### Account settings 3.

Password	Reset your password	RESET
Language	English	CHANGE
Manage account	Your ŠKODA ID	MANAGE

#### Privacy 4.

My data	Download a copy of your data	MANAGE
---------	------------------------------	--------



ŠKODA My Vehicles

SERVICE PARTNER SHOP SERVICE SUBSCRIPTIONS NOTIFICATIONS USER PROFILE HELP

## ŠKODA CONNECT

PHONE Smart Link Wi-Fi APP CAR MENU

### User profile

User Profile and Account **Garage** S-PIN Management

**FABIA**  
FABIA  
VIN TMBER6NJ8KZ045010

★ Favourite vehicle  
Delete

Emergency call  
14.01.2033

Proactive Service  
14.01.2033

Remote Access  
14.01.2022

Infotainment Online  
14.01.2020

Order prolongation

Order prolongation

Order prolongation

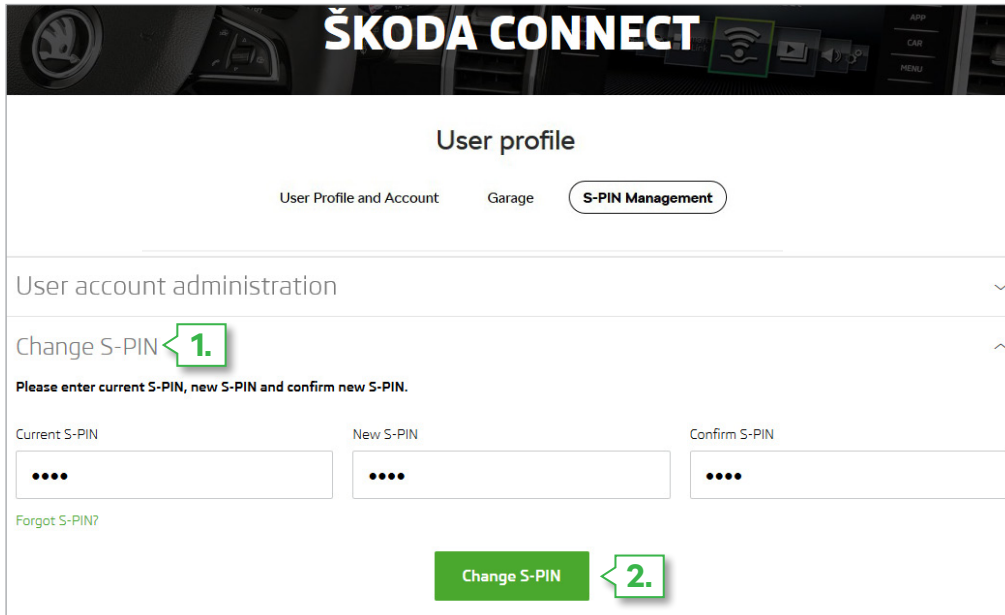
Order prolongation

1. Click on „**Garage**” to see the information about vehicles that are paired with your account.
2. Click on „**Delete**” (with a symbol of a bin) to remove the vehicle from the garage.

3. Button for **extending** your service package.  
This turns to green if your subscription is not up-to-date.
4. Button for marking a vehicle as a **favourite**.



## Care Connect > S-PIN > Change S-PIN



ŠKODA CONNECT

### User profile

User Profile and Account Garage **S-PIN Management**

User account administration

Change S-PIN **1.**

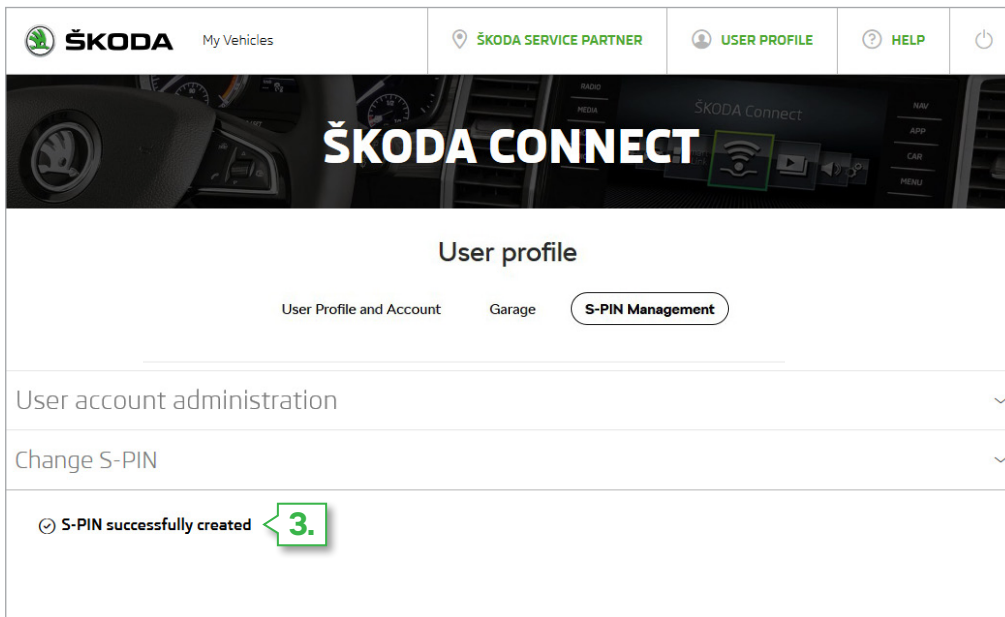
Please enter current S-PIN, new S-PIN and confirm new S-PIN.

Current S-PIN New S-PIN Confirm S-PIN

.....

Forgot S-PIN?

**Change S-PIN** **2.**



ŠKODA My Vehicles SKODA SERVICE PARTNER USER PROFILE HELP

### User profile

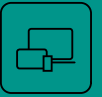
User Profile and Account Garage **S-PIN Management**

User account administration

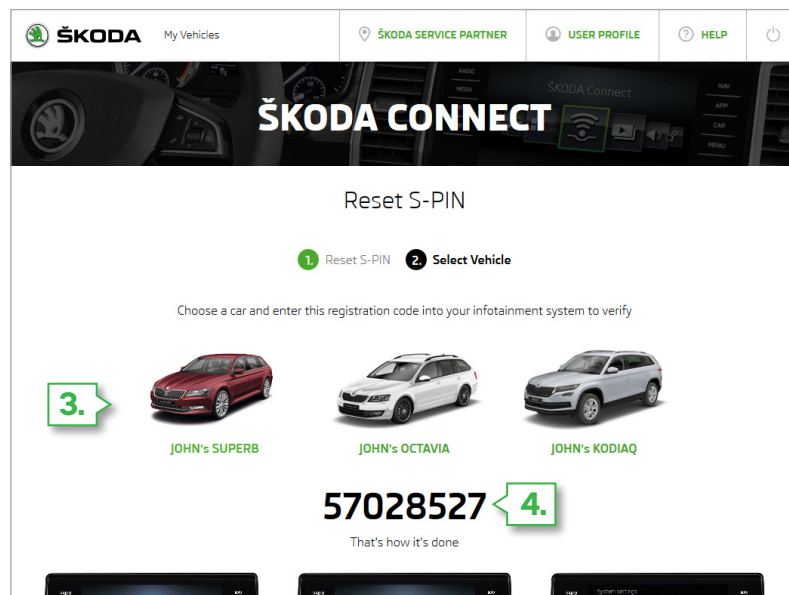
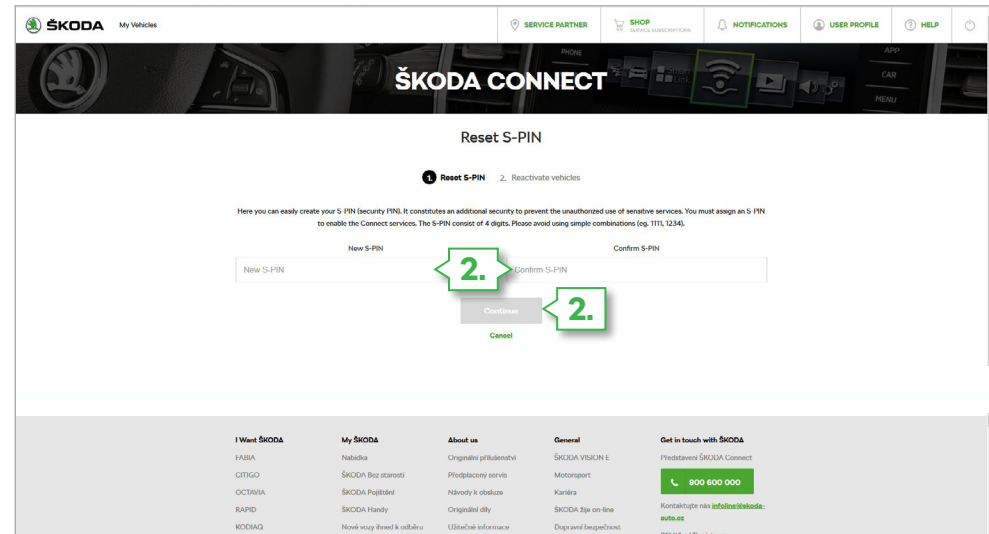
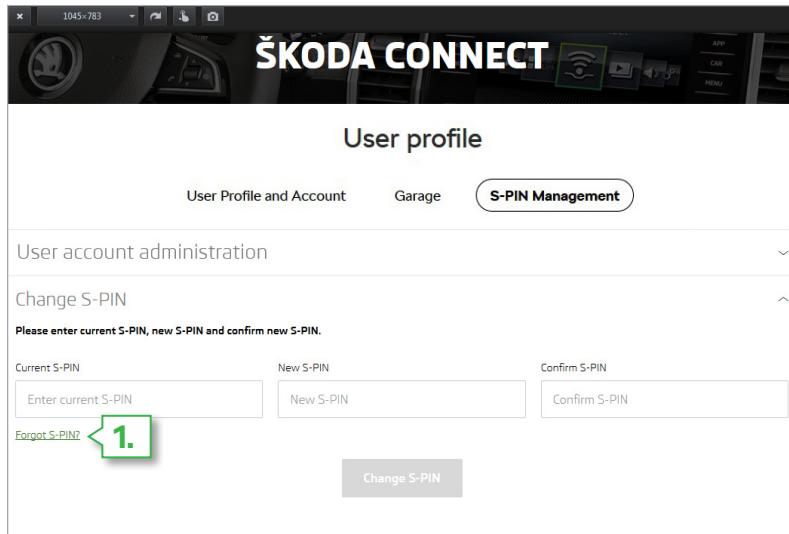
Change S-PIN

✔ S-PIN successfully created **3.**

1. Click on „**Change S-PIN**” again.
2. Enter the old S-PIN, then twice the new one and then click on „**Change S-PIN**”.
3. The message „**S-PIN successfully created**” will appear.



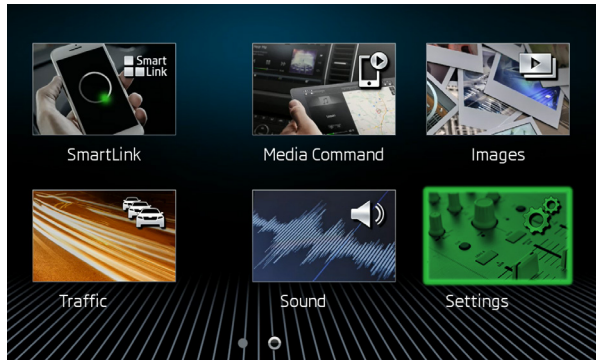
# Care Connect > S-PIN > Forgot S-PIN



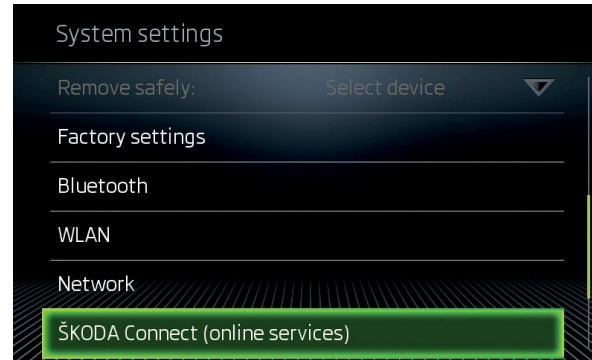
1. Click on „Forgot S-PIN”.
2. Enter twice the new S-PIN, then click on „Continue”.
3. A code will appear. **Select the vehicle** for which you would like to reset the S-PIN.
4. Then is necessary to **enter generated code** into Infotainment system.

## Care Connect > S-PIN > Forgot S-PIN

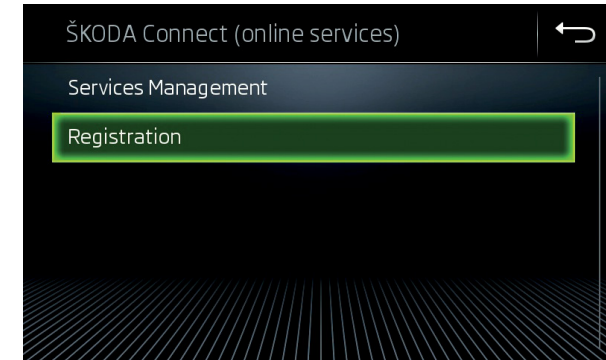
Car with MOD2



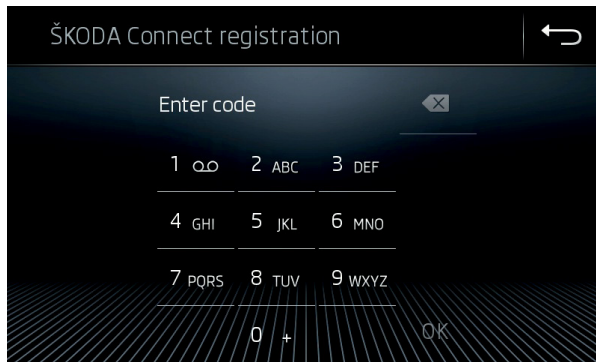
1. Press the „MENU” button on the infotainment device and select the „Settings” function key on the display.



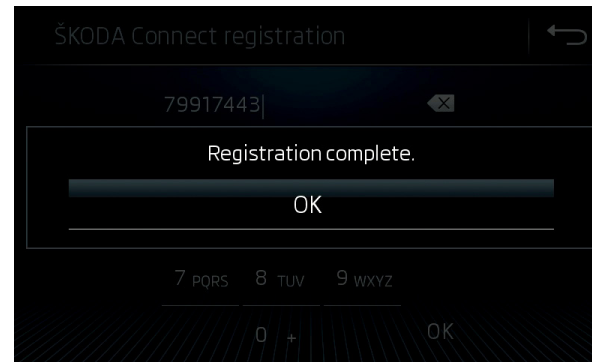
2. Scroll down in the menu and select „ŠKODA Connect (online services)”.



3. Select „Registration”.



4. Enter the S-PIN code by using the keypad and press „OK”.



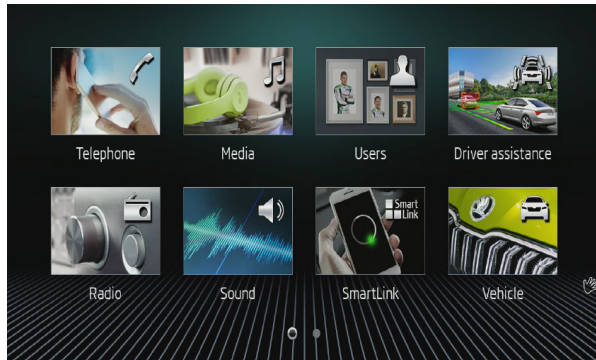
5. Wait for the infotainment system to confirm your registration.



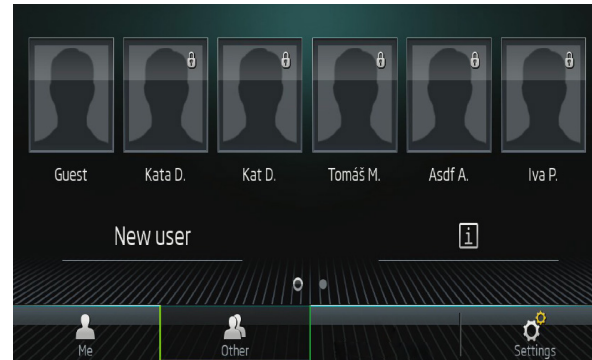
User Interfaces

# Care Connect > S-PIN > Forgot S-PIN

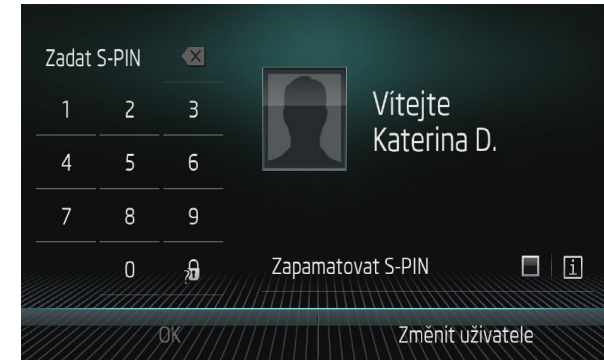
Car with MOD3 - Amundsen 1/2



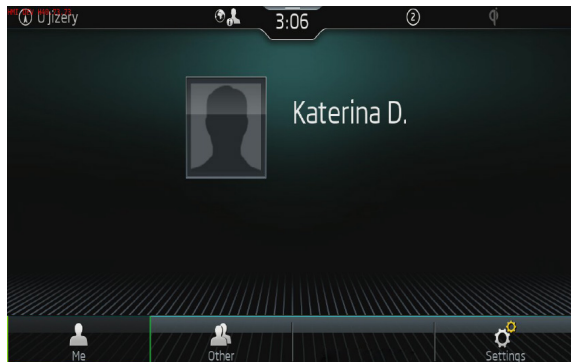
1. Press the „MENU” button on the Infotainment device and select the „USERS” function key on the display.



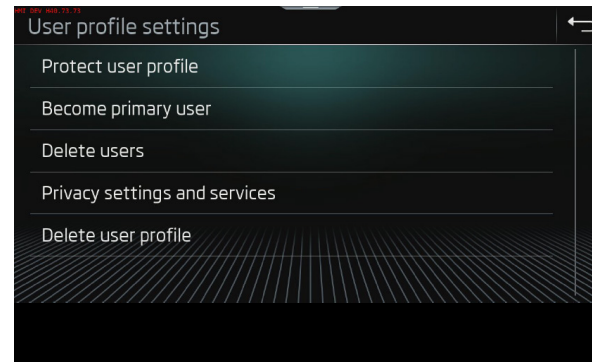
2. Select Your profile on the display



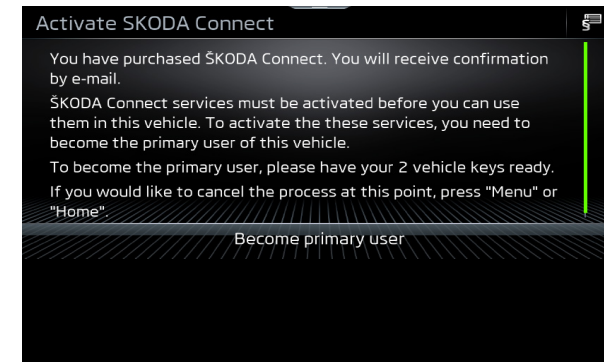
3. Enter the S-PIN code by using the keypad and press „OK”.



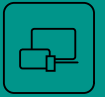
4. Select the „Settings” function key on the display.



5. Choose „Become primary user”

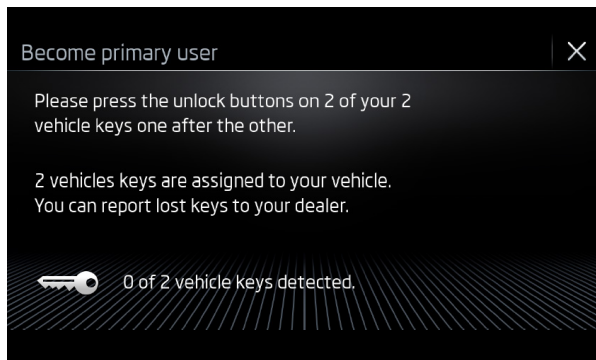


6. Confirm the Terms and privacy by clicking on Become primary user button.

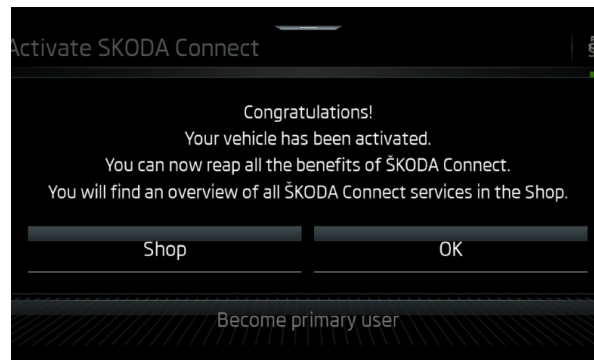


## Care Connect > S-PIN > Forgot S-PIN

Car with MOD3 - Amundsen 2/2



7. Take Your keys and follow the instructions



8. Wait for the infotainment system to confirm your registration.



User Interfaces





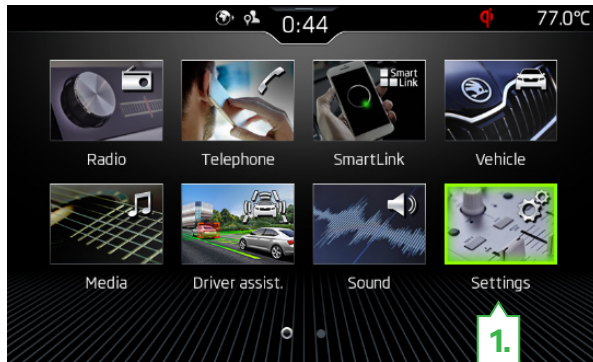
Create user account

Registration

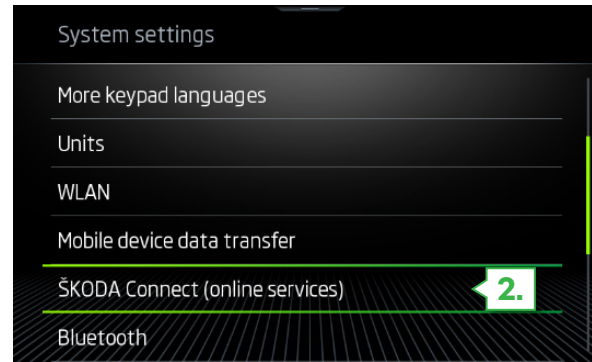
Activation

Process finished

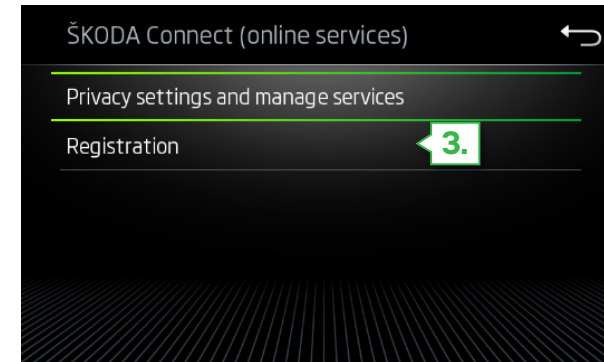
Cars with MOD3 - Swing/Bolero



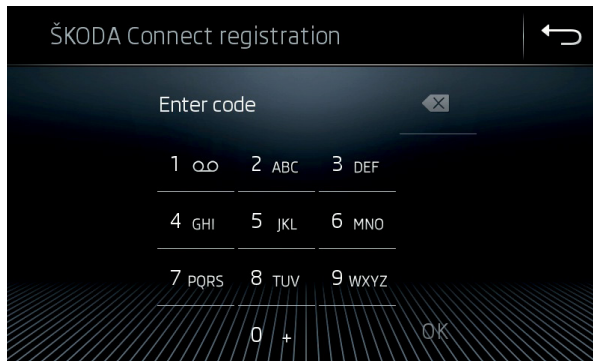
1. Press the „MENU” button on the infotainment device and select the „Settings” function key on the display.



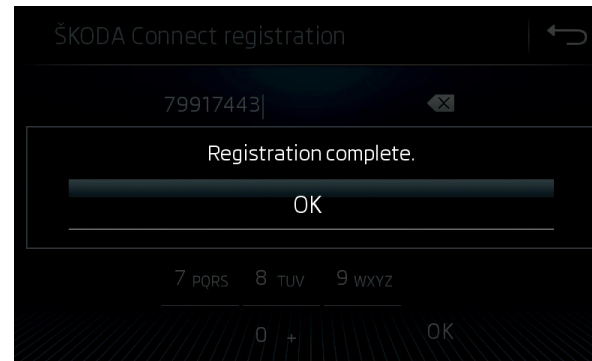
2. Scroll down in the menu and select „ŠKODA” Connect (online services)”.



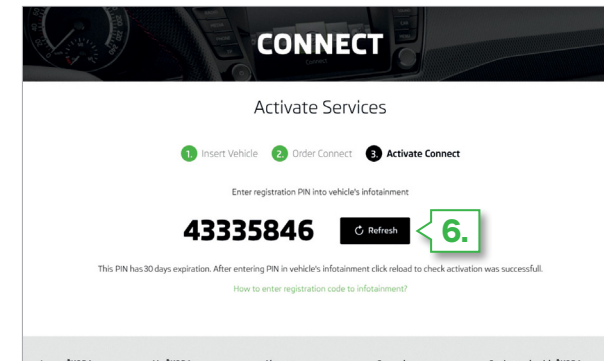
3. Select „Registration”.



4. Enter the registration code by using the keypad and press „OK”.



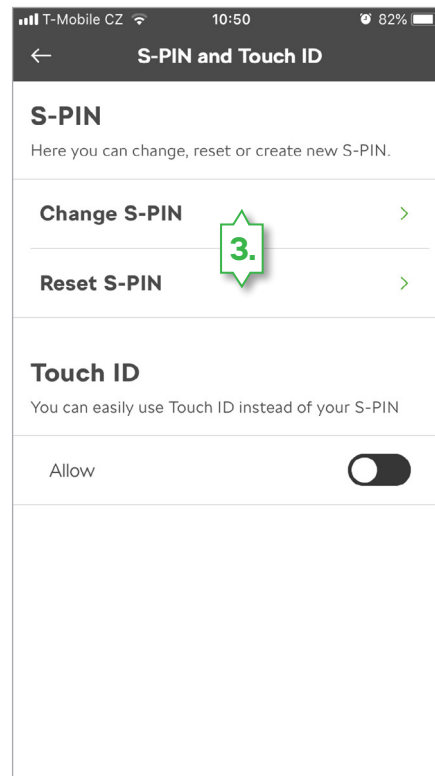
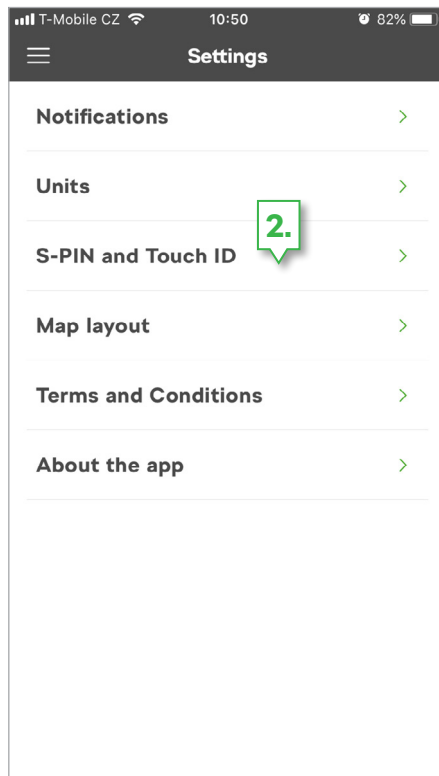
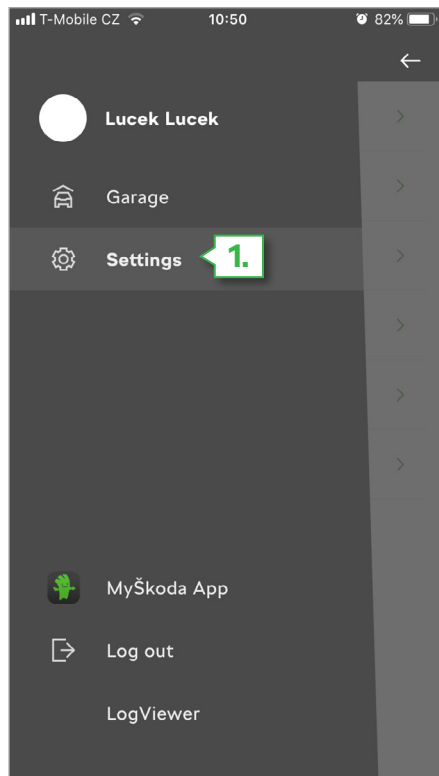
5. Wait for the infotainment system to confirm your registration. This can take a few minutes.



6. Return to the Connect Portal and click on „Refresh” to check whether the vehicle has been properly assigned.



## Care Connect > S-PIN > Connect App > Change and Reset S-PIN



### Reset S-PIN / Change S-PIN

1. Click on the Settings.

2. Click on the S-PIN and Touch ID.

3. Change or Reset your S-PIN.

## Connect Application > Basics

**Connect App** is an application for smartphones and is used to configure and operate Remote Access and other useful Connect services. The function of the Connect App are also available (partly) for smart watches.

To run this application on a smartphone, the following prerequisites must be met:

> The app is downloaded and installed for free from the store:



Apple Store (iOS)

Google Play (Android)

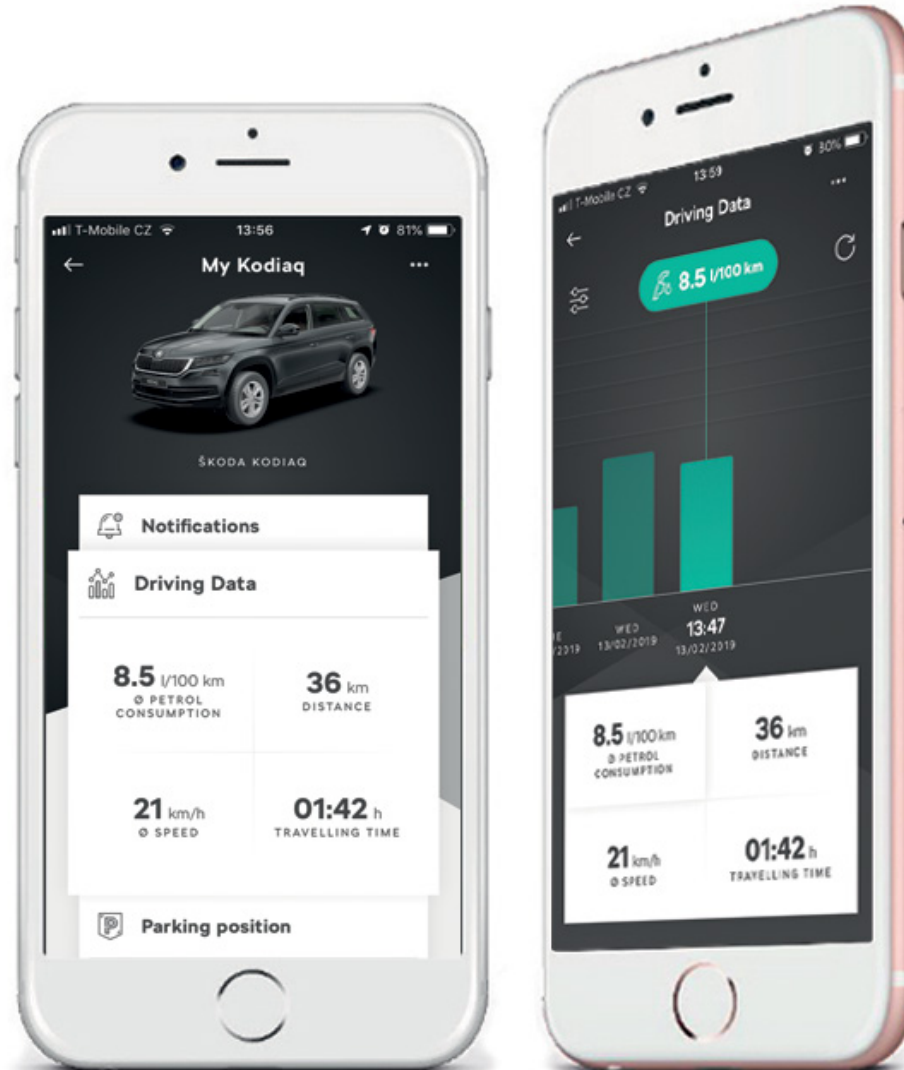
> User may create the user account via the Connect Portal or directly via the Connect App.

### Operating system compatibility

- > Apple iOS 10 or higher
- > Android 5.0 or higher

### Supported smart watches

- > Apple Watch

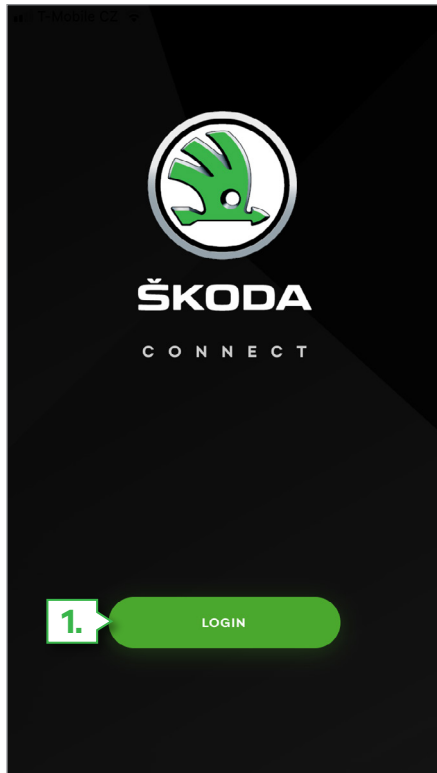


User Interfaces

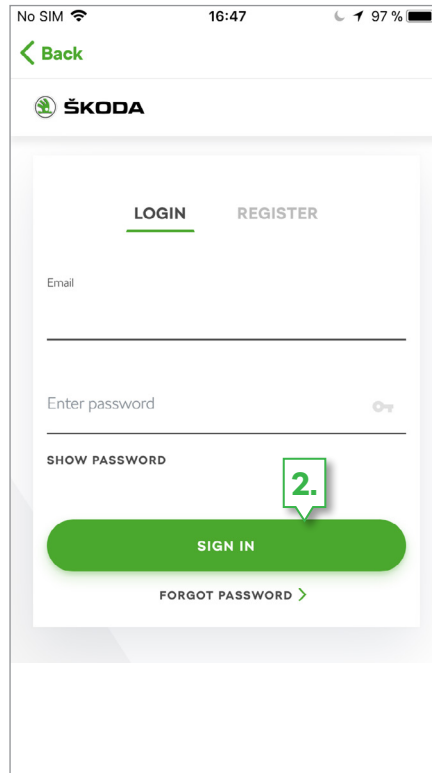
## Connect Application > Using the Connect App



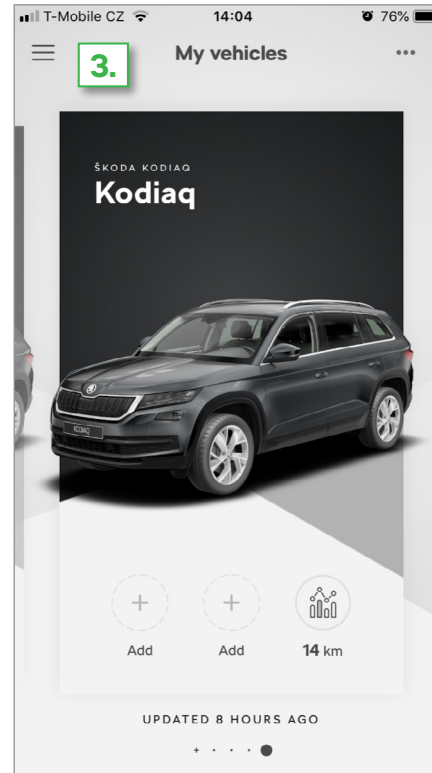
### User Interfaces



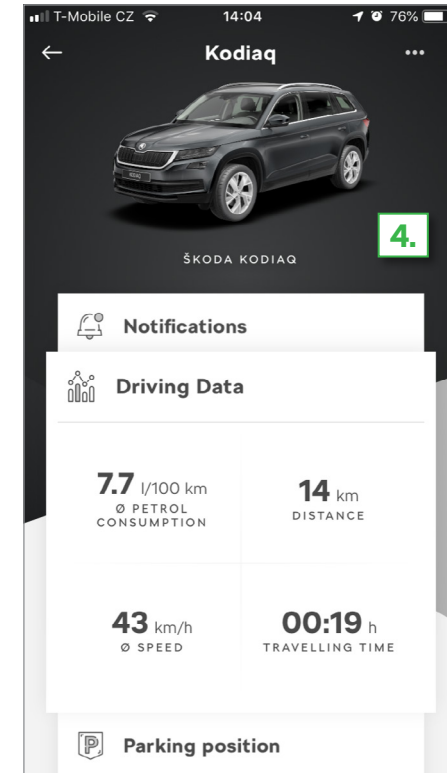
1. Open the Connect App and press „Log in”



2. Enter the same login credentials as when logging on to the Connect Portal and confirm.



3. Select the required vehicle. If the customer has only one registered vehicle no list is displayed.



4. Now you can see detail of the vehicle and available functions. You can organize an application with a widget.

## Connect Application > Alexa > Basics



In cooperation with Amazon, ŠKODA AUTO introduced a new addition to ŠKODA Connect online services. These services will be accessible also via the Alexa smart voice assistant in English, German and French (Spanish and Italian will be added later in 2019).

Through specific voice commands, Alexa today helps millions of users with shopping, cooking, listening to music, transportation, and many other everyday tasks and entertainment activities. Now, Alexa can be asked also for selected information about ŠKODA cars equipped with ŠKODA Connect services.

After installing the "ŠKODA Connect" skill, Alexa can be used as usual. The users has to be in the range of the Alexa enabled speaker and activate her by saying: "Alexa, ask ŠKODA..." and continue by asking a question of their interest.

In case that Alexa does not answer the questions correctly, the customer can contact the ŠKODA Customer Care service or visit the ŠKODA Retailer/ŠKODA Authorized Partner (not preferred).

### WHAT IS NEEDED TO START USING ALEXA?



Any ŠKODA model equipped with the Care Connect Services

+



ŠKODA Connect account with enrolled vehicle

+



Amazon account that can be created either via Amazon website or Amazon app

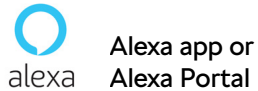
+



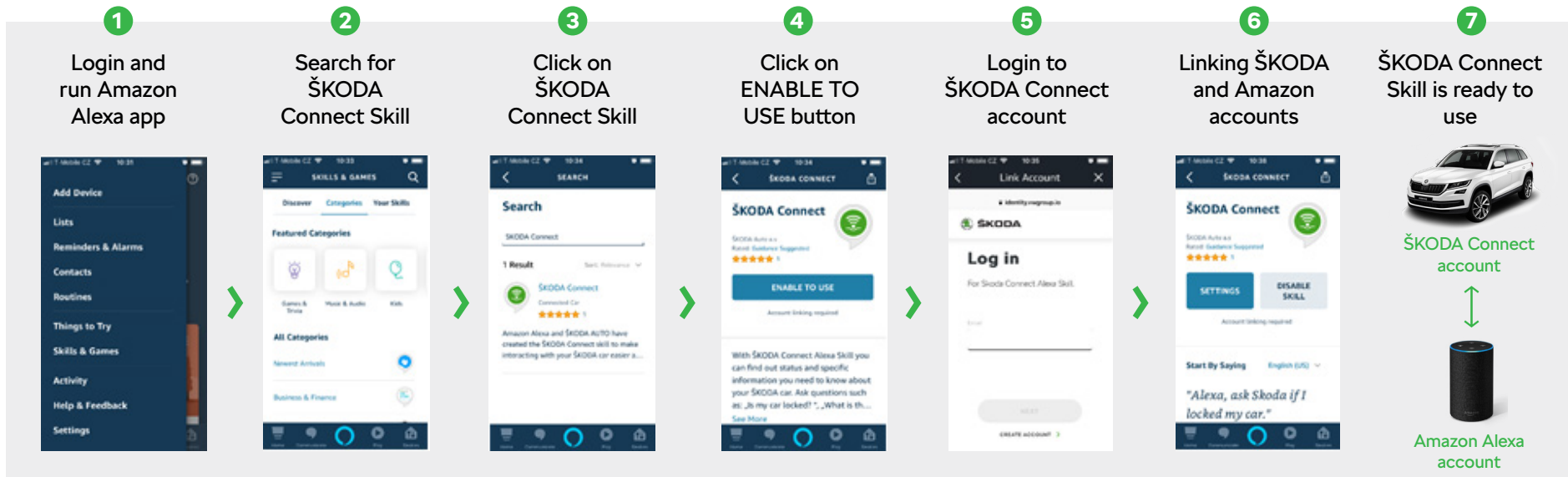
Amazon's Echo line speakers or other brand speakers which have Alexa Voice Services



## Connect Application › Alexa › Registration and activation



User Interfaces



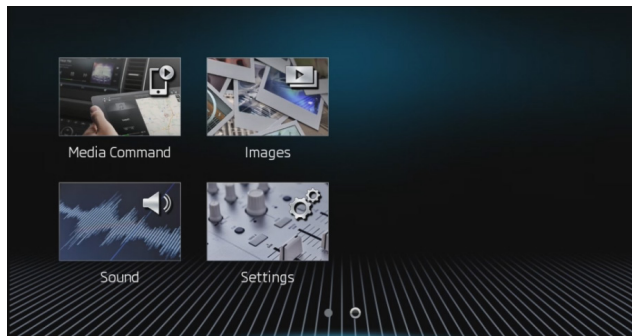
- 1. ACTIVATION THROUGH AMAZON ALEXA SKILLS LIBRARY:**
- Open the Amazon Alexa app and log in using your Amazon account (if you do not yet have an Amazon account, you will need to create one). After successfully logging in, click to open the navigation menu and then click on the “Skills & Games” section.
- In the Skill & Games selection, search for the ŠKODA Connect Skill in the search tab.
- After searching, click on “ŠKODA Connect Skill” icon.
- After opening the skill, click on the “ENABLE TO USE” button.
- You then will be redirected automatically to the ŠKODA Connect Portal login page, where you can sign in with your existing ŠKODA Connect account or if you have not yet done so, create a new account and sign up.
- After successfully logging in, your ŠKODA Connect account will be linked to your Amazon account.
- Now you can start using the ŠKODA Connect Alexa Skill.

## Private Mode (MOD2)

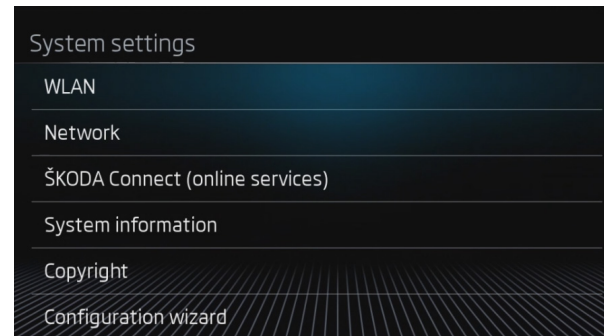
The Private Mode allows the user to quickly and easily switch off Infotainment Online and Care Connect services temporarily in MIB unit in the car. Activation of the Private Mode is indicated by an icon on the navigation upper bar.

After activating the Private Mode:  
Infotainment Online & Care Connect services will be deactivated.  
Only the Info call, Breakdown call and Emergency call service will remain active.

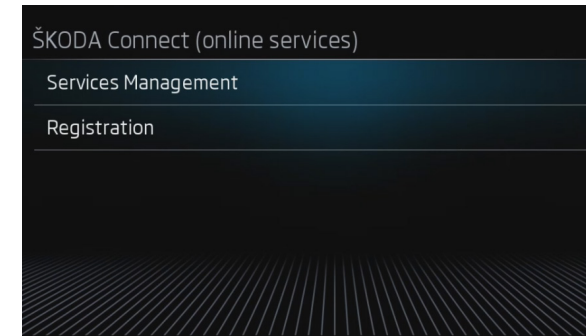
### Private Mode for cars with MOD2



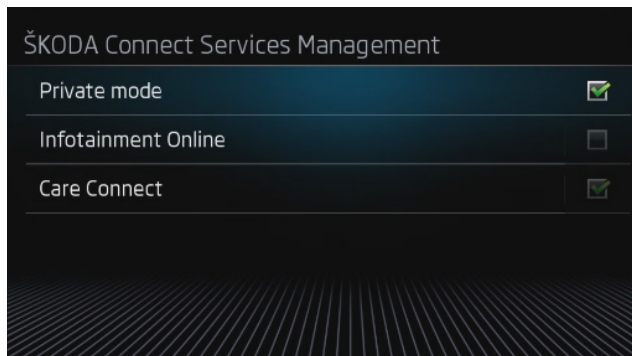
1. Click on „**Settings**“ in the Menu.



2. Click on **ŠKODA Connect** (online services).



3. Click on **Services Management**.



4. Click on the **Private mode**, the services are deactivated.



5. An icon indicating that the Private mode is activated.





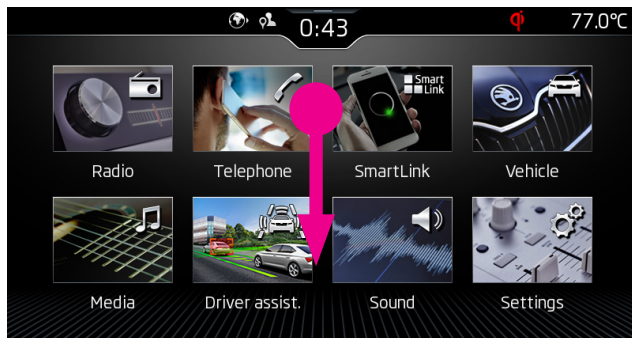
## Privacy settings (MOD3)

The Privacy settings allow the user to quickly and easily manage the level of privacy in the vehicle. The current level of privacy is indicated by an icon on the navigation upper bar.

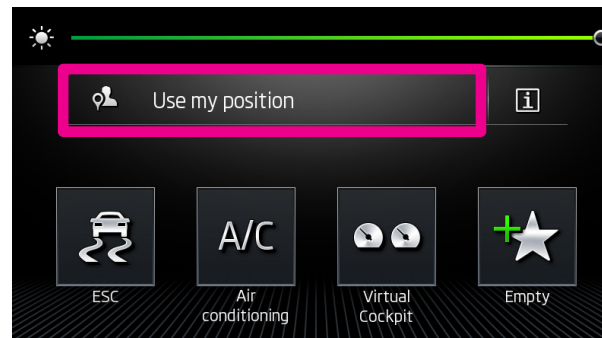
After selection of Privacy settings in the Infotainment the user can see a list of services that are activated or deactivated. Customization is possible. After selecting a Privacy preset, customer can further deactivate each available service, which remained active. The only exception is eCall that cannot be deactivated.

### Privacy settings for cars with MOD3 - differences between MIB Low and MIB High - Control Center

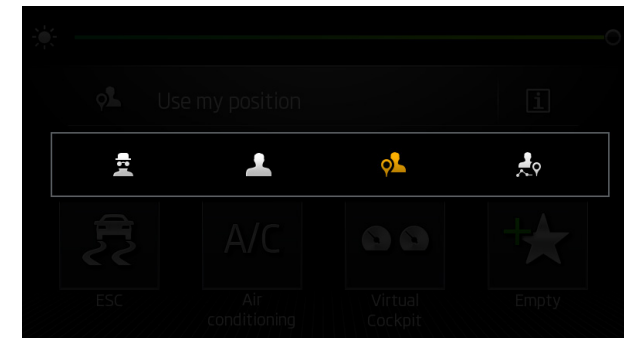
#### MIB Low



1. Scroll down screen of MIB.

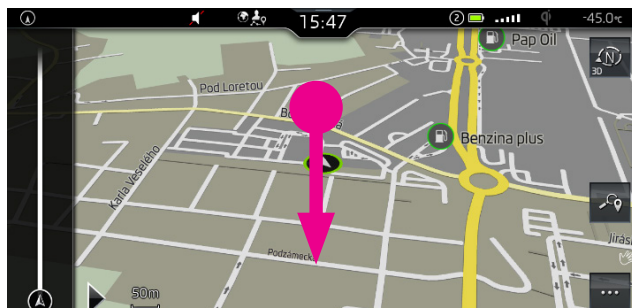


2. Click on Privacy settings icon.

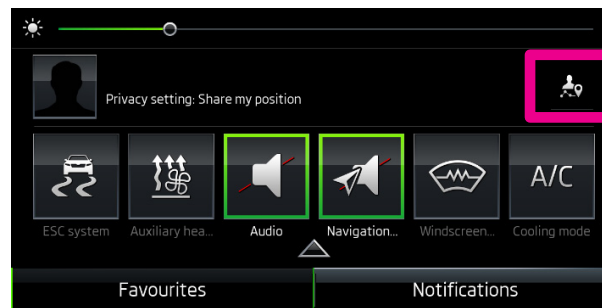


3. Select Privacy settings presets which you want.

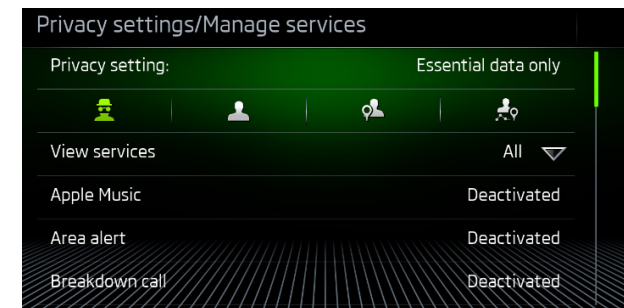
#### MIB High



4. Scroll down screen of MIB.



5. Click on Privacy settings icon.



6. Select Privacy settings presets which you want.



# Privacy settings (MOD3)

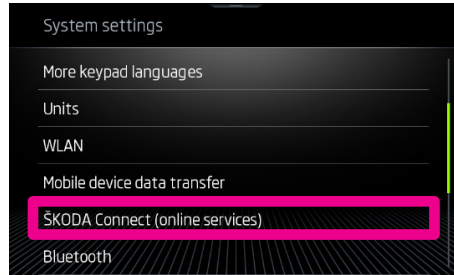
Privacy settings for cars with MOD3 - differences between MIB Low and MIB High - Settings



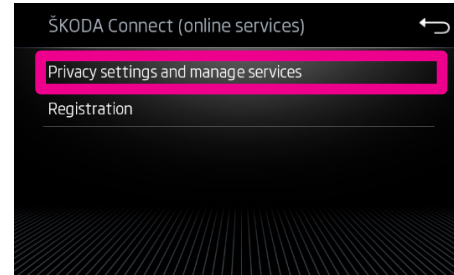
## MIB Low



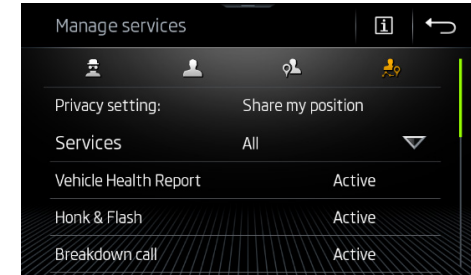
1. Click on **Settings**.



2. Click on **ŠKODA Connect (online services)**

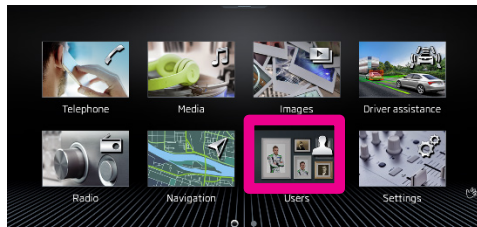


3. Click on **Privacy settings and manage services**.

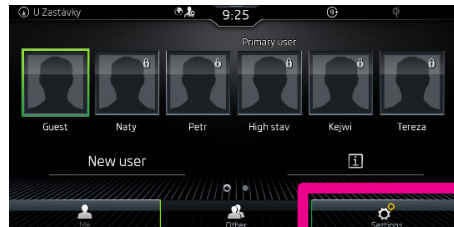


4. Select Privacy settings presets which you want.

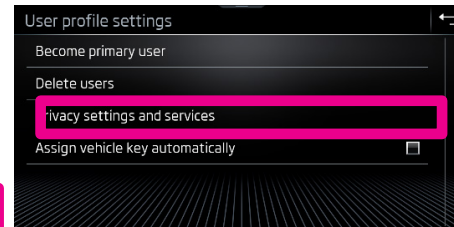
## MIB High



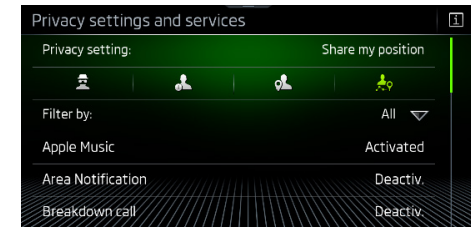
1. Click on **Users**.



2. Click on **Settings**.



3. Click on **Privacy settings and services**.



4. Select Privacy settings presets which you want.

## Icons in MIB (Infotainment System) MOD2



- A.** ŠKODA Connect services (Infotainment Online) are available. A symbol for the type of connected network also can be displayed (e.g. WLAN, LTE).
- B.** ŠKODA Connect services (Infotainment online) are establishing or are not available.
- C.** Private mode is activated.
- D.** Localization services are activated. (Care Connect services are available.)

## MOD3



- A.** ŠKODA Connect services (Infotainment Online) are available. A symbol for the type of connected network also can be displayed (e.g. WLAN, LTE).
- B.** ŠKODA Connect services (Infotainment online) are establishing or are not available.
- C.** In MOD3 there are 4 Privacy settings presets.





**TABLE DESCRIBING ALL ŠKODA CONNECT MODES – Generation I (MOD2)**

	Mode for showroom cars before delivery to customer (max period of 365 days)	Modes available after car delivery to customer		
	<b>Demo Mode</b>	<b>Privacy Mode</b>	<b>Workshop Mode</b>	<b>Offline Mode</b>
<b>DE/ACTIVATED BY</b>	Service/dealer	Customer	Service advisor (customer is notified)	Service technician (on request of the customer)
<b>HOW/WHERE</b>	Service: Transport mode must be deactivated Dealer: Car is possible to register and activate on Dealer account same way as Customers do	In car (MIB settings)	Service Portlet	ODIS (Service authorization required)
<b>WHAT SERVICES ARE LIMITED</b>	None	Infotainment Online Care Connect	Care Connect (only Remote Access)	Infotainment Online Care Connect
<b>EMERGENCY CALL</b>	Call and data	Call and data	Call and data	Not available
<b>BREAKDOWN CALL</b>	Call and data	Call only	Call and data	Not available
<b>INFO CALL</b>	Call only	Call only	Call only	Not available



**TABLE DESCRIBING ALL ŠKODA CONNECT MODES – Generation II (MOD3)**

	Mode for showroom cars before delivery to customer (max period of 365 days)	Modes available after car delivery to customer					
	Demo Mode	Privacy Settings				Workshop Mode	Offline Mode
		Maximum privacy	No position data	Use my position	Share my position		
DE/ACTIVATED BY	Service/dealer	Customer	Customer	Customer	Customer	Service advisor (customer is notified)	
HOW/WHERE	Service: Transport mode must be deactivated Dealer: Car is possible to register and activate on Dealer account same way as Customers do	In car (MIB settings)	In car (MIB settings)	In car (MIB settings)	In car (MIB settings)	Service Portlet	
WHAT SERVICES ARE LIMITED	None	Your services are deactivated. Only legally required services use data.*	Services use only vehicle data and user data.*	Services use position data, vehicle data and user data.*	Primary and Secondary users can also retrieve position data via the ŠKODA Connect portal or the app.*	Remote Access	Not available in MOD3
eCALL	Call and data	Call and data	Call and data*	Call and data*	Call and data*	Call and data	
BREAKDOWN CALL	Call and data	None	Call only*	Call only*	Call and data*	Call and data	
INFO CALL	Call only*	None	Call only*	Call only*	Call only*	Call only	

\* After selection of Privacy settings in the Infotainment the user can see a list of services that are activated or deactivated. Customization is possible. After selecting a Privacy preset, customer can further deactivate each available service, which remained active. The only exception is eCall that cannot be deactivated.

# Services in Privacy settings for MOD3

## Infotainment: Amundsen

Service / Privacy level	Maximum privacy	No position data	Use my position	Share my position
Honk&Flash	—	—	—	■
Area notification	—	—	—	■
Speed notification	—	—	—	■
Parking position	—	—	—	■
Online Voice Control	—	—	—	■
Online Map Update	—	—	■	■
Online Traffic Information	—	—	■	■
Petrol Stations	—	—	■	■
Parking Spaces	—	—	■	■
Weather	—	—	■	■
Online Route Calculation	—	—	■	■
Info call	—	■*	■*	■
Breakdown call	—	■*	■*	■
Driving data	—	■	■	■
Service scheduling	—	■	■	■
Lock&Unlock	—	■	■	■
Vehicle status	—	■	■	■
Vehicle health report	—	■	■	■
Remote Update	—	■	■	■
Online Anti-Theft Alarm	—	■	■	■
News	—	■	■	■
eCall	■	■	■	■

### Privacy level description:

- › Maximum Privacy – only legally required services activated
- › No position data – services use only vehicle data and user data
- › Use my position – services use position but this data are not shared to other users
- › Share my position – vehicle can be tracked by other users of the vehicle

Note: ■\* - service with limited function without sending GPS data

## Infotainment: Swing, Bolero

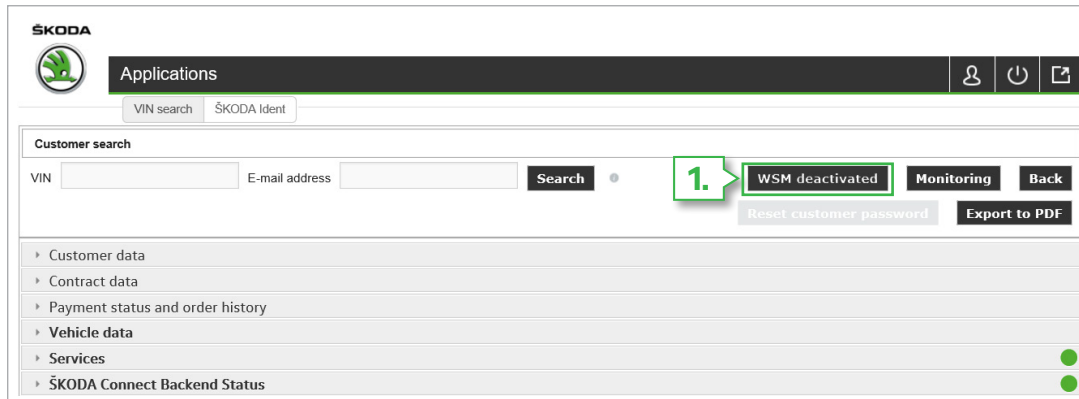
Service / Privacy level	Maximum privacy	No position data	Use my position	Share my position
Honk&Flash	—	—	—	■
Area notification	—	—	—	■
Speed notification	—	—	—	■
Parking position	—	—	—	■
Info call	—	■*	■*	■
Driving data	—	■	■	■
Service scheduling	—	■	■	■
Breakdown call	—	■*	■*	■
Lock&Unlock	—	■	■	■
Vehicle status	—	■	■	■
Vehicle health report	—	■	■	■
eCall	■	■	■	■



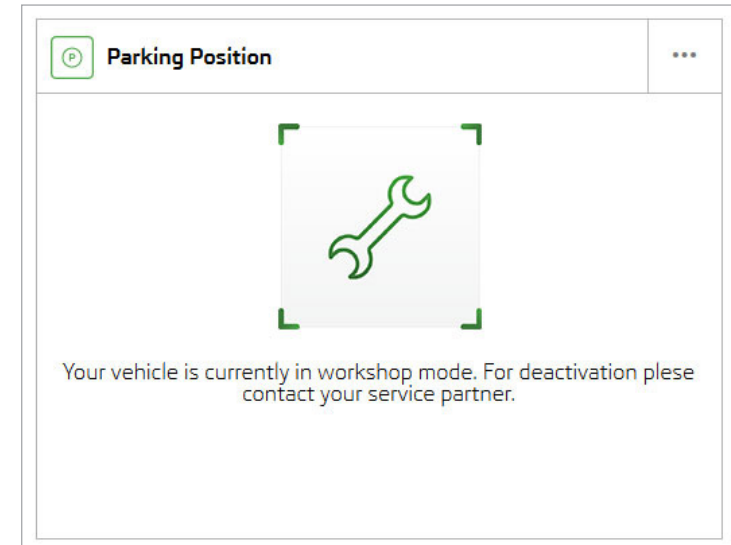


## Workshop Mode

The Workshop Mode (WSM) – it is activated by the Service Advisor in the Service Portlet system upon taking over the vehicle at the service centre. The customer must be informed about the activation of the Workshop Mode. The customer cannot use remote access to the vehicle during servicing so that unwanted activation of services such as Honk & Flash or Online Auxiliary Heater is avoided. The Workshop Mode must be deactivated before the car is handed over back to the customer (customers cannot deactivate the mode by themselves). By activation the WSM, the actual KM state needs to be entered.



1. Workshop mode activation/deactivation is done via the WSM button in Service Portlet.



2. If the Workshop Mode is activated, the customer receives information about unavailability of the Remote Access services.



## Offline Mode

ŠKODA Connect services can be shut down completely in the vehicle if the customer so requests, for example if they were part of the standard equipment or ordered by the previous owner. In these cases, the Offline Mode is available, which deactivates the Onboard Connectivity Unit (OCU). This step can be taken only at an authorized service centre via the ODIS diagnostics system and requires two visits (the car is removed at the backend in the time between visits).

To proceed, the customer needs to sign a form providing detailed explanation because the safety Emergency Call is disabled (as indicated by the switched-off diode).

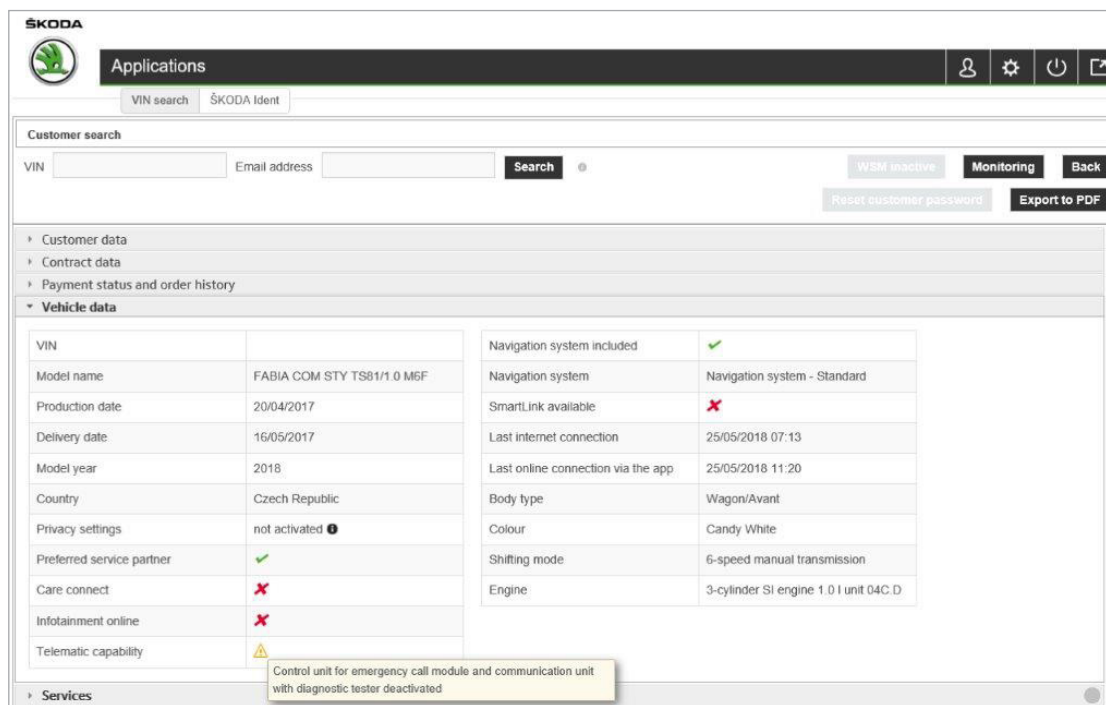
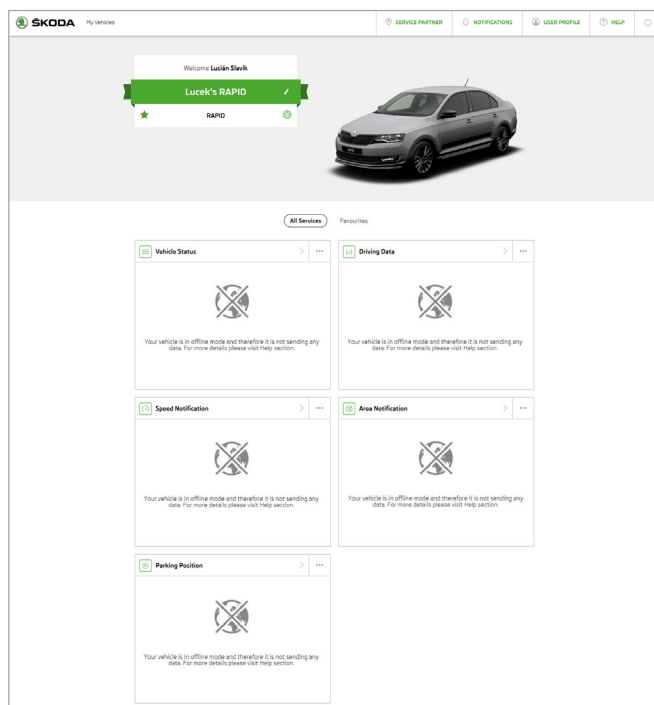
The three-button roof module is equipped with a sticker, informing about the unavailability of all online services.

The customer commits not to remove this sticker and to keep the signed form in the on-board documentation.

In case of selling the vehicle to a new owner, it is necessary to inform that owner of this fact and hand over the signed form. The OCU can be activated again at an authorised service centre at any time.

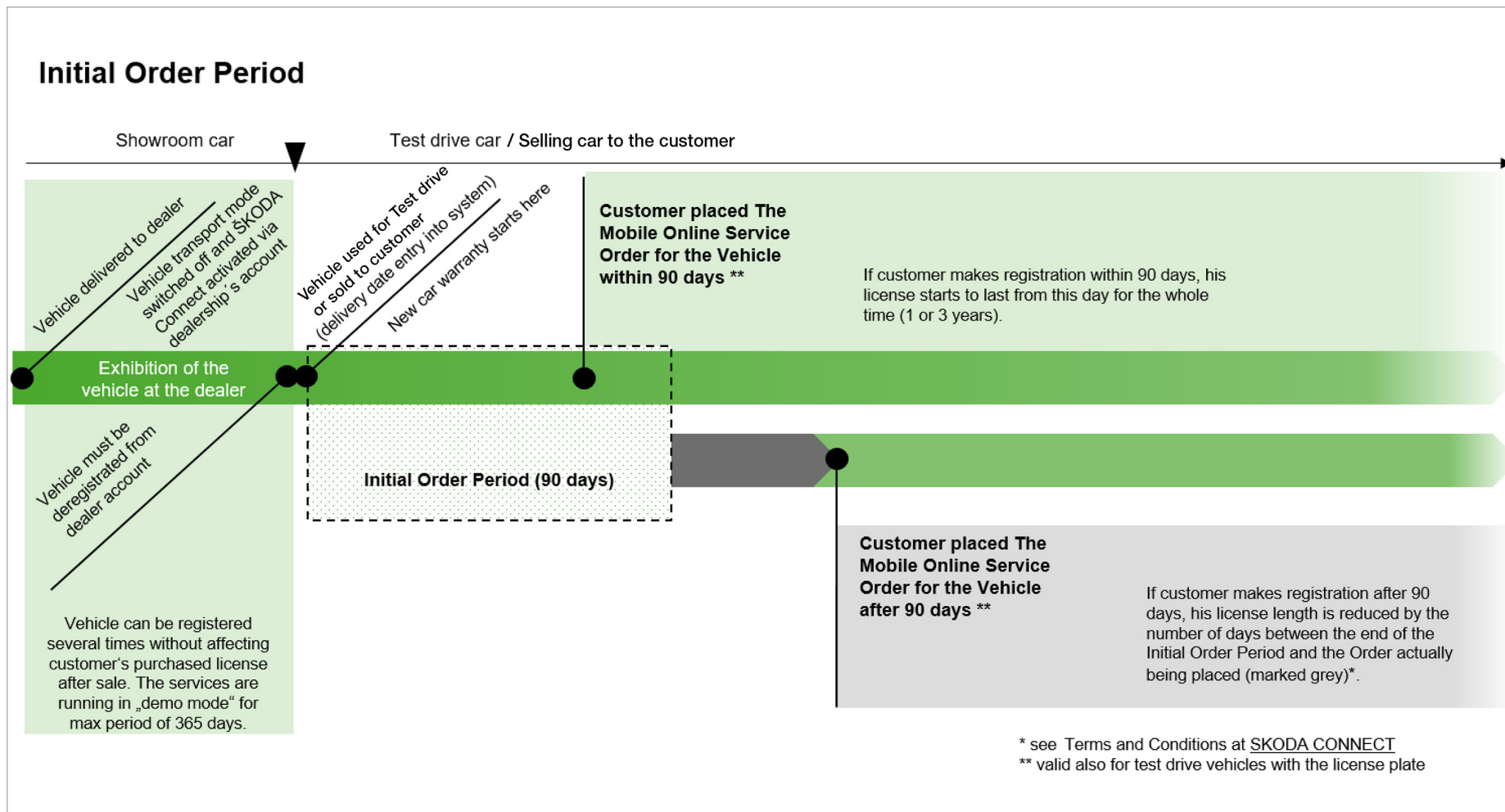
Activation or deactivation of Offline Mode does not affect the validity of ŠKODA Connect Services or their expiration date.

This mode is available for cars with MOD2 produced after CW31/2018 only and should not be proactively offered to customers. Offline mode shall be offered only if other modes are not suitable for customer.



## Demo Mode

Demo Mode is used for presenting ŠKODA Connect services to customers in the showroom without any limitation. After the arrival of a new car, Transport Mode must be switched off. Afterwards dealer must register and activate services on his account (same way as customers do). This built-in mode then allows both the Infotainment Online and Care Connect services to function as usual without shortening the service subscription period. Demo Mode has a validity of one year, and the dealer can register the vehicle several times.



## Connect Shop

The customer can order and purchase new services online, or extend the existing services that are about to expire within 6 months by using the ŠKODA Connect Portal. The customer is informed prior to service expiration.

The screenshot displays the ŠKODA Connect Shop interface. At the top, there is a navigation bar with the ŠKODA logo, a 'Back to vehicle' link, and buttons for 'My Services', 'Help', and a shopping cart icon. Below the navigation bar is a search bar with the placeholder text 'Online POI-Search (text)'. The main content area features a large image of a person's hands holding a smartphone displaying the ŠKODA Connect app interface. To the right of the image, a notification box states: 'The following item has been added to your shopping basket: Care Connect - Remote Access Test's KODIAQ BSKTDMW0B17080060 Contract period 1 year 54.00 €'. Below this notification is a green button labeled 'View shopping basket'. Further down, a message indicates 'Current licence ended: not available' with a checkmark icon, and another message states 'This item has already been added to your shopping basket.' with a green button labeled 'View shopping basket'. At the bottom, a section titled 'Package includes these functions:' lists six features: Vehicle Status, Parking Position, Driving Data, Online Anti-Theft Alarm, Speed Notification, and Area Notification, each accompanied by a small icon.

## Customer Benefits

- › Easy ordering of new or extending of existing services via the ŠKODA Connect portal.

## Customer Interface

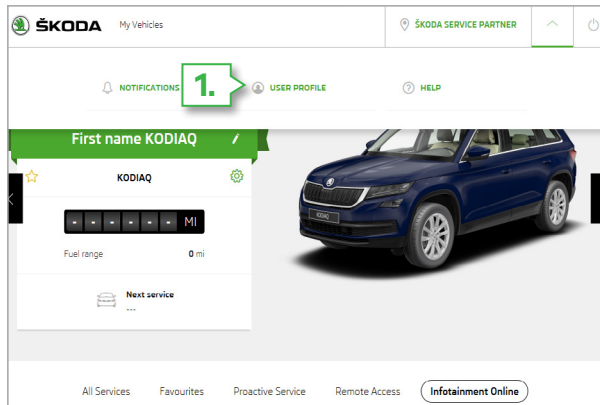


User Interfaces

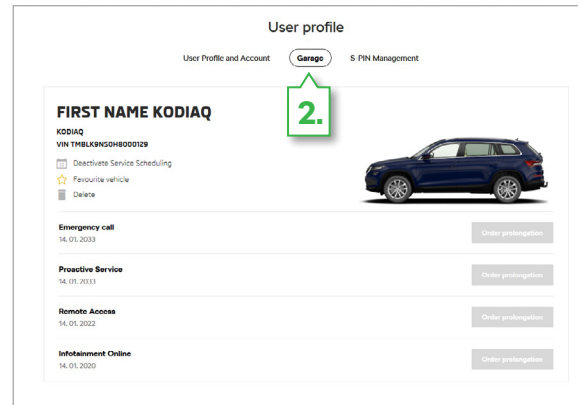
# Connect Shop



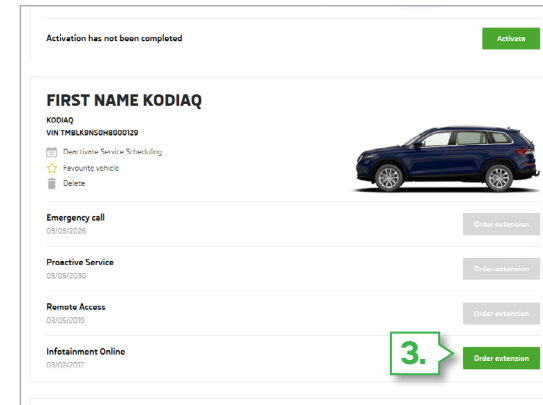
## User Interfaces



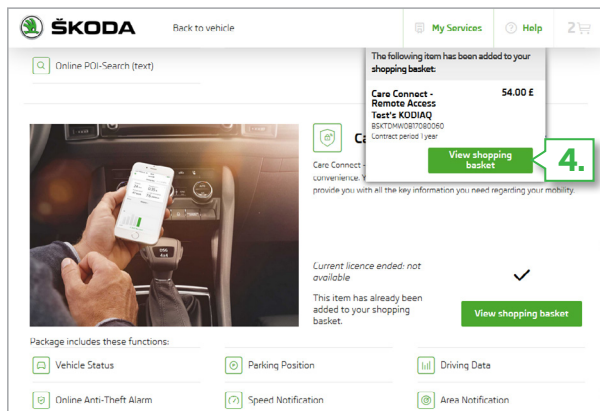
1. Select „User profile“.



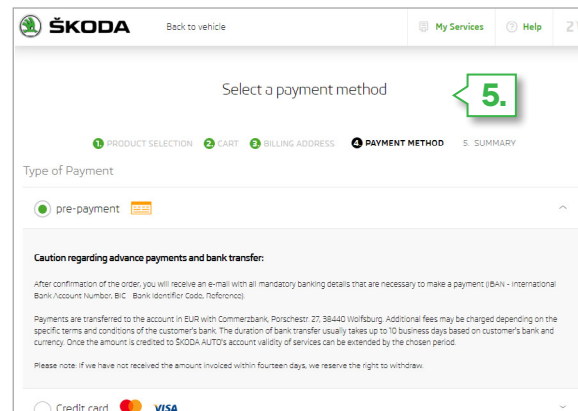
2. Select „Garage“.



3. Here select „Order prolongation“ for the given service.



4. Then select the service that you want to extend and confirm it by clicking on the „Add to cart“ button. Then click on „View shopping basket“ to display the contents of your cart.



5. Subsequently, enter the billing information, choose the **payment method**; wire transfer or card payment options are available. In case of a card payment, the services are activated immediately and you can save your credit card data; in case of a wire transfer, the services are activated once the sum is credited to the ŠKODA AUTO account.





## Online Services

Care Connect  
Emergency Call  
Proactive Service  
Remote Access  
Infotainment Online



# List of Services – Generation I (MOD2)



Online  
Services



\* Google Earth is available for:  
a) new cars produced until week  
31/2018 (MY ≤ 2018)  
b) prolongations until week 45/2019  
c) only for the Columbus  
infotainment system

## List of Services – Generation II (MOD3)



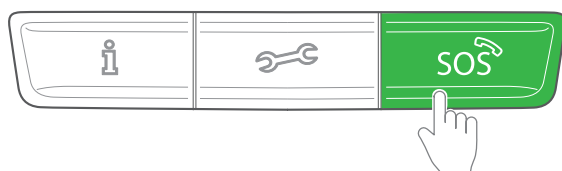
Online  
Services



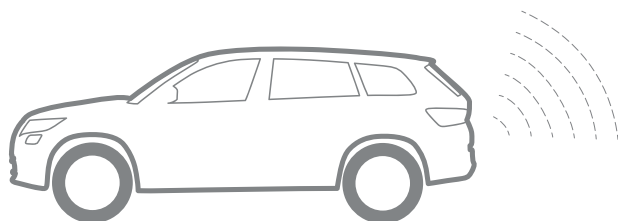
## Emergency Call / eCall

SOS

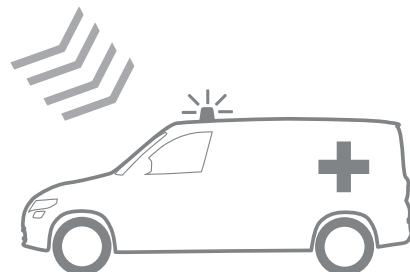
In the event of an accident, a connection to the emergency centre is **automatically** established as soon as a sensor (airbag or belt tensioners) reports a major accident. The customer can also press a button on the three-button module to **manually** call the emergency services. Data about the location, direction, number of passengers and severity of the accident is forwarded. A voice call is established and the customer is looked after until the emergency services arrive. The customer can also report accidents in which they are not involved.



The SOS button is located in the roof module.



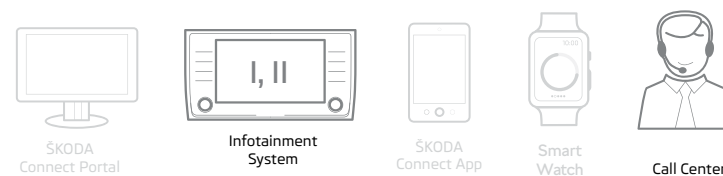
Location and vehicle data are transmitted.



## Customer Benefits

- › The customer can be certain that they can call for help any time an emergency situation arises.
- › In the event of a serious accident, an automatic emergency call is sent.
- › The customer is assisted via voice connection until the arrival of the emergency services.
- › The emergency call centre provides the emergency services with the most important information.
- › The customer can even quickly and easily report accidents, in which they are not involved.

## Customer Interface



## Note

- › Availability of supported languages may differ depending on the country.
- › As a result of EU regulation 2015/758, newly homologated vehicles that are approved for sale as of 1st April 2018 must be equipped with eCall, which dials a country emergency number (common 112). For vehicles that are approved for sale before this date, this service is provided privately by Bosch, which has a 10-year licence for this.
- › A vehicle which is not registered dials 112 in the event of an accident.



Online Services



### Automatic Accident Notification

In the case of a minor accident, the customer is offered the option to send the location and vehicle data to a roadside assistance call centre or Emergency call centre and to talk to someone there. The customer and call centre agent can then agree on how to proceed.



### Breakdown Call

Breakdown call at the touch of a button in the vehicle. The vehicle sends location and vehicle data to the roadside assistance call centre and establishes a voice call. The vehicle data that is sent means that the customer can get the help they require as soon as possible.



### Info Call

In case of problems with ŠKODA Connect services or any product-related questions, the customer has the option to trigger a call by pressing a button on the three-button module. A voice call to the customer care call centre is then established.



### Service Scheduling

The vehicle reports to the server that a service is required. The data is provided to the customer's preferred Service Partner. The preferred Service Partner has to proactively contact the customer about this.



### Vehicle Health Report

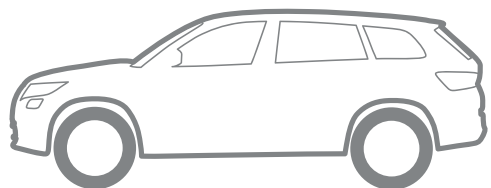
The vehicle sends information about the vehicle's condition (selected warning messages that are displayed in the instrument cluster or a service requirement) to the server either at regular intervals or on request.

## Care Connect › Proactive Service › Automatic Accident Notification



If the vehicle's crash sensors detect an accident that is not severe enough for the airbag to deploy, the customer is given the option in the infotainment display to send location and vehicle data to the **Roadside Assistance Call Centre** and, at the same time, to establish a voice call. The

call centre agent and the customer agree on how to proceed and initiate suitable measures. If the vehicle is still safe to drive, the customer is offered the opportunity to have their vehicle repaired at a ŠKODA Service Partner. If the vehicle does not start, the vehicle can be towed to the nearest ŠKODA Service Partner at the request of the customer. If the accident is more severe than expected, the emergency service can be initiated directly from here.



Location and vehicle data are transmitted.



Driver is connected with Roadside Assistance Call Centre. If the accident is more serious than originally thought, an Emergency Call can be placed directly via this function.



### Customer Benefits

- › In the event of an accident, the customer will receive professional support from ŠKODA.
- › The GPS position and vehicle data increase the quality of support in the call centre and face-to-face with the customer.
- › If the vehicle is no longer roadworthy, the vehicle may be towed at the customer's request to the nearest ŠKODA Service Partner.
- › If the vehicle is still roadworthy, the customer is offered the option to have their vehicle repaired at a ŠKODA Service Partner.

### Customer Interface



ŠKODA Connect Portal



Infotainment System



ŠKODA Connect App



Smart Watch



Call Center

### News from MOD3

- › Availability for all MOD3 models
- › New business potential



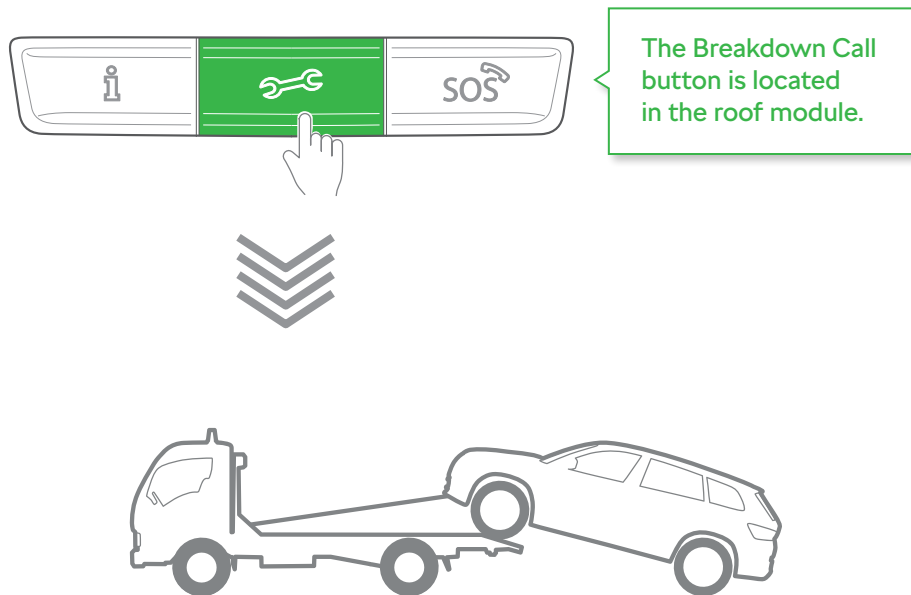
Online Services

## Care Connect > Proactive Service > Breakdown Call



In the event of a breakdown, the customer has the option to initiate a Breakdown Call by pressing a button on the three-button module. In doing so, the vehicle's condition and diagnostics data is transferred and a voice call to the **Roadside Assistance Call centre** is established.

The call centre agent receives such information so that they can help to identify the cause and, if required, activate the towing service as quickly as possible.

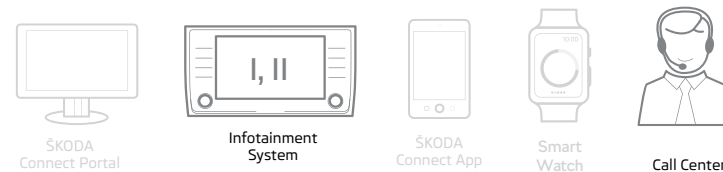


Depending on the type of breakdown or malfunction, the call centre agent can help to solve the problem on the spot or ensure that the towing service is ordered.

### Customer Benefits

- > By transferring the vehicle data and position, the Breakdown Call process can be more detailed, providing faster and more specific assistance to a customer who has a problem.
- > Thanks to action recommendations provided on the phone by the Roadside Assistance Call Centre agent, the customer's problem can be handled faster and more specifically.

### Customer Interface



### News from MOD3

- > In Q4 2019 there is planned rollout of new supporting system for Breakdown Call.



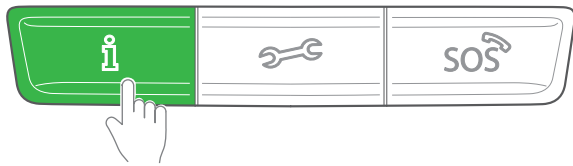
Online Services



## Care Connect › Proactive Service › Info Call



In case of problems with ŠKODA Connect services or any product-related questions, the customer has the option to trigger the Info Call by pressing a button on the three-button module. A voice call to the ŠKODA Importer's **Customer Care Call centre** is then established.



The Info Call button is located in the roof module.



### Customer Benefits

- › Info Call can be triggered right from the vehicle, simply by touching the Info Call button.
- › No additional instruments are required and this action can be carried out while driving.
- › An easy way for customer to receive ŠKODA product information and support for ŠKODA Connect services.

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



Call Center

### Note

- › Info Call is not a concierge service!

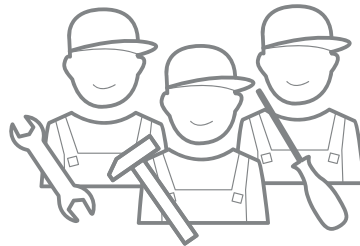
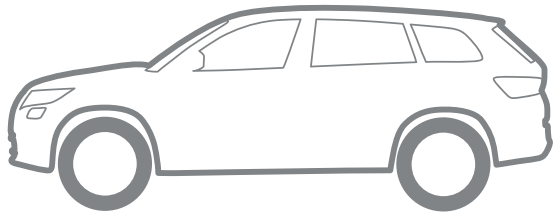


Online  
Services

## Care Connect › Proactive Service › Service Scheduling



The vehicle reports the required service needs (such as a maintenance and oil change interval) to the back-end server. The data is provided to the preferred service partner that was selected by the customer. The service partner can then contact the customer proactively and schedule an appointment.



### Customer Benefits

- › If the vehicle announces that a service is required, the customer can be proactively contacted by a preferred service partner through his preferred communication channel.
- › Vehicle data is automatically transmitted.
- › The customer can quickly and conveniently arrange a workshop appointment.

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



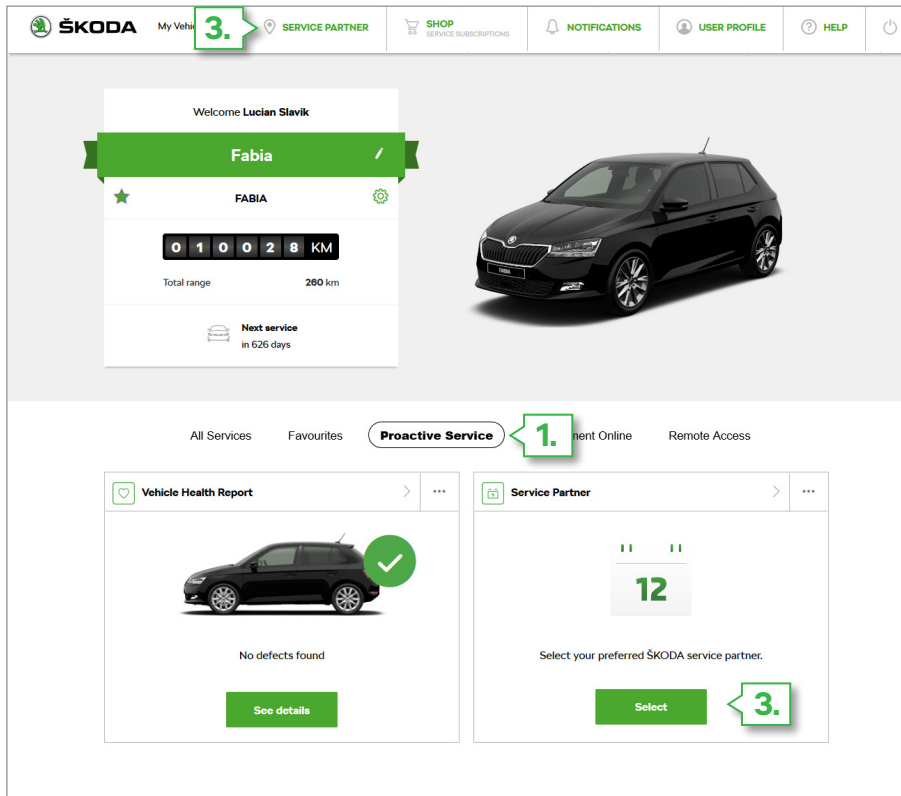
Smart  
Watch



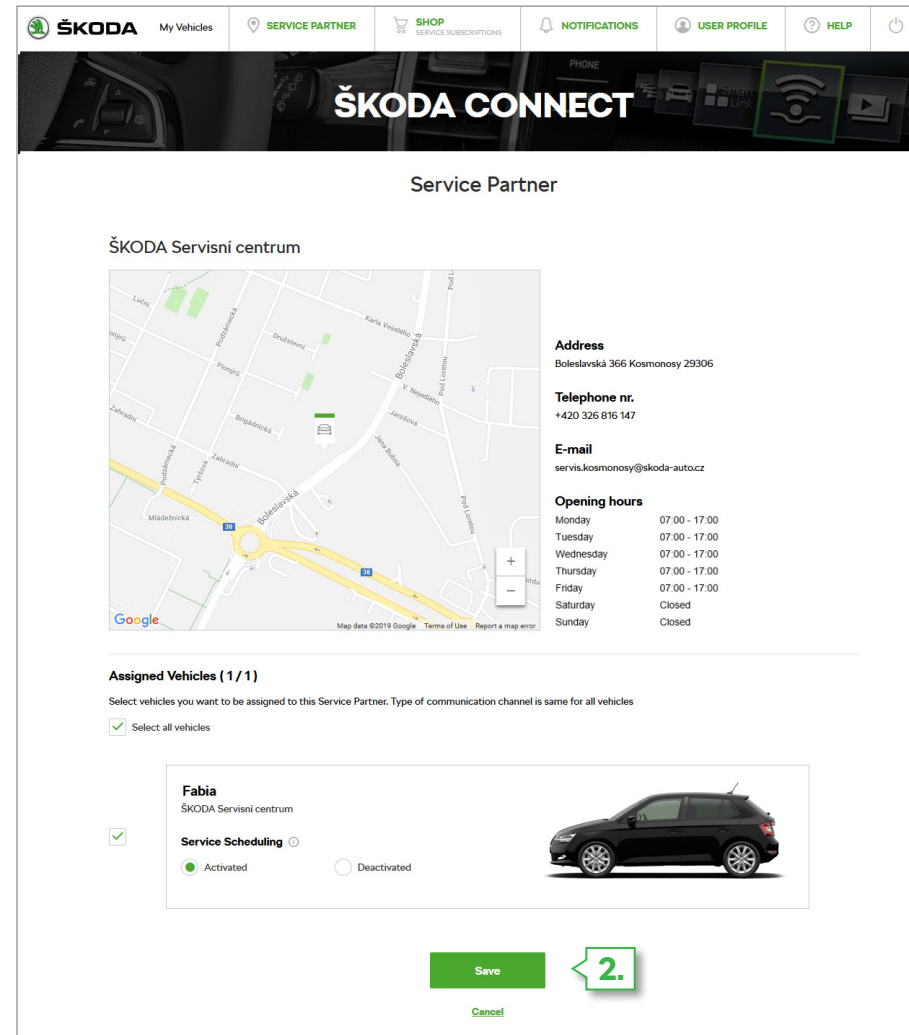
Dealer



Online  
Services



1. Find the **Service Scheduling** function in the dashboard under **Proactive Service**.
2. The image shows the location of your preferred service partner. Click on the „**Save**” button. A pop-up notification window will appear. The service will be activated once the conditions have been accepted.
3. If you did not select the preferred service partner in the registration process, click on the „**Select**” button and select one (the process is described in the **User Interfaces** chapter).



This service will not work if the service partner is not selected.



1.

Welcome Lucian Slavik

**Fabia**

FABIA

0 1 0 0 2 8 KM

Total range 280 km

Next service in 626 days

All Services Favourites **Proactive Service** Infotainment Online Remote Access

Vehicle Health Report

No defects found

See details

Service Partner

12

Select your preferred ŠKODA service partner.

Select

ŠKODA Connect

Service Partner

ŠKODA Servisní centrum

Address  
Boleslavská 366 Kosmonosy 29306

Telephone nr.  
+420 326 816 147

E-mail  
servis.kosmonosy@skoda-autocz

Opening hours

Monday	07:00 - 17:00
Tuesday	07:00 - 17:00
Wednesday	07:00 - 17:00
Thursday	07:00 - 17:00
Friday	07:00 - 17:00
Saturday	Closed
Sunday	Closed

Assigned Vehicles (1/1)

Select vehicles you want to be assigned to this Service Partner. Type of communication channel is same for all vehicles

Select all vehicles

Fabia  
ŠKODA Servisní centrum

Service Scheduling  Activated  Deactivated

Save

Cancel

1. Click on „SERVICE PARTNER” in the page's top bar.
2. Select „Deactivate Service Scheduling”.
3. After click on „Save“ the service is deactivated.

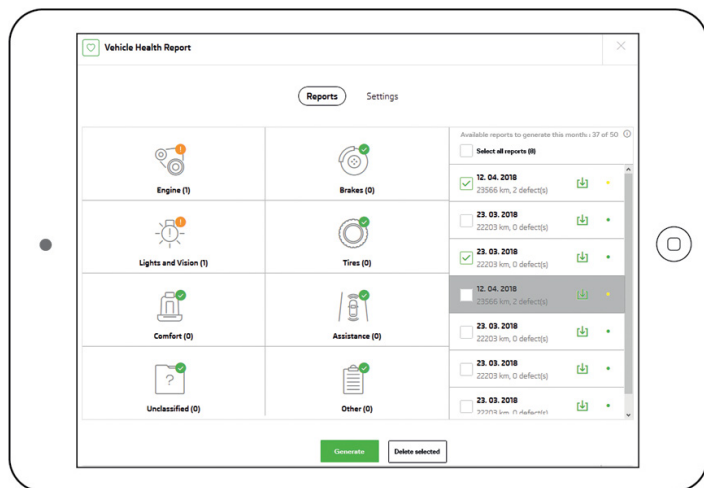
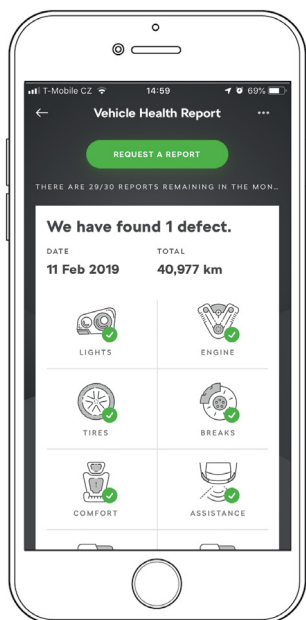
## Care Connect > Proactive Service > Vehicle Health Report



The vehicle sends up-to-date data on the vehicle's condition (including the mileage, selected warning messages that are displayed in the instrument cluster or a service requirement) to the back-end server.

The customer can then display and archive the current vehicle condition in the Connect Portal and Connect App. For cars with MOD3 this service is availability within App only.

In this way, the customer gets an overview of the condition of their vehicle. The vehicle condition report can be automated, e.g. the data is sent from the vehicle in regular time or kilometre intervals.



### Customer Benefits

- › The customer receives an overview concerning the condition of his vehicle.
- › The customer can display current warnings on the vehicle or service requirements through the Vehicle Health Report in the ŠKODA Connect Portal and Connect App.
- › The Vehicle Health Report can be sent automatically by the vehicle (for example, at regular time intervals, kilometre distances or at the customer's request).

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



Call Center

### News from MOD3

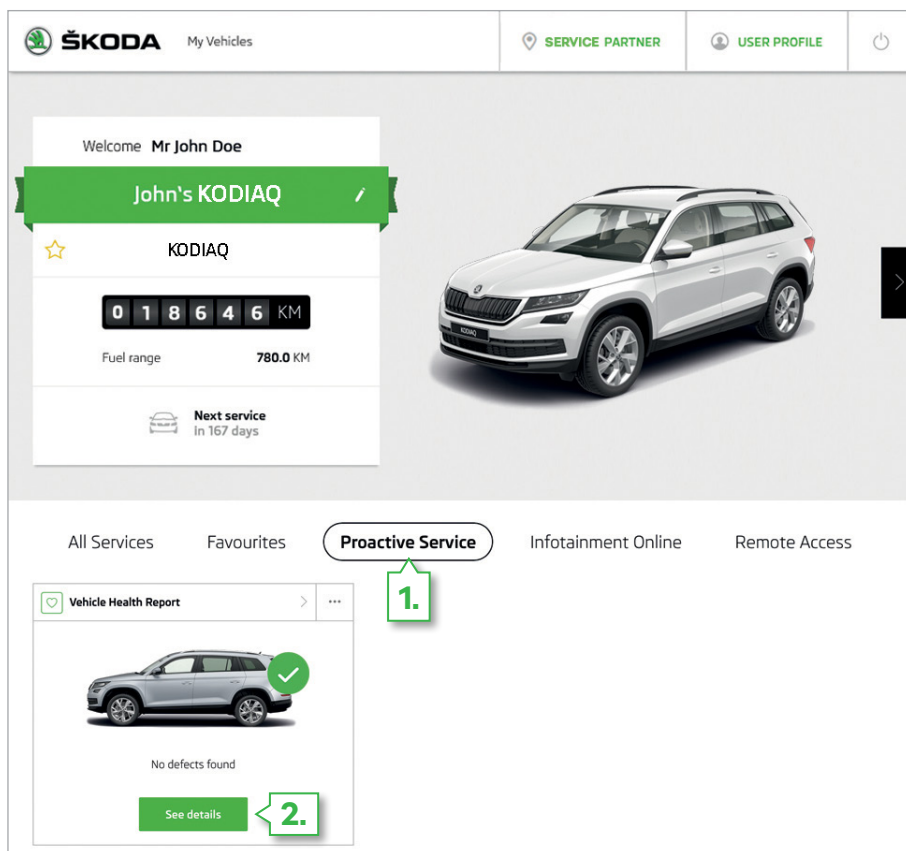
- › Vehicle Health Report will be available immediately.
- › Availability within App only.
- › No archived reports.
- › No monthly limitations.
- › Possibility to download VHR on the customer's device.

### Note

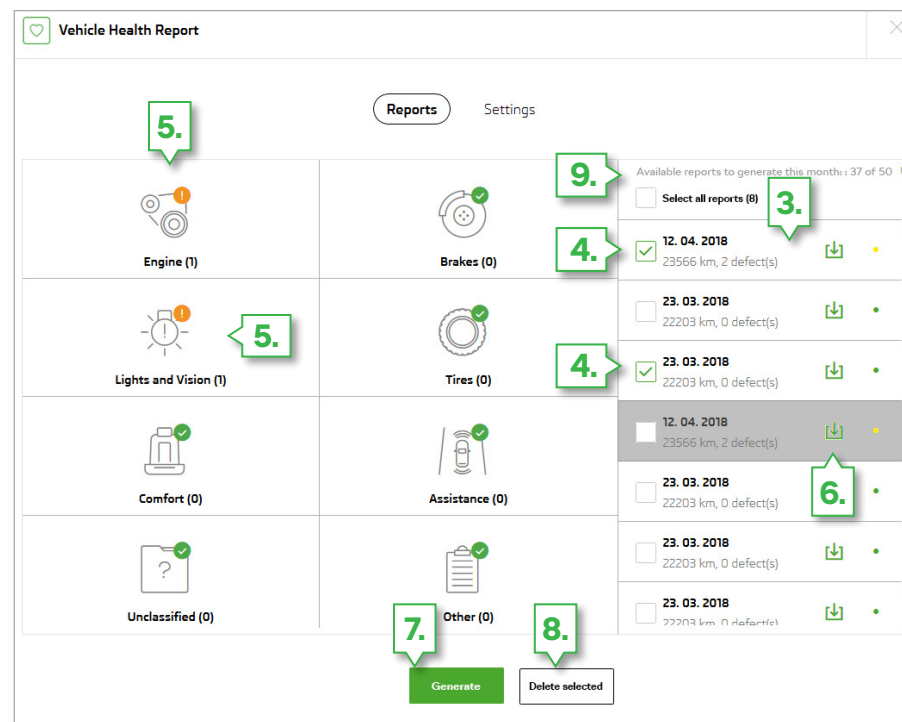
- › For car with MOD2 there is limited count of reports per month possible, cars with MOD3 have no monthly limitations.
- › Only selected warning lights available.



Online  
Services



1. Find the **Vehicle Health Report** function in the dashboard under **Proactive Service**.
2. The status of the last report is displayed in the dashboard. Click on the **bar or the button** to see the details.



3. The list of previously received reports is displayed.
4. Click on the **desired** item to show the details.
5. Click on the **symbol** to see information about any warning lights.
6. Button for **downloading** the selected report in PDF format.
7. Button for **generating** a new report.
8. Button for **deleting** the selected report.
9. Available reports to generate this month.





SKODA My Vehicles SERVICE PARTNER USER PROFILE

Vehicle Health Report

Reports Settings 10.

Selection of period ⓘ

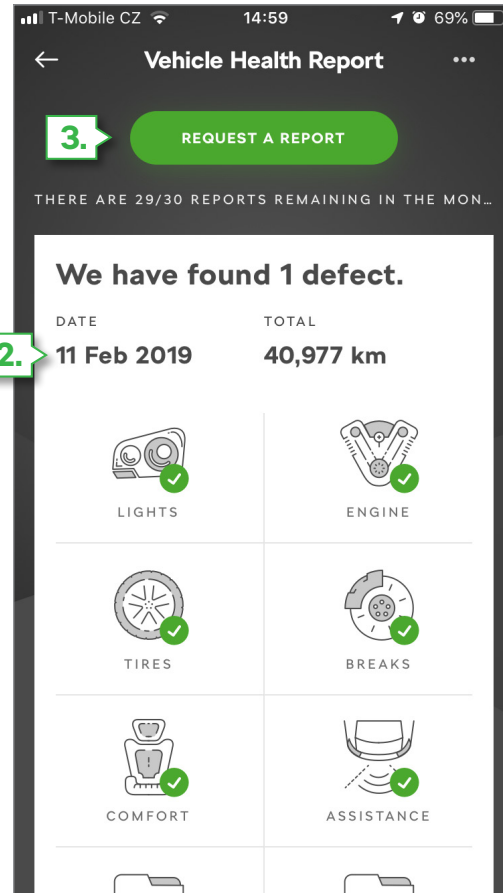
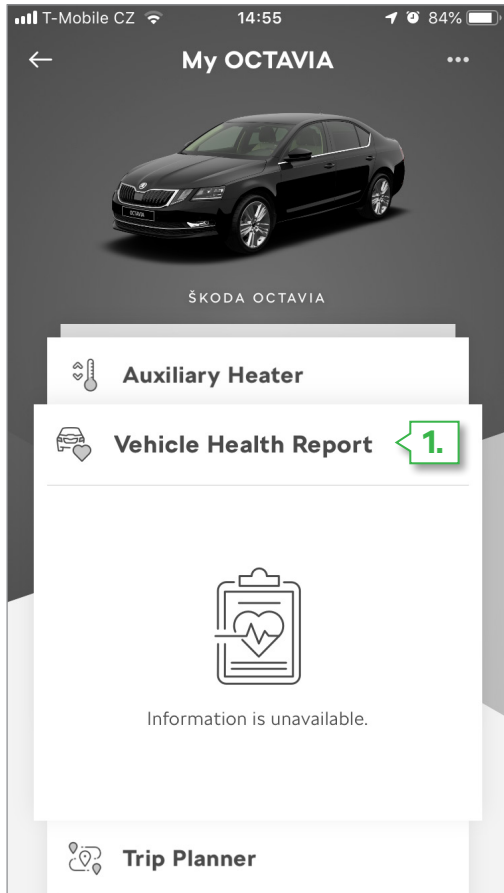
Monthly day 26

Every 1 000 km 11.

Every 1 000 km before inspection or oil service

Save 12.

10. Click on „**Settings**” to set up regular receipt of health reports.
11. You can choose periods based on time or mileage. Click on **each item** to display the options (e.g. every 1000 km, every 2000 km, etc.).
12. After selecting the desired periods, click on the „**Save**” button.

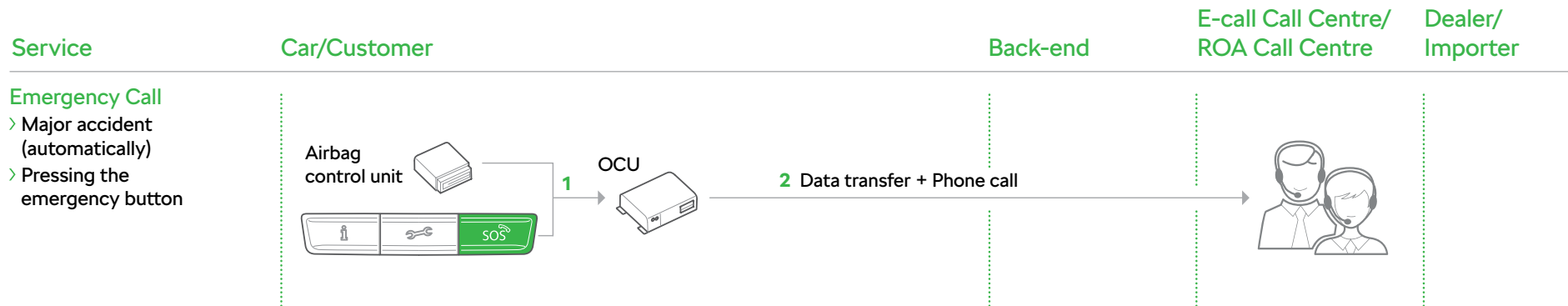


1. Tap on the „Vehicle Health Report“ widget.
2. Date of latest Vehicle Health Report and amount of remaining report updates appears on the screen.
3. In case you require report update click on „Request report“ button.

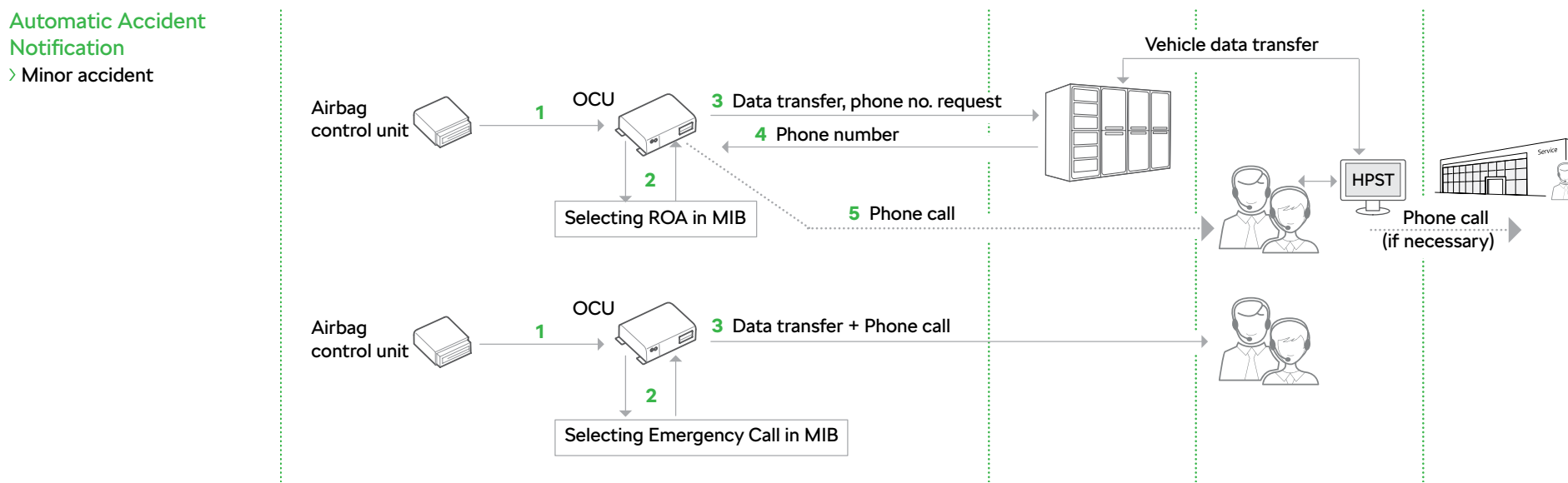
# Care Connect > Proactive Service > Infrastructure



Online Services



**Description:** The airbag control unit evaluates the crash and sends the information to the OCU unit. If the OCU unit evaluates the situation as serious (the airbags were deployed), the telephone connection to the eCall centre is automatically established. The voice call can also be established by manually pressing a button on the three-button module. In parallel to the telephone call, the OCU unit sends a data report to the number that is called.

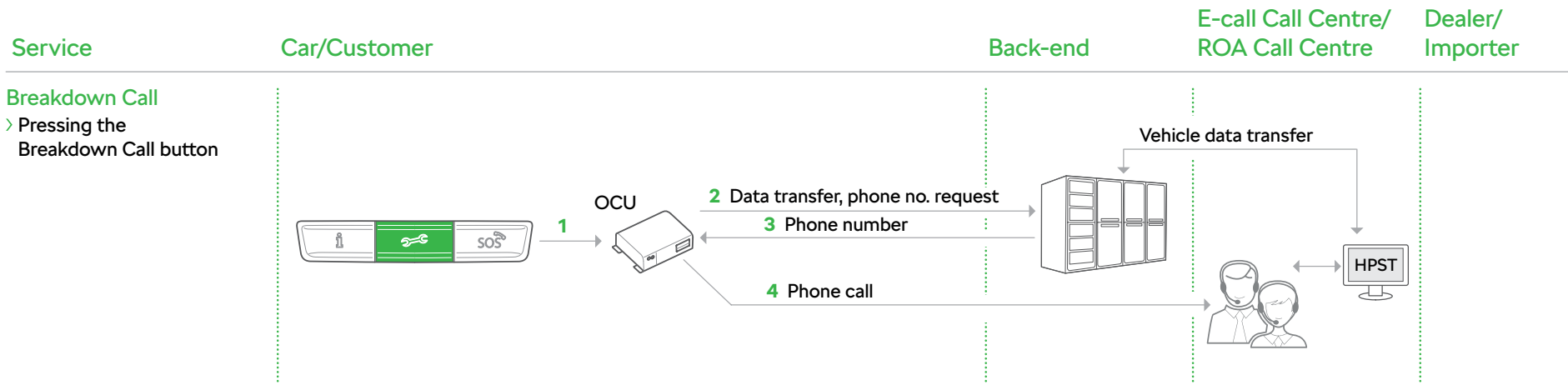


**Description:** The OCU uses the information from the airbag control unit to evaluate a minor accident and uses the infotainment display to send the customer a notification about the option to link to either the Roadside Assistance Call Centre or Emergency Call Centre. Once the customer confirms the notification and selects Roadside Assistance, the OCU sends data about the vehicle to the MBB, which sends the relevant Roadside Assistance phone number back to the vehicle, and the control unit establishes the voice call. The call centre agent can exploit data from HPST in order to recommend the appropriate solution.

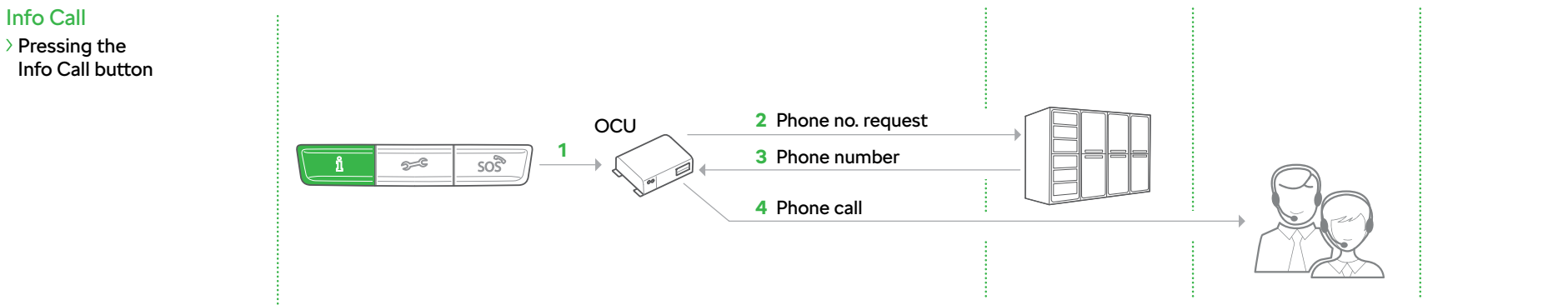
# Care Connect > Proactive Service > Infrastructure



Online Services



**Description:** Manually pressing the button on the three-button module sends the information to the OCU control unit, which sends the vehicle data to the MBB server. The MBB sends the relevant Roadside Assistance phone number back to the vehicle and the control unit establishes the voice call. The call centre agent calls up the vehicle information (based on the telephone number or the VIN), which was formerly sent to the MBB via HPST. Using HPST, the data that is ascertained and the call with the customer, the problem can be identified and a recommendation for a suitable solution can be made.

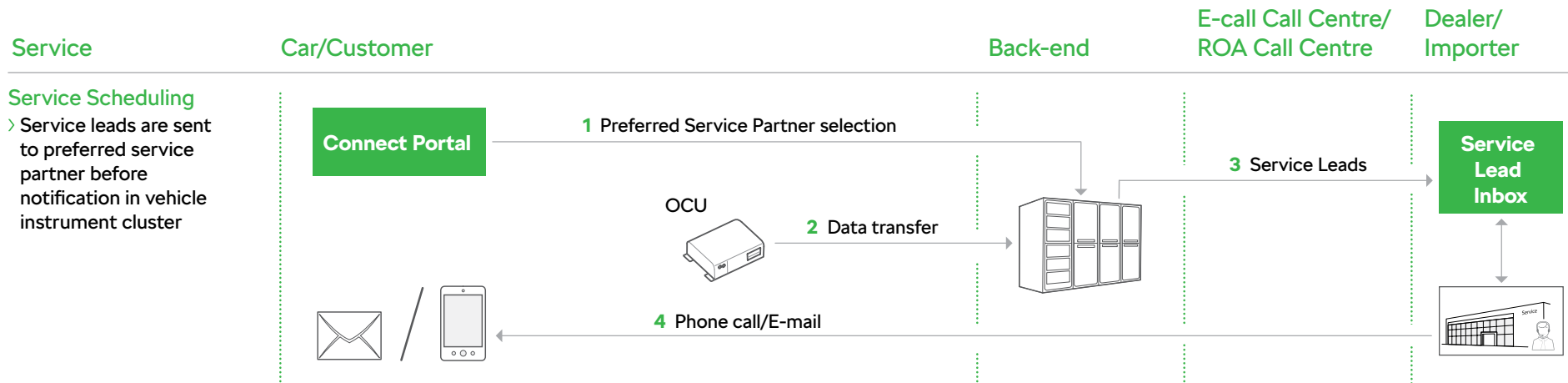


**Description:** Manually pressing the button on the three-button module sends the information to the OCU control unit, which requests the MBB to send the telephone number for the relevant Customer Care Call Centre, and establishes the voice call. In the event of an Info Call, no data is transferred regarding the vehicle.

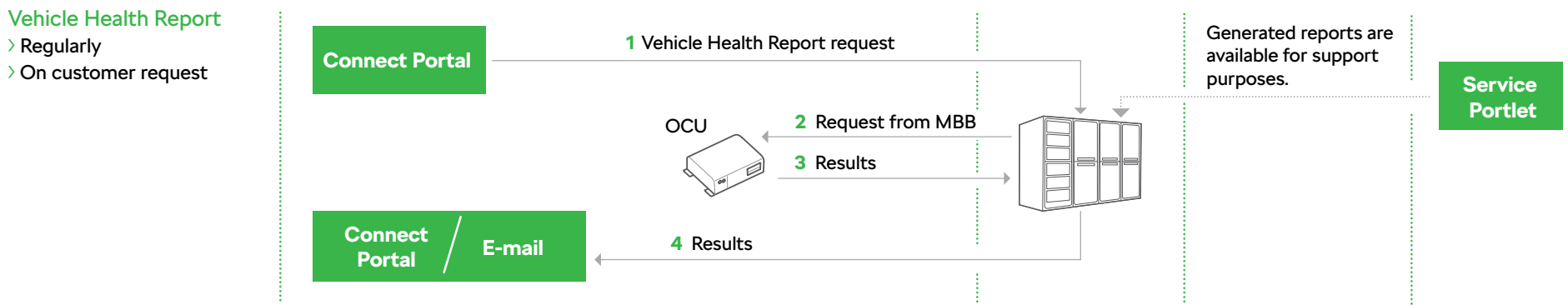
# Care Connect > Proactive Service > Infrastructure



Online Services



**Description:** The OCU control unit sends information regarding upcoming services and oil changes to the MBB server. The data is available in the Service Lead Inbox for the Service Partner that the customer specified as their preferred partner for assistance in the ŠKODA Connect Portal. The Service Partner then proactively contacts the customer. The customer is contacted via whichever method they have specified beforehand (by telephone/by e-mail). The Service Lead Inbox contains customer data and further information provided by the OCU unit (such as the VIN, the mileage, the service key data, etc.)



**Description:** The customer enters the request for a vehicle health report via the ŠKODA Connect Portal. This then connects to the MBB interface, which forwards the request to the OCU control unit. The OCU carries out the Health Check and ensures that the diagnostics results are saved in the MBB. It takes a few minutes for the result to be visible to the customer in the portal. In the case of diagnostics that are being run in regular intervals, the customer also receives an informative e-mail. The vehicle health reports generated by customer are available in the Service Portlet for support purposes.



### Driving Data

The customer can call up the latest vehicle usage data (e.g. average consumption or distance travelled).



### Online Anti-Theft Alarm

The anti-theft alarm signalling has been enhanced thanks to the addition of an active customer notification by e-mail and/or smartphone push notifications.



### Vehicle Status

The customer can call up various vehicle data. This includes the mileage, maintenance information, range or fuel level, locking status of the doors and windows.



### Honk & Flash

The vehicle's owner can remotely control their vehicle's hazard warning lights and horn via the Connect App.



### Area Notification

The vehicle's owner can set up up to ten areas, and their vehicle either must not leave these areas or must not enter these areas. If vehicle activity is detected outside of these parameters, the owner receives a notification.



### Online Auxiliary Heater

Thanks to this service, the customer can remotely control the pre-heating or ventilation.



### Speed Notification

The vehicle's owner can set the speed limit based on fixed rules (once, repeated). If the vehicle exceeds this speed, the vehicle's owner is notified of this.



### Lock & Unlock <sup>\*</sup>

As the name suggests, this function allows our customers to lock or unlock their vehicle through the ŠKODA Connect Portal or ŠKODA Connect App.



### Parking Position

The vehicle sends its location data to the server once the journey is complete. After using the Connect Portal or Connect App to call up the data, the customer can easily find their parked vehicle.

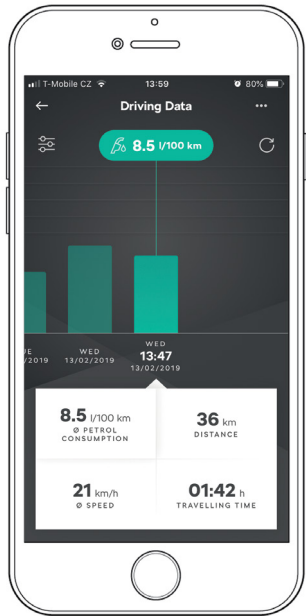
\* available for cars produced after 51/2018



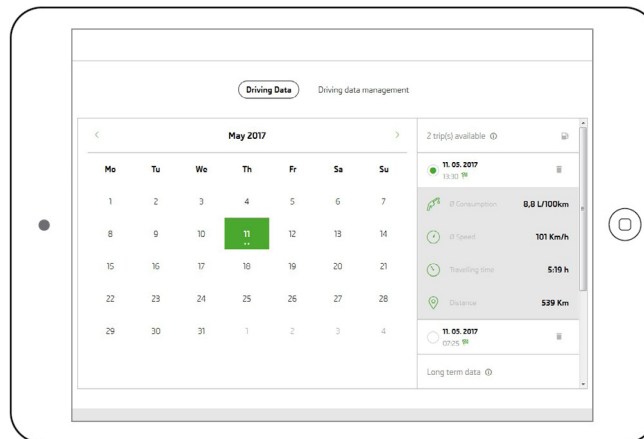
## Care Connect › Remote Access › Driving Data



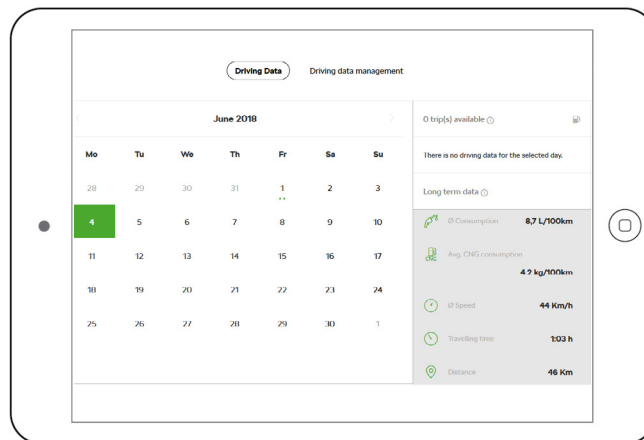
When the journey ends, information about the journey is sent to the back-end server. The customer can display their personal journey data via the Connect Portal or Connect App, and can see an overview of all of their journeys. The customer can track the data on vehicle usage, e.g. average consumption, average speed, distance and journey time.



Vehicles equipped with a petrol drive



Vehicles equipped with a CNG drive



### Customer Benefits

- › The customer can display their personal driving data and has an overview of all of their trips.
- › The customer can comfortably retrieve the data on vehicle usage even when they are not in the vehicle.
- › The data is updated after every journey.
- › The customer has the opportunity to adjust their driving style in order to optimise fuel consumption.

### Customer Interface



SKODA Connect Portal



Infotainment System



SKODA Connect App



Smart Watch



Call Center

### NEWS CW31/2018

- › This information is newly available for vehicles equipped with a CNG drive.

### News from MOD3

- › More practical and user friendly.
- › Easier to set up different time periods.
- › Better visibility of Driving data.

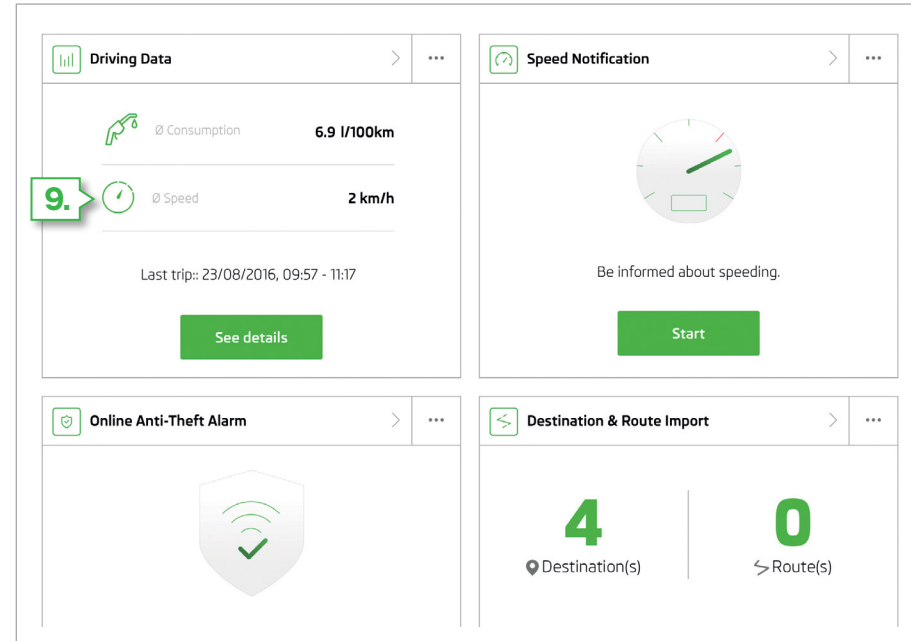
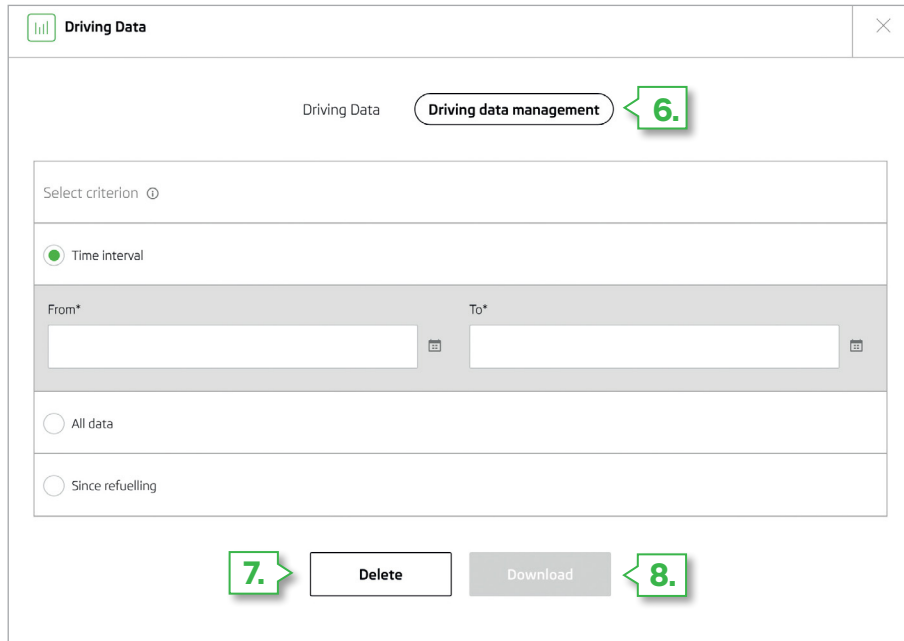


Online Services



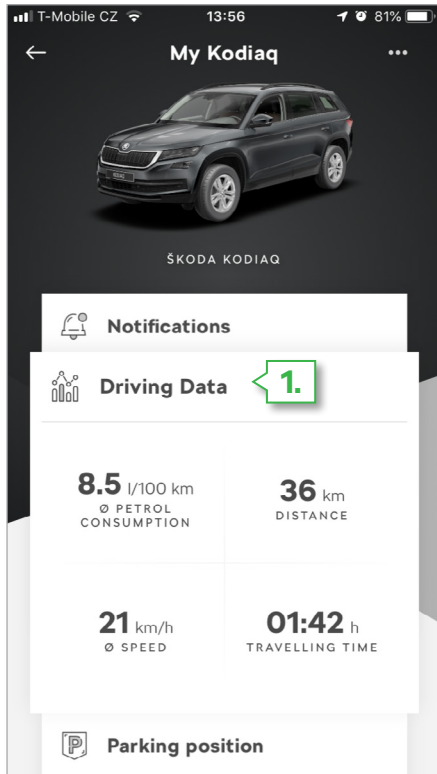
1. Find the **Driving Data** function in the dashboard under **Remote Access**.
2. Click on the **bar or the button** to see details of the driving data from your journeys.

3. You can **browse** the detailed driving data for a particular day or in a long-term history.
4. Choose the desired day by clicking on the **date** in a calendar.
5. The driving data is displayed on the **right-hand side**. Scroll down to see the long-term data.

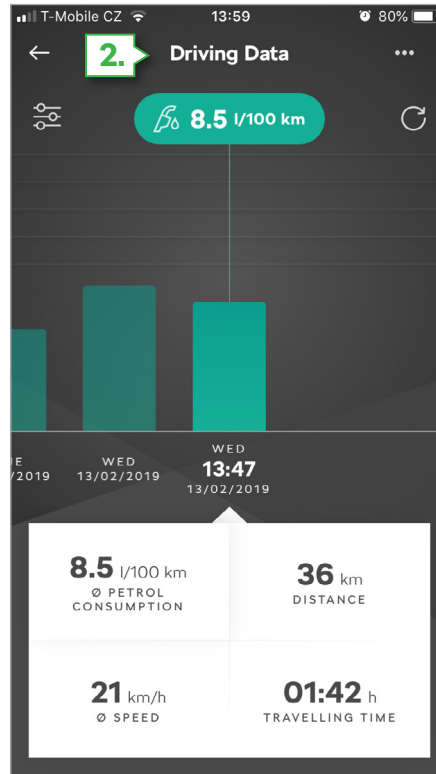


6. Click on „**Driving data management**” to export or delete the driving data history based on chosen criteria (Time interval/All data/Since refuelling).
7. Button for **deleting** selected driving data.
8. Button for **downloading** selected driving data.

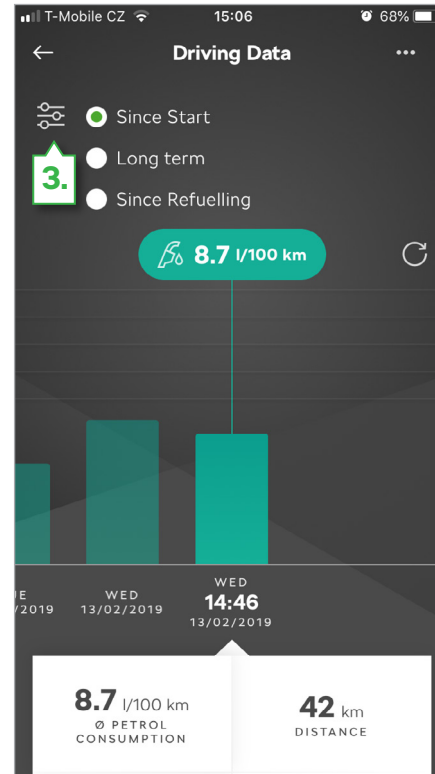
9. The overview of **driving data** from your last journey is displayed in the dashboard.



1. Tap on the „Driving Data” widget.



2. You can see the data from the most recent journeys on a **bar chart**. To switch between individual journeys, select another **journey bar** or use your finger to **swipe left or right**.



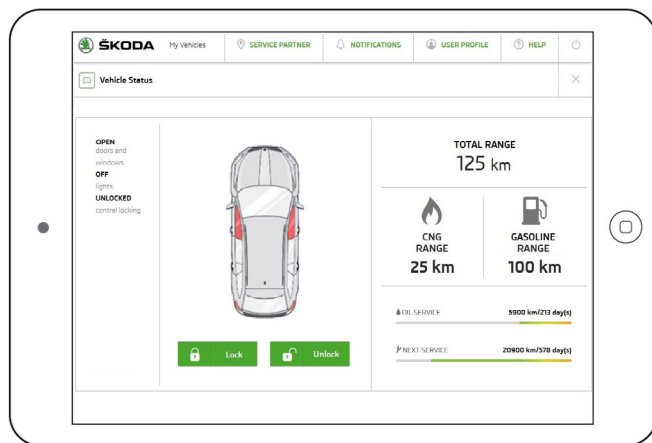
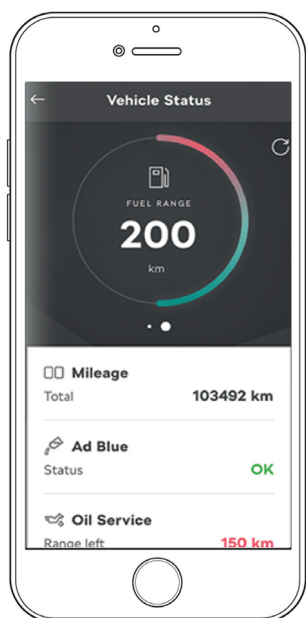
3. Tap on this symbol to set up the period of time that will be displayed.

## Care Connect › Remote Access › Vehicle Status



The customer can call up all of the vehicle status data at any time and from any location via the Connect Portal or Connect App. The user always maintains an overview of the current information, such as the mileage, fuel level, range, or time until the next inspection is due. The car

owner can also check the locking status as well as the status of the windows and parking lights. Connect Portal and Connect App will display the timestamp of the latest status update, including Doors & Lights.



AdBlue® **OK** In case of AdBlue range is more than 2400 km, backend gives status OK

AdBlue® **2 350 km** In case of AdBlue range less than 2400 km, backend gives specific value

AdBlue® **989 km** In case of AdBlue range less than 1000 km the colour is changed

AdBlue® **0 km** In case of AdBlue range is 0 km

### Customer Benefits

- › The vehicle owner or a person authorised by them can retrieve all of the data regarding their vehicle status at any time from anywhere.
- › The user always has an overview of the current information, such as the fuel range or the time until the next service.
- › The customer can view the locking and light status via Connect App or in the Connect Portal at any time and from anywhere.

### Customer Interface



SKODA  
Connect Portal



Infotainment  
System



SKODA  
Connect App



Smart  
Watch



Call Center

### News from MOD3

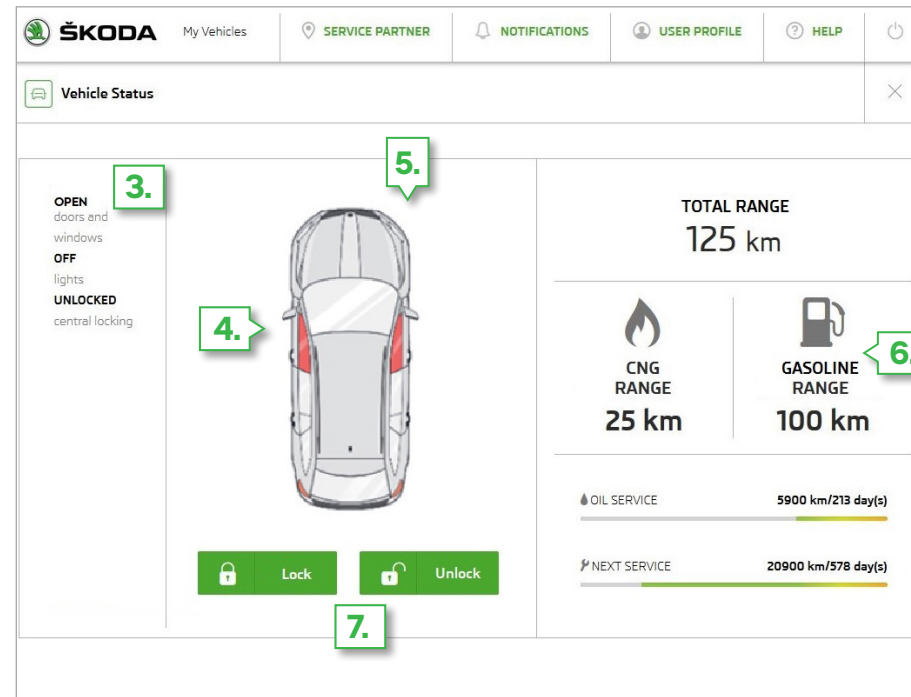
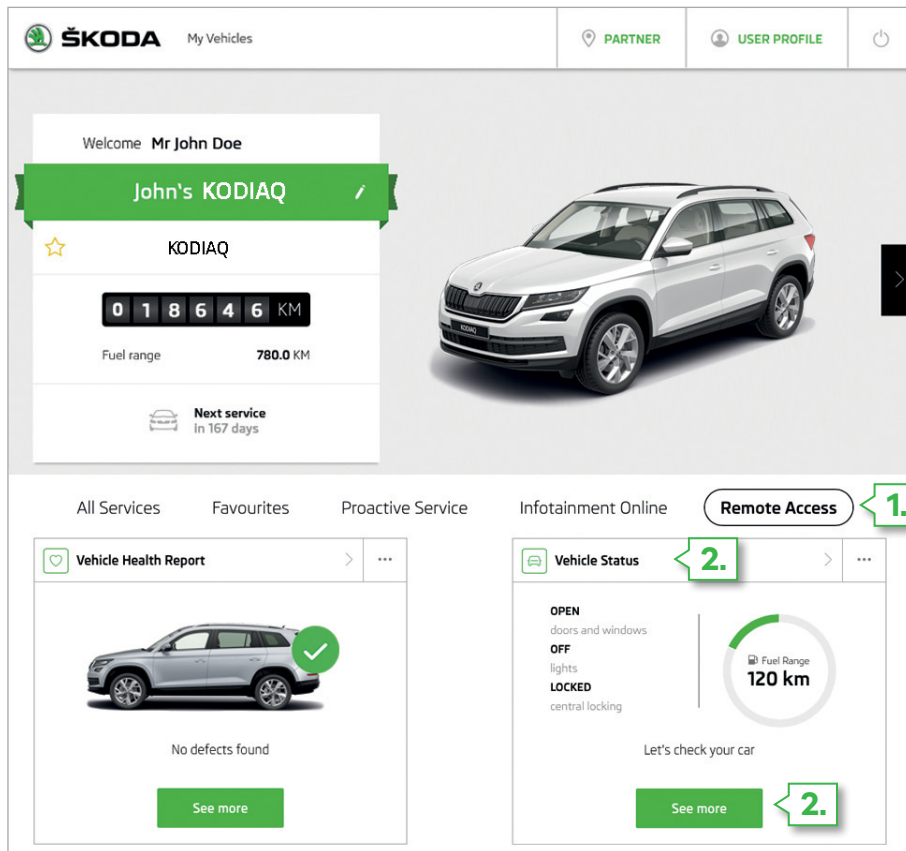
- › New visual update – better sorting

### Note

- › Depending on the vehicle's engine, when the Vehicle/Status icon in the upper right corner in the Connect App or on the Connect Portal is selected, the AdBlue status information is displayed.
- › This information is newly available for vehicles equipped with a CNG drive.



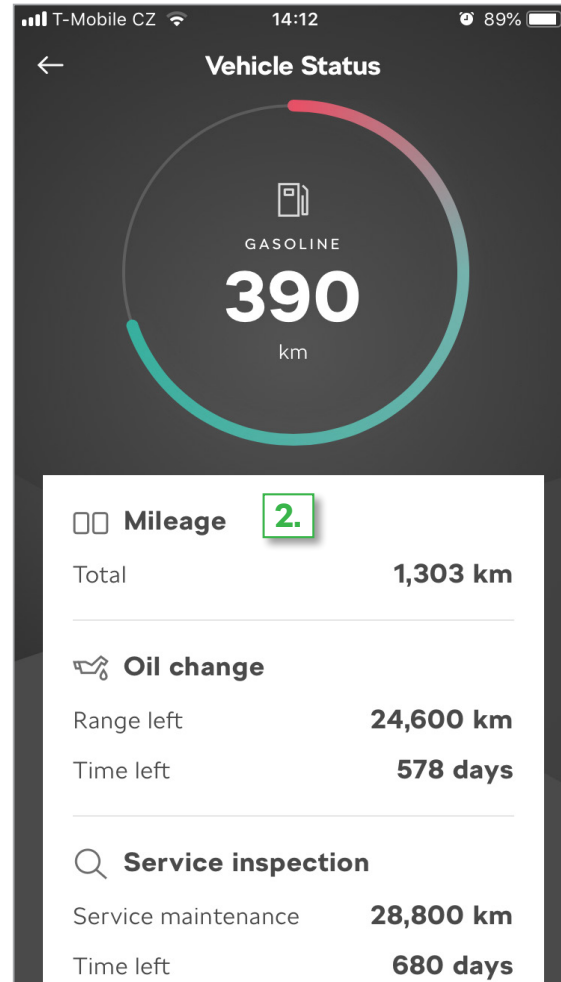
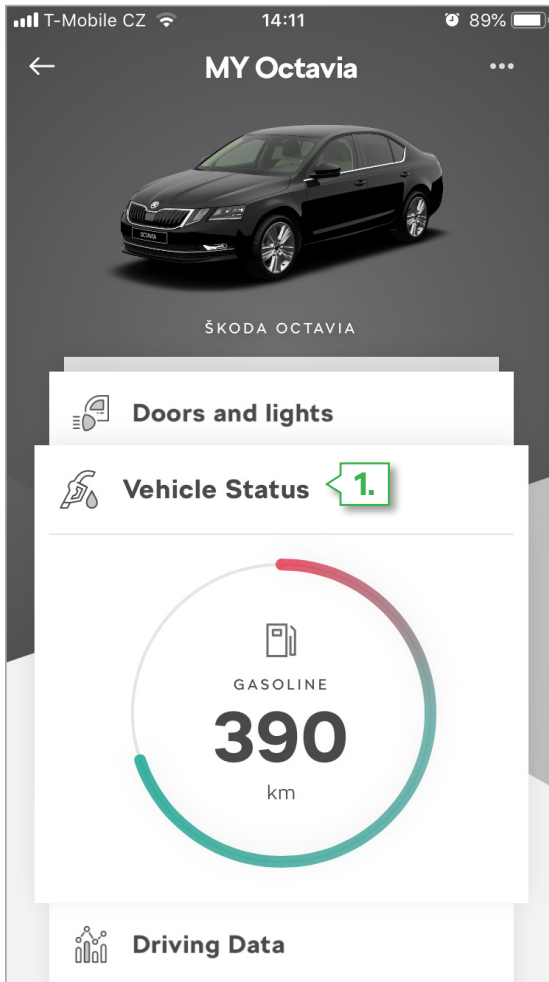
Online  
Services



1. Find the **Vehicle Status** function in the dashboard under Remote Access.
2. You can see the basic overview in the dashboard. To see more detailed information, click on the bar or the „See more” button.

3. The **vehicle status** is displayed.
4. The **red areas** in the image indicate open doors or windows.
5. The image also shows whether the **lights** are on or off.
6. Information about the **fuel status** and **maintenance inspection** is displayed.
7. To **Lock/Unlock** vehicle click on button.



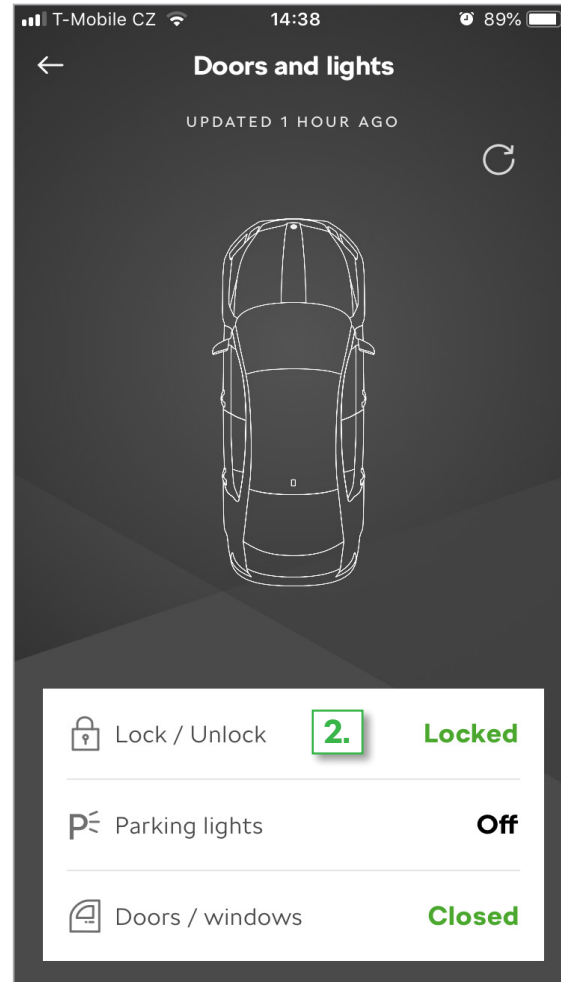
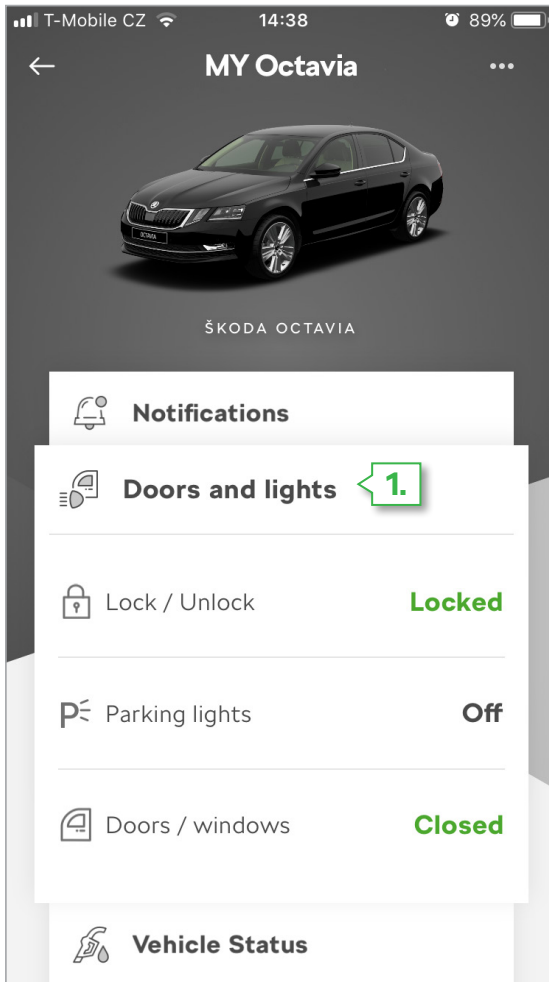


1. Tap on the **Vehicle Status** widget
2. The fuel level with information on range, mileage and time until the next service are displayed.

## Care Connect › Remote Access › Connect App › Doors & lights



Online Services



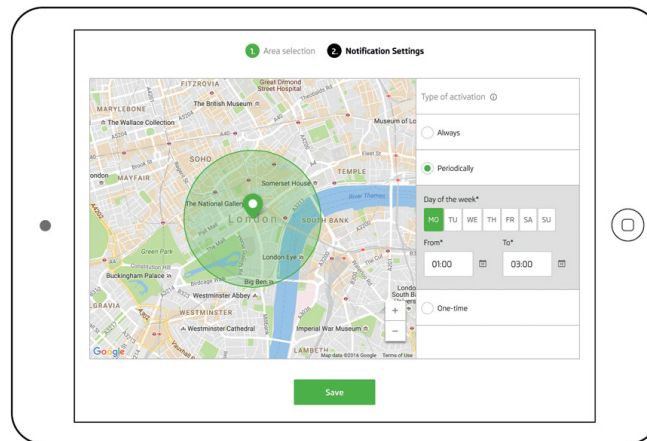
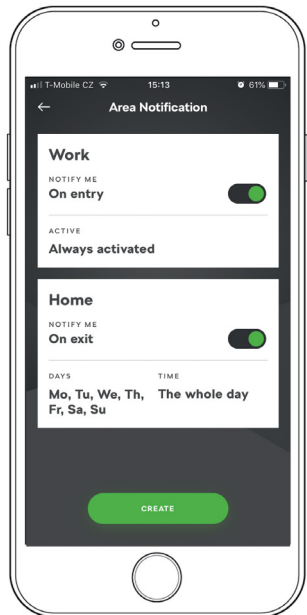
1. Tap on the **Doors and lights** widget
2. The „**Lock**” symbol shows whether the car is locked or not. You can see if the doors are closed and that the parking lights are off.

## Care Connect › Remote Access › Area Notification



The customer can monitor whether the vehicle has moved within the designated area or has entered a prohibited area. If vehicle activity is detected outside of these parameters, the owner receives a notification.

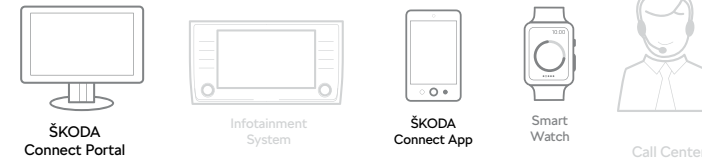
In the Connect Portal and App, the vehicle's owner sets up to ten areas and active times; the activation can be called up at any time by using the Connect App and the validity period can be set as a one-off or repeated.



### Customer Benefits

- › The customer is informed via the selected channel (e-mail and/or smartphone push notification) that their vehicle is being used improperly.
- › The activation status can be altered or accessed at any time via the Connect Portal or Connect App.
- › As an option, the validity period can be set once or repeatedly.

### Customer Interface



### News from MOD3

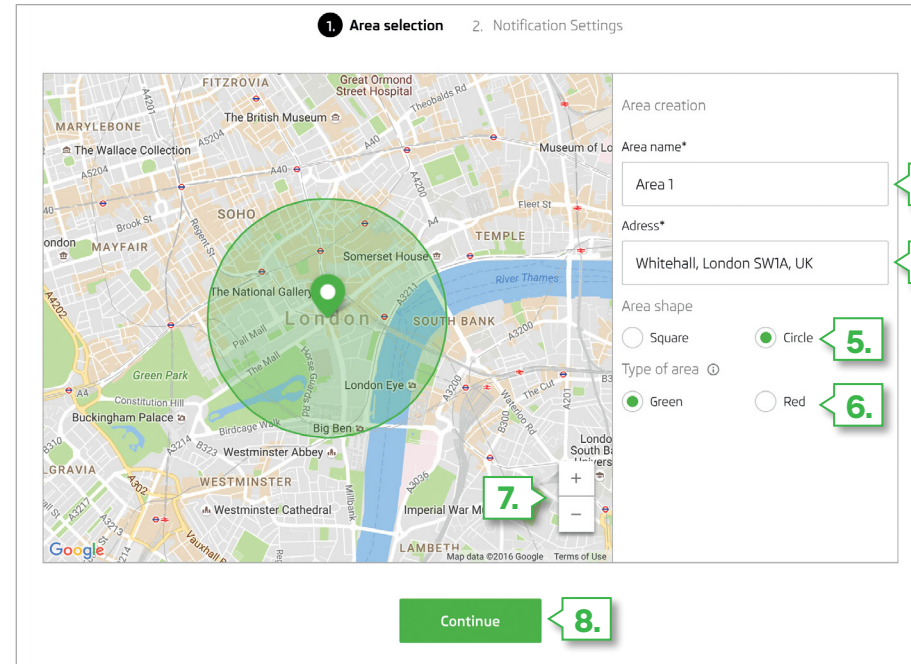
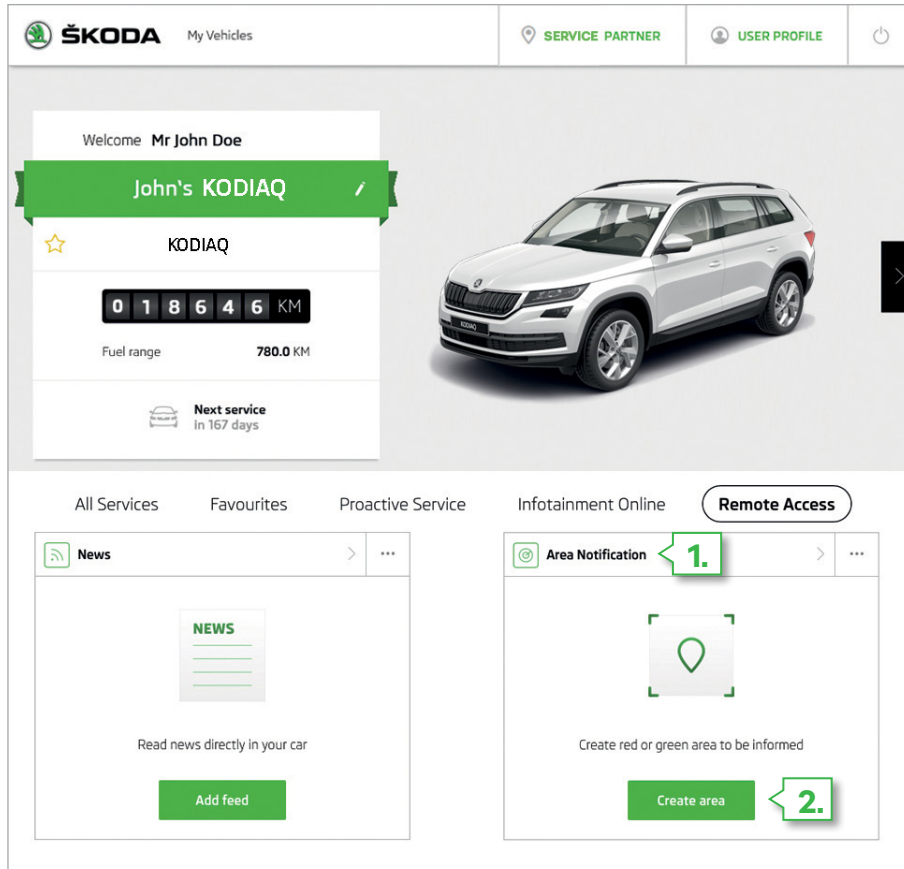
- › Easier and quicker work with area notification.

### Note

- › Up to 10 different speed limits can be set up, but only four can be activated at once.

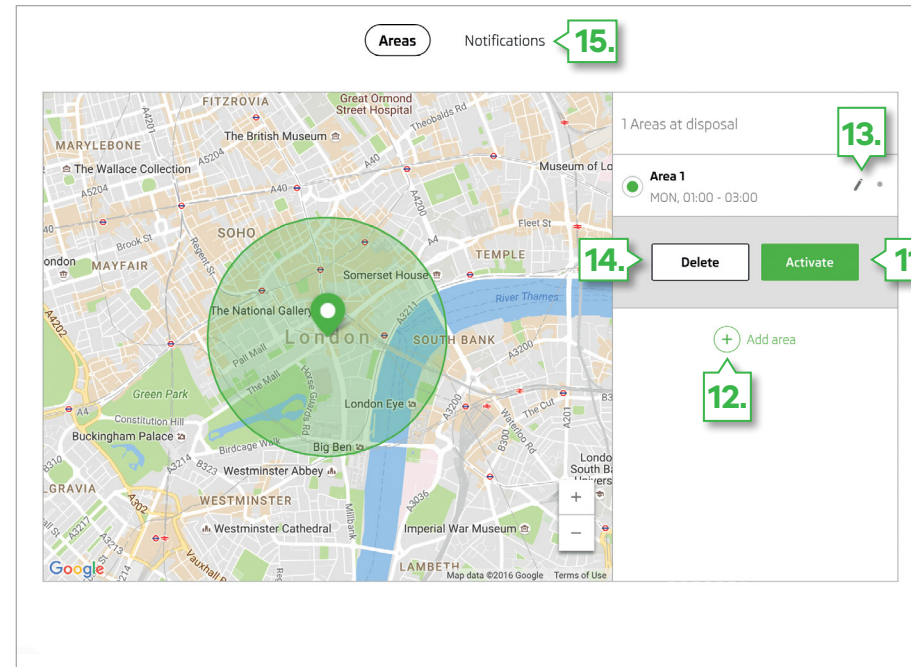
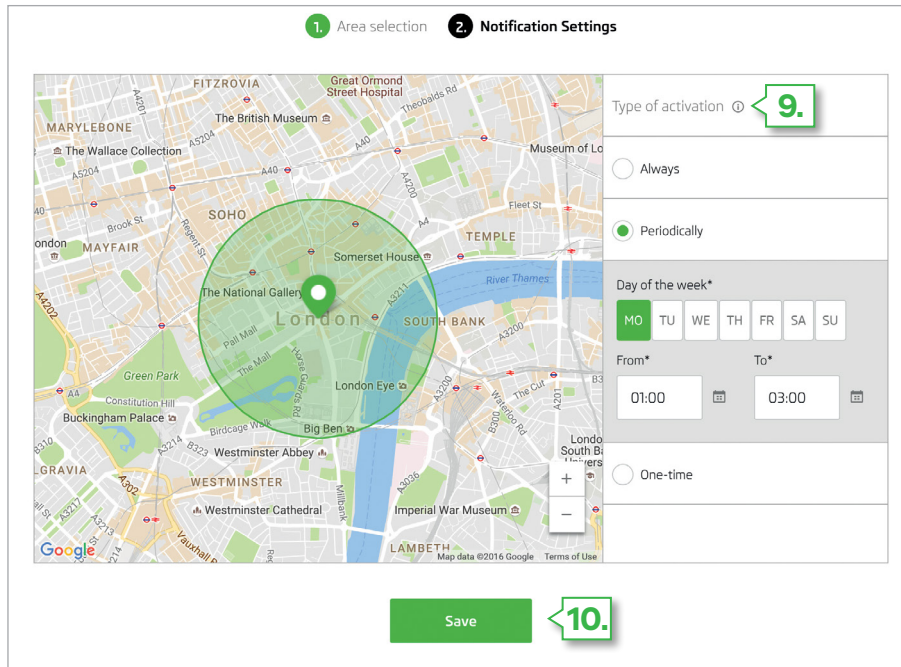


Online Services



1. Find the **Area Notification** function in the dashboard under **Remote Access** and click on the bar to display the input mask.
2. If no areas have been previously set up, click on „**Create area**”. Otherwise, the list of areas is displayed.

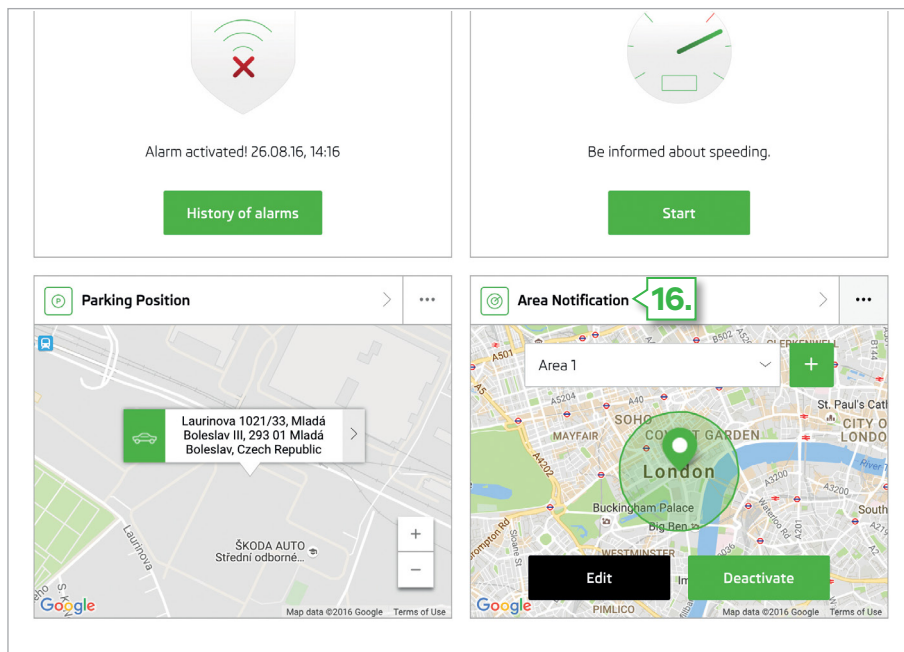
3. **Name the notification.**
4. **Determine the location** by entering it manually. Search results are automatically generated while you are typing. Select the desired one. The map is now displayed.
5. The area can take the form of either a **circle** or a **square**.
6. Choose between the green and red types of area.  
**Green** – vehicle may not leave specific area  
**Red** – vehicle may not enter specific area.
7. Use the plus and minus symbols to adjust the **size of the area**.
8. Click on the „**Continue**” button.



9. Select the **type of activation**. For periodic or one-time activation, also select the date and time.
10. Click on the **„Save“** button. You will be redirected to the overview of created area notifications.

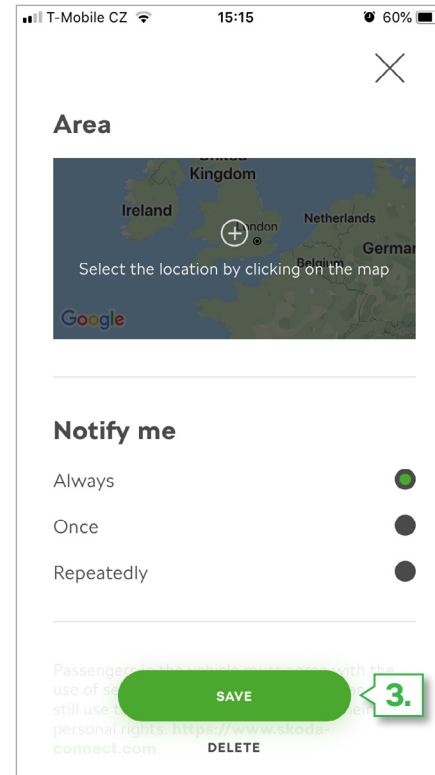
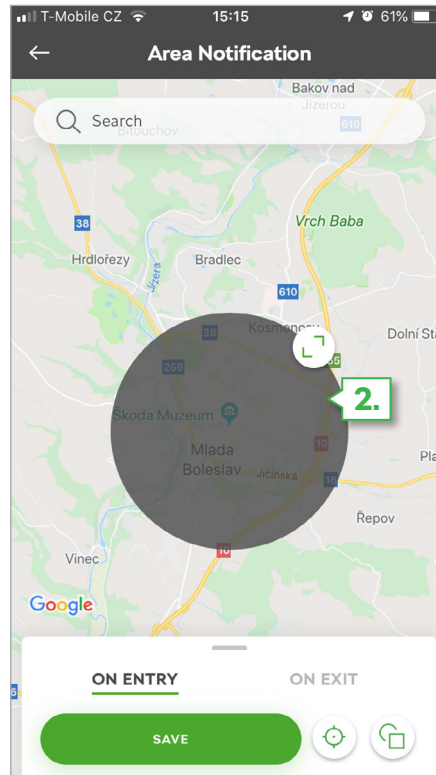
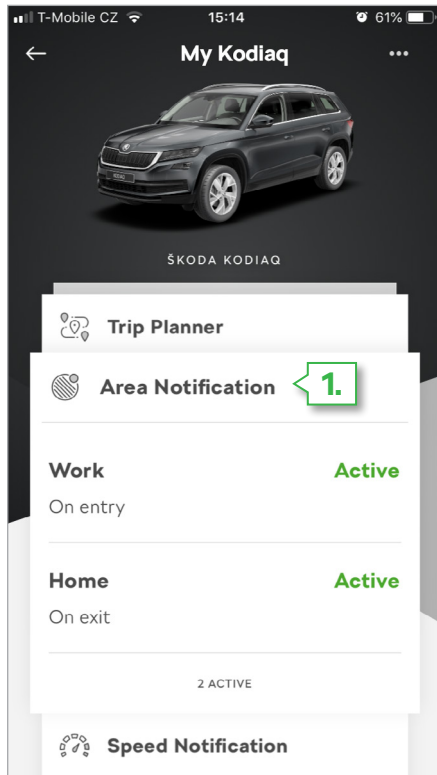
11. Click on the **„Activate“** button. A pop-up notification window will appear. Confirm to complete the activation process. The button now changes to **„Deactivate“**.
12. If you want to create another limit, click on **„Add area“** and repeat the setting process.
13. Button for editing the area notification (**pen symbol**).
14. Button for **deleting** the area notification.
15. Button for **displaying & managing** the list of received exceeding notifications.





16. The view in the dashboard is different after area notifications **have been set up**. Now the notifications can be simply operated through the tile in here as well.





1. Tap on the **Area Notification** widget.
2. Select the location by clicking on the map. Choose if you want to triggered on entry or exit.
3. Choose how often you want to be notified and clicking on „**Save**” created area notification.



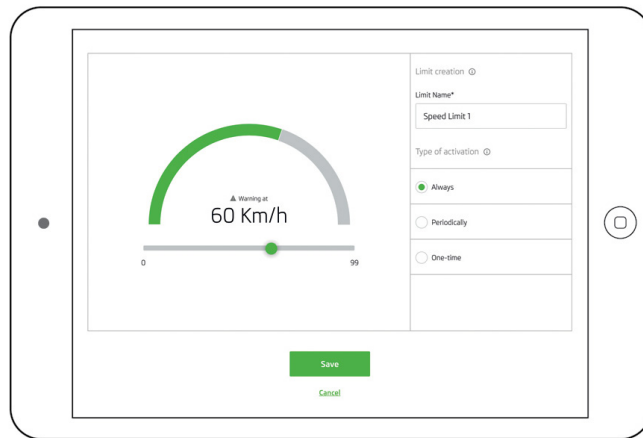
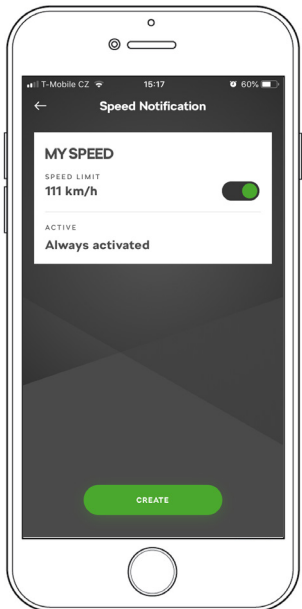
Up to 10 different areas can be set up, but only four can be activated at once.

## Care Connect > Remote Access > Speed Notification



The vehicle's owner can set the speed limit based on fixed rules (once, repeated) in the ŠKODA Connect Portal and App. As soon as the vehicle exceeds the selected speed limit, a notification is sent via email or in app notification centre. The status of the speed limit can be called up and managed at any time in the Connect

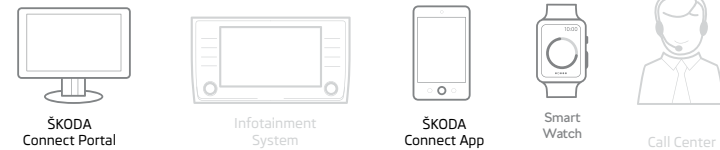
Portal or Connect App. The customer can access the history at any time in the Connect Portal.



### Customer Benefits

- › The customer is informed via the selected channel (e-mail and/or smartphone push notification) that their vehicle car is being used improperly and they can take appropriate actions.
- › The status of the speed limit can be accessed and managed at any time in the Connect Portal or Connect App.
- › The customer can access the history in the Connect Portal at any time.
- › As an option, the validity period can be set up once or repeatedly.

### Customer Interface



### News from MOD3

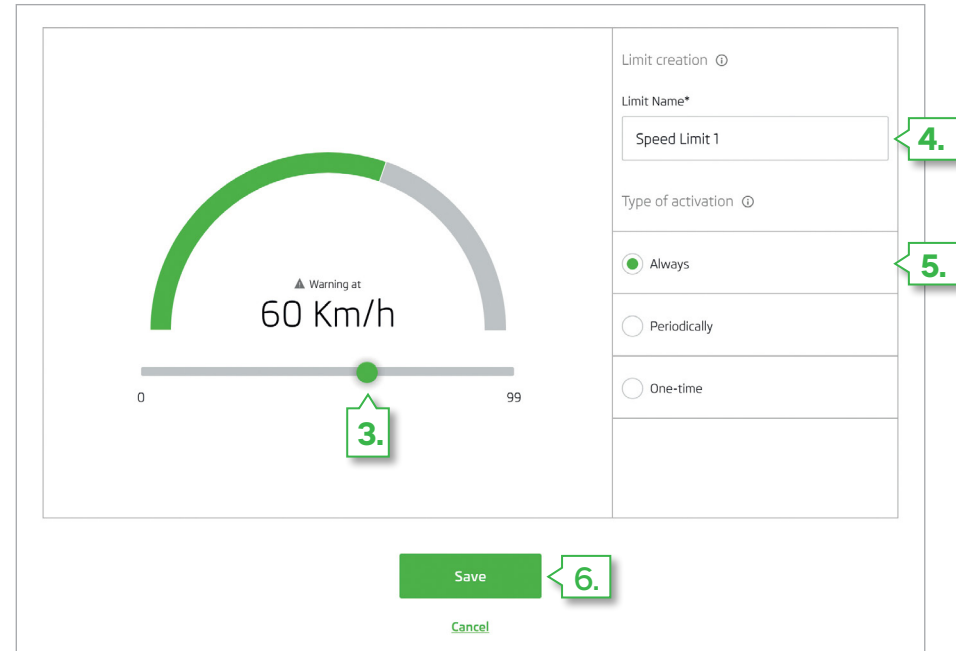
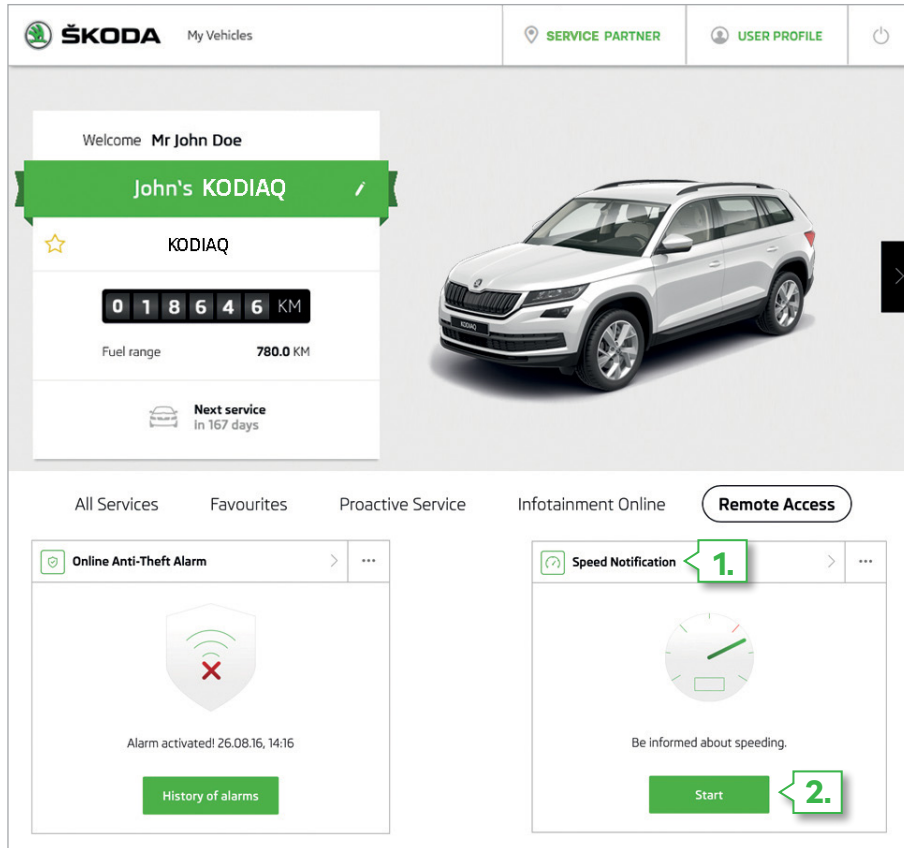
- › Improvement in user interface.

### Note

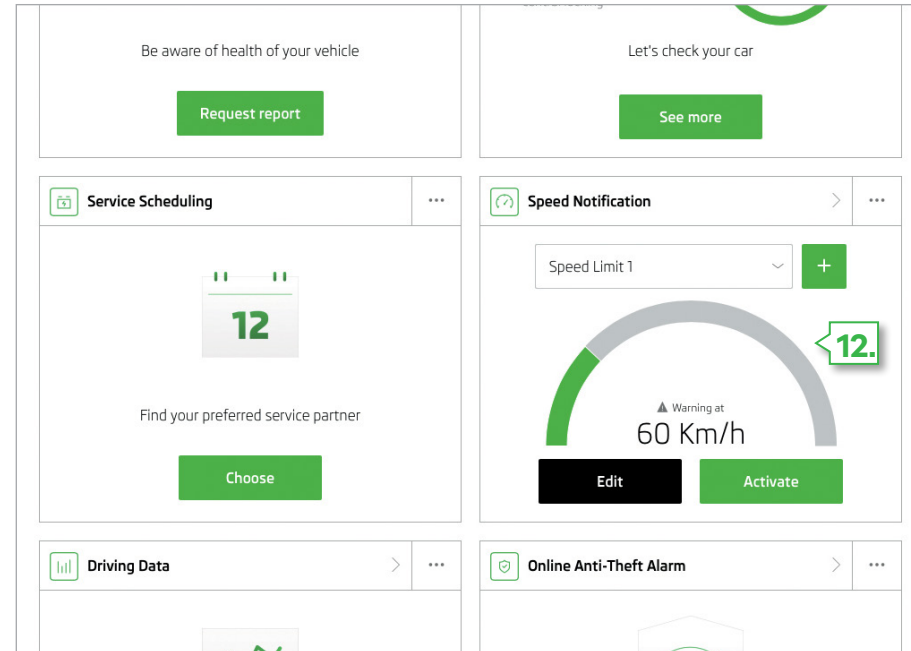
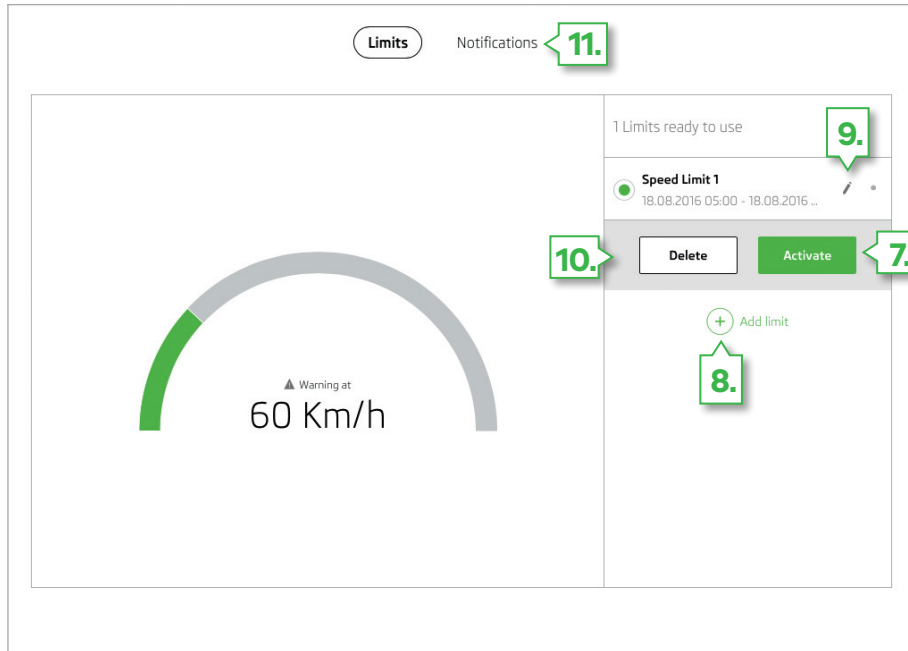
- › Up to 10 different speed limits can be set up, but only four can be activated at once.
- › The Connect Portal will adjust the maximum speed to 160 km/h



Online Services

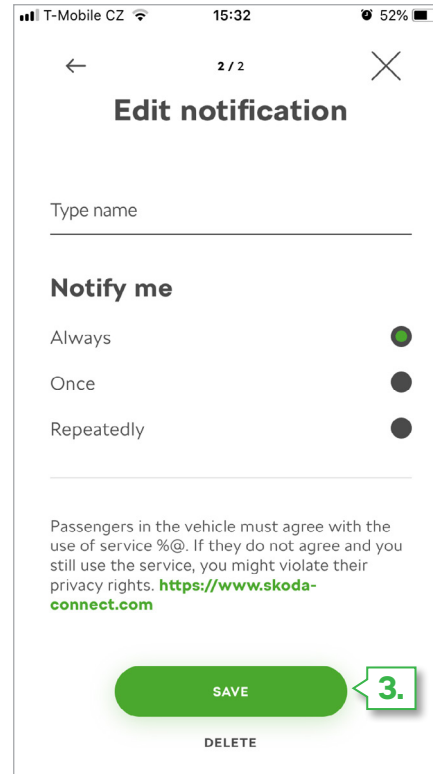
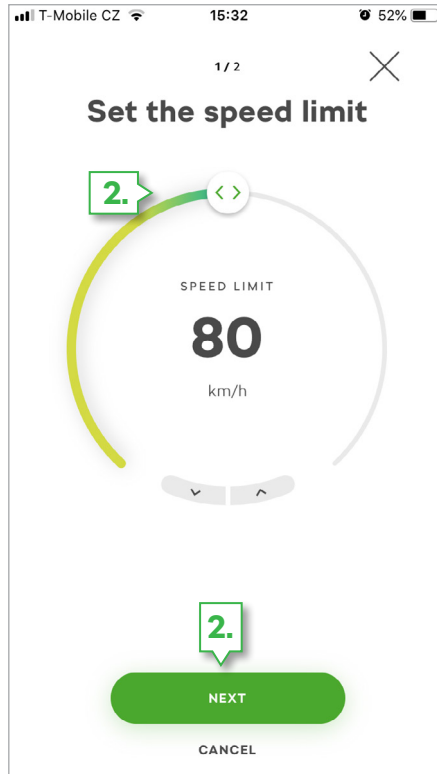
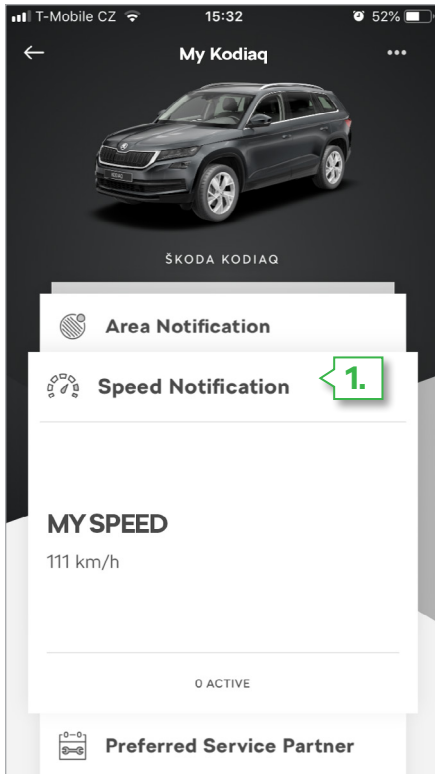


1. Find the **Speed Notification** function in the dashboard under **Remote Access** and click on the bar to display the input mask.



7. Click on the „**Activate**” button. A pop-up notification window will appear. Confirm to complete the activation process. The button now changes to „**Deactivate**”.
8. If you want to create another limit, click on „**Add limit**” and repeat the setting process.
9. Button for **editing** the speed limit (pen symbol).
10. Button for **deleting** the speed limit.
11. Button for **displaying & managing** the list of received exceeding notifications.

12. The view in the dashboard is different after speed limits have been set up. The notifications can be simply operated via the **tile**.



1. Tap on the **Speed Notification** widget and click on „**Create**” to set a new speed limit.
2. Set a new speed limit and click on Next button.
3. Choose how often you want to be notified and name of speed notification. Clicking on „**Save**” to save created speed notification.

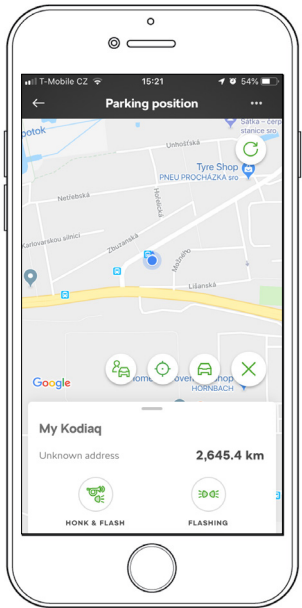


Up to 10 different speed limits can be set up, but only four can be activated at once.

## Care Connect › Remote Access › Parking Position



The vehicle sends its location data to the back-end server once the journey is complete. After using the Connect Portal or App to call up the data, the customer can use GPS tracking to find their parked vehicle.



### Customer Benefits

- › The customer is shown a clear symbol on a map so that they can easily find their vehicle in large car parks and in cities.
- › The address and distance to the vehicle are displayed.
- › The customer can search for their vehicle from anywhere (with no limit on the radius).

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



Call Center

### News from MOD3

- › Better work with displaying user and vehicle on the map

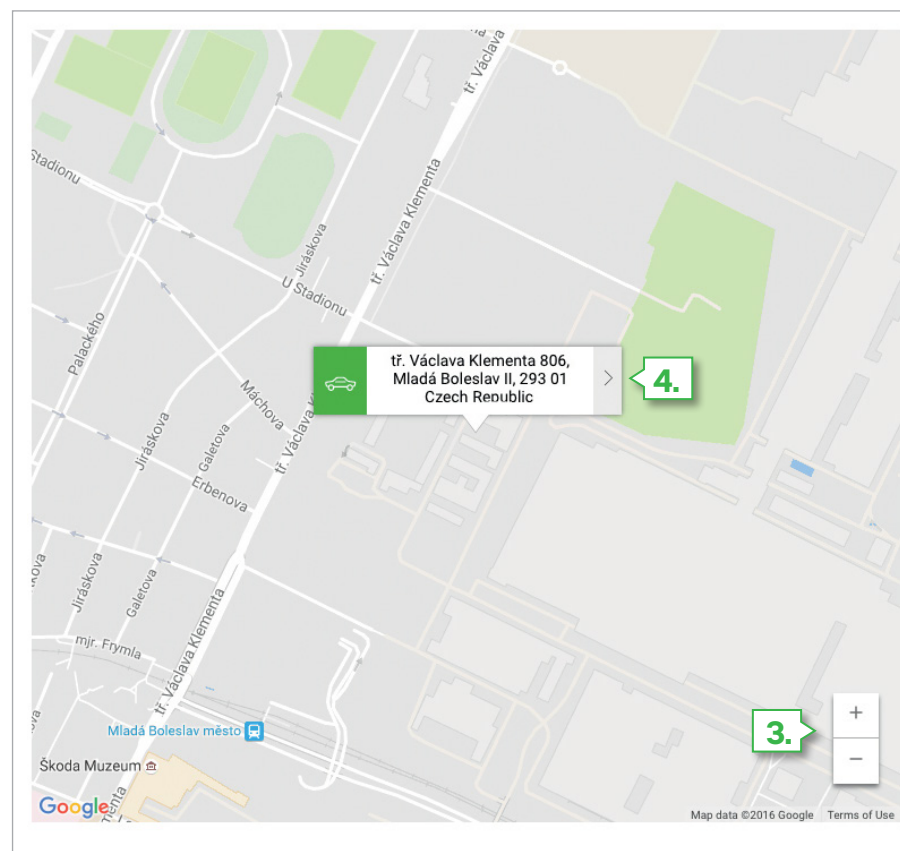
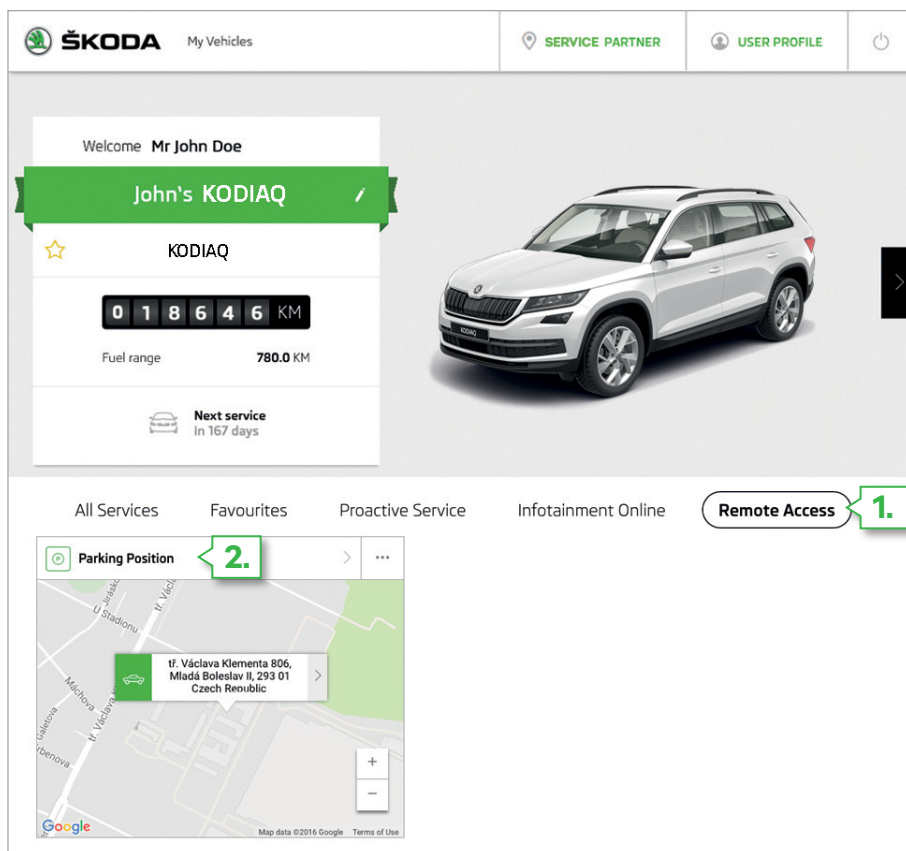
### Note

- › The data transfer only takes place once the car has actually been parked (no permanent location monitoring).



Online  
Services





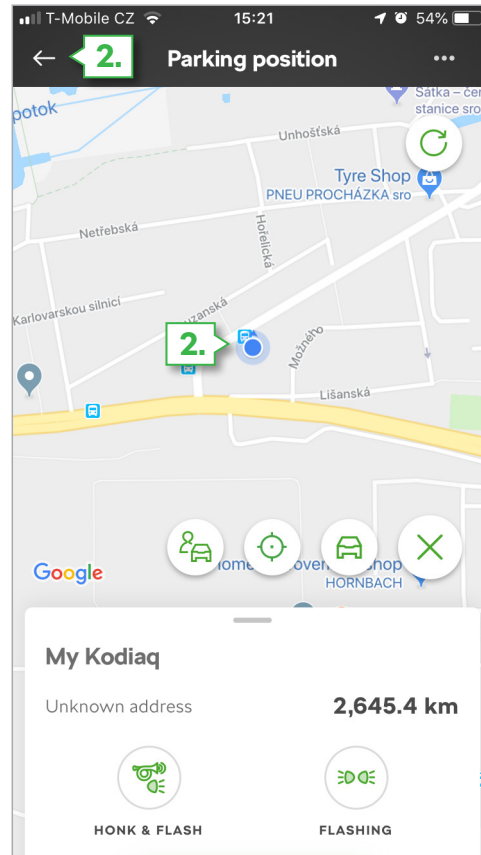
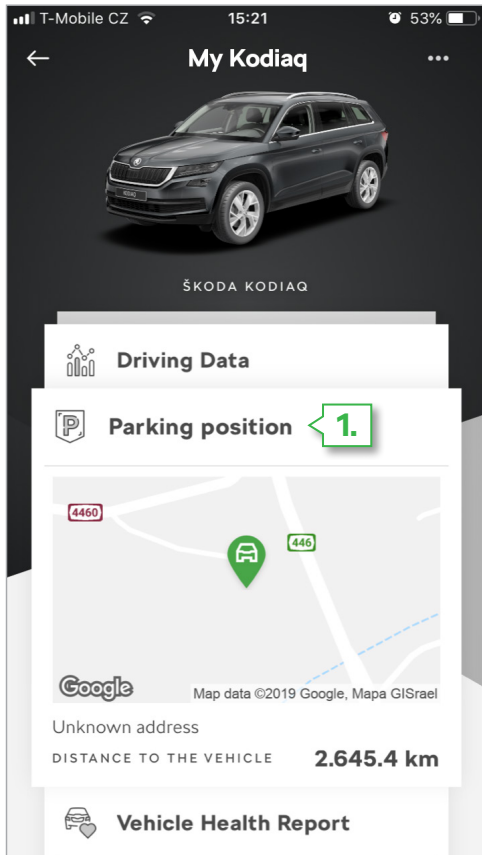
1. Find the **Parking Position** function in the dashboard under **Remote Access**.
2. The map shows the address and location where your vehicle was last parked. Click on the **bar** to see the map in a higher resolution.

3. Use the **plus or minus symbol** to zoom in or out on the map.
4. You will be redirected to Google Maps when you click on the **small arrow**.

# Care Connect › Remote Access › Parking Position › Connect App



Online Services

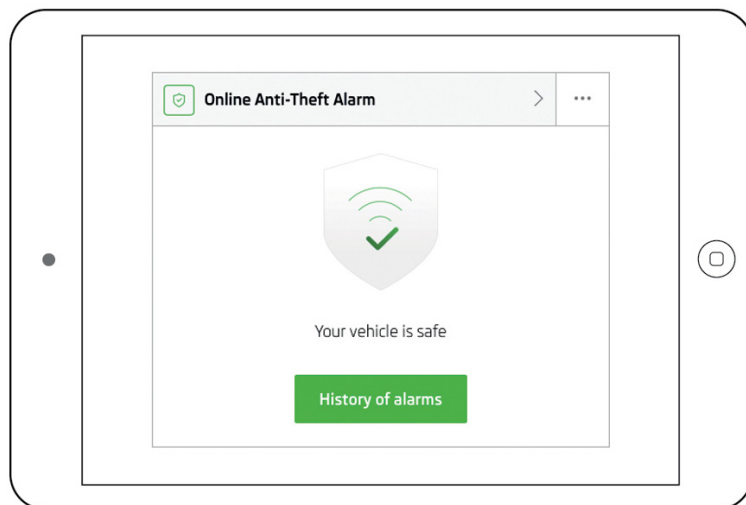
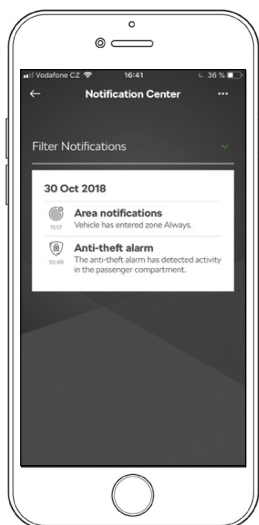


1. Tap on the **Parking position** widget.
2. The pin on the map shows the last parking position of the vehicle. The address and distance to the vehicle can be seen below the map.

## Care Connect > Remote Access > Online Anti-Theft Alarm



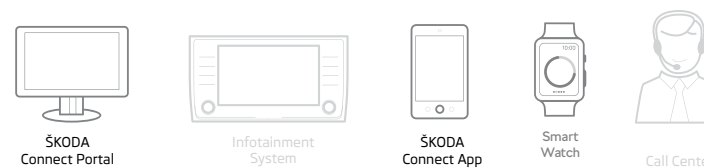
Irrespective of where they are, the customer is notified if the Anti-Theft Alarm is triggered while the car is locked with the key. If someone attempts to break into the vehicle, the vehicle's owner will be informed of this as soon as possible via the online connection, meaning that they can immediately take appropriate steps to deal with this.



### Customer Benefits

- > Irrespective of their whereabouts, the customer will be notified of the Anti-Theft Alarm activation by e-mail or smartphone push notification and can promptly take appropriate steps.
- > The notification may contain the reason for being triggered as well as the time at which it was triggered.
- > It is possible to view previously entered alarm notifications in the Connect Portal.
- > The Online Anti-Theft Alarm is automatically activated by locking the car.

### Customer Interface



### News from MOD3

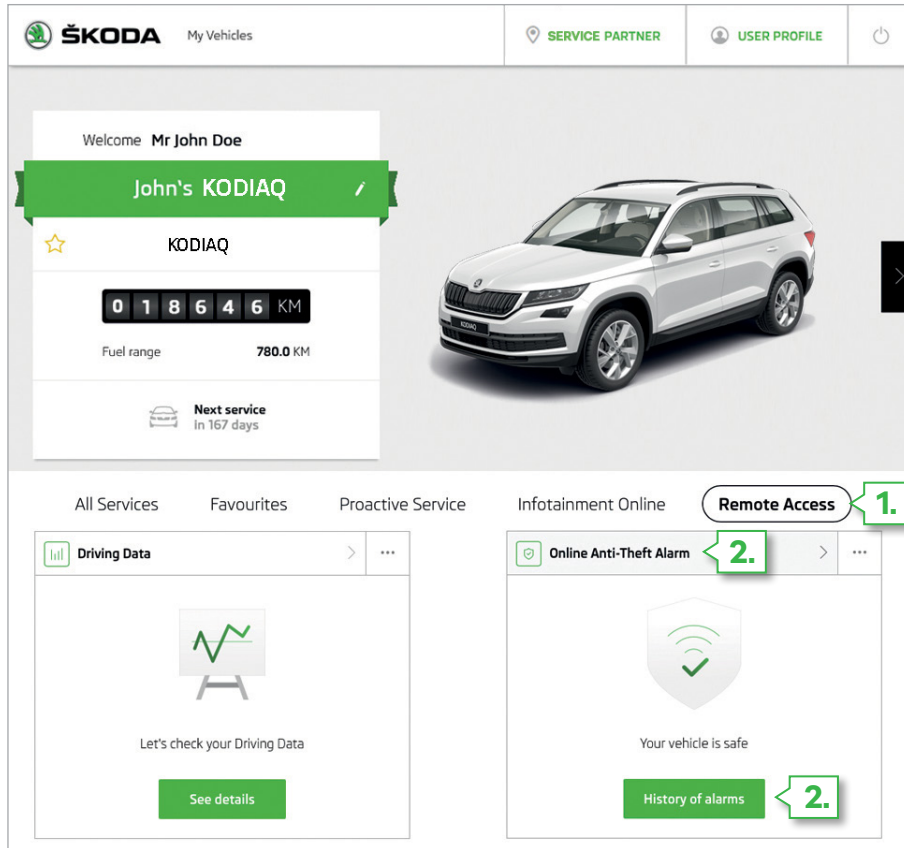
- > Receiving notification is now faster

### Note

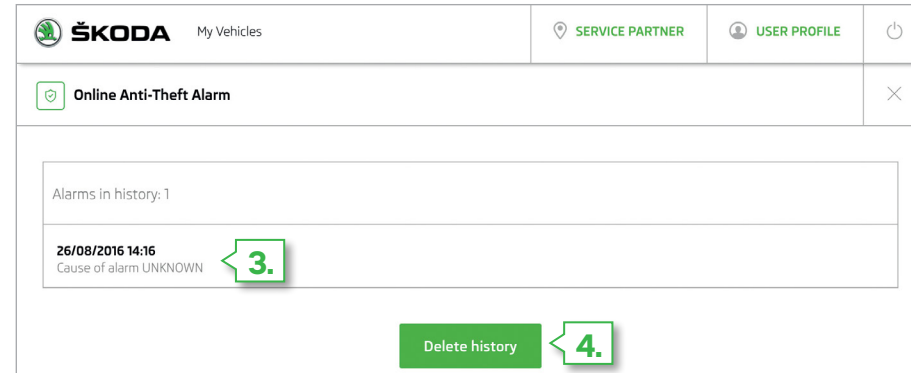
- > This function only works if the vehicle has the Anti-Theft Alarm system installed.



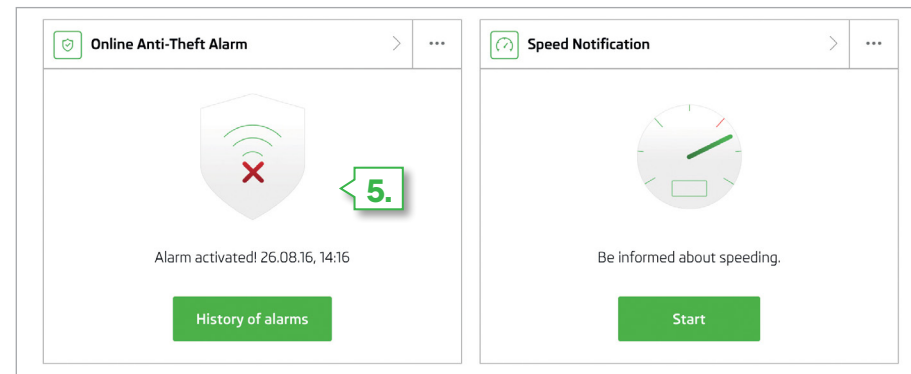
Online Services



1. Find the **Anti-Theft Alarm** function in the dashboard under **Remote Access**.
2. Click on the **bar** or the **button** to see the history of alarms, including the cause of the alarm.



3. You can browse or delete the history here.
4. Button for deleting the history.

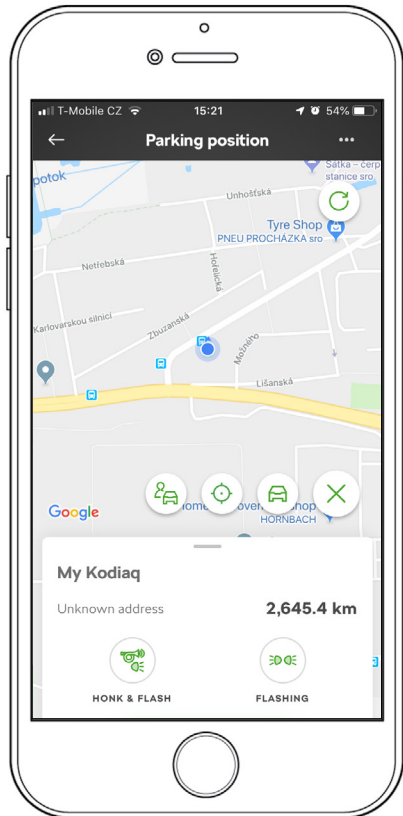


5. The image in the **dashboard will change** if the alarm is triggered. You can see the date and time of the last activation here.

## Care Connect › Remote Access › Honk & Flash



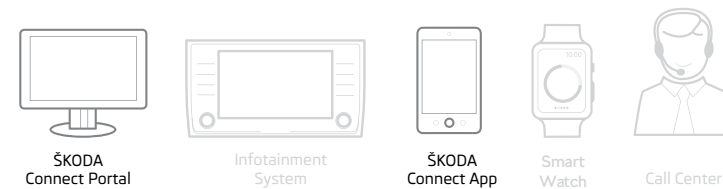
The vehicle's owner can remotely control their vehicle's hazard warning lights and horn so that they can use this visual and audio signalling to locate their vehicle more easily. The current status of the flashing is displayed.



### Customer Benefits

- › The customer can find the vehicle on large parking lots by triggering the signalling with horns and/or hazard lights flashing through the Connect App.

### Customer Interface



### News from MOD3

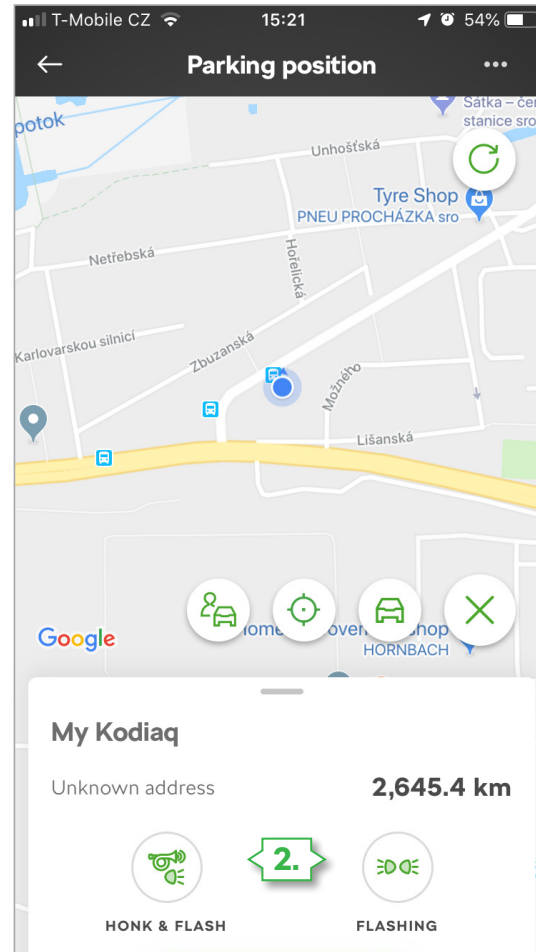
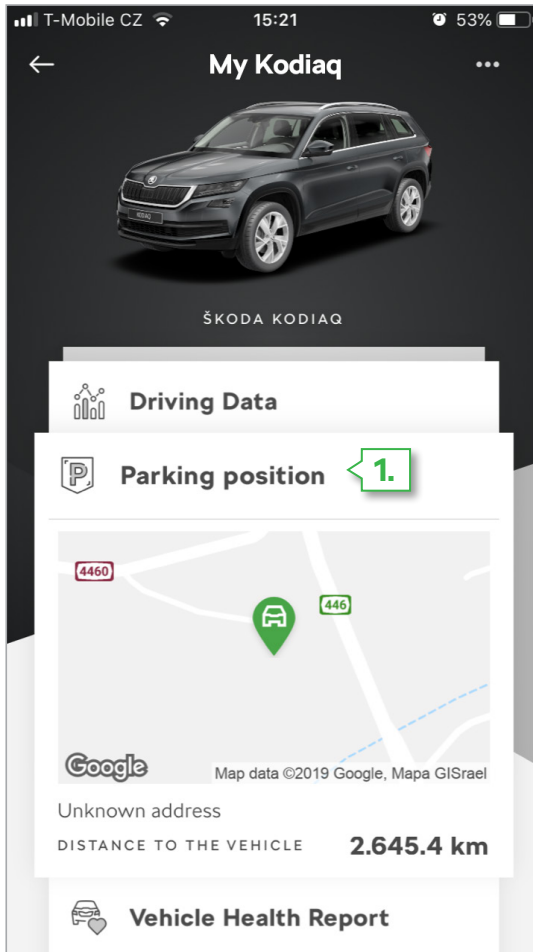
- › Much faster interaction versus MOD2.
- › More intuitive controls of Honk & Flash functionalities (added icons).

### Note

- › This function works if you are within a 500-metre radius of the vehicle and can only be triggered and ended via the Connect App.
- › Please follow the state road traffic regulations as the horn may only be used in hazardous situations, or as a means of warning.



Online Services

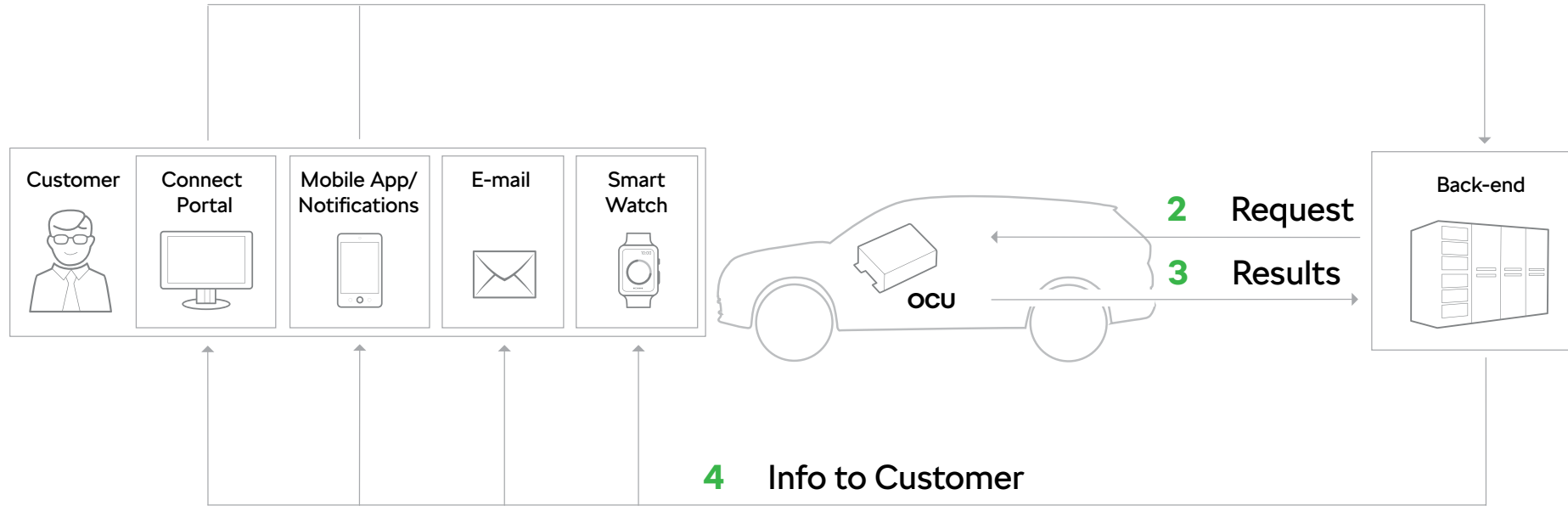


1. Tap on the **Parking position** widget.
2. Tap on the button to activate the „**Honk & Flash**” or „**Flashing**” function.





### 1 Configuration & Operation

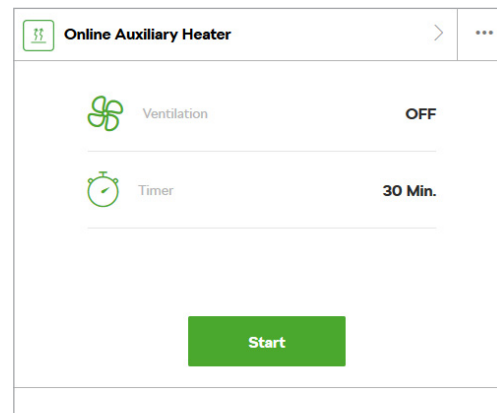
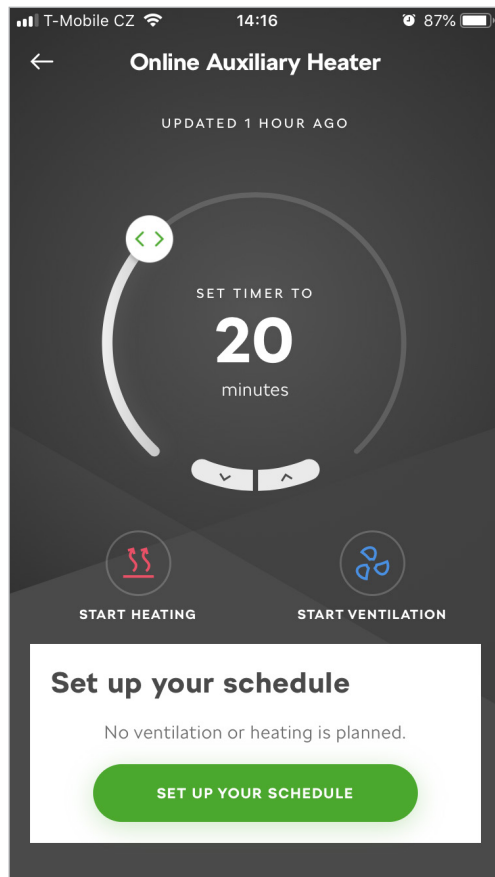


All actions relating to configuring or operating the **Remote Access** services that are carried out by the customer via the Connect Portal or the Connect App are conveyed by the OCU control unit via the MBB server. The OCU control unit carries out the individual commands and, if the service requires it, then sends the information back to the MBB, which processes this and supplies it back to the customer via the Connect Portal or Connect App; the customer may also receive an informative e-mail, or smartphone push notification.

## Care Connect › Remote Access › Online Auxiliary Heater \*



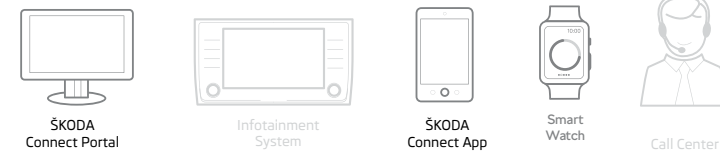
The customer can activate or deactivate the pre-heating and program the departure time of his next trip via the ŠKODA Connect Portal and ŠKODA Connect App. This service can only be activated using your S-PIN which can be generated on both the ŠKODA Connect Portal and the Connect App.



### Customer Benefits

- › Comfort gain by the remote control of the pre-heater via the ŠKODA Connect App.
- › The customer can retrieve a status display at any time and from anywhere.
- › The customer has the possibility to define the activation of the pre-heating at the desired departure time

### Customer Interface



### Note

- › Please note that the auxiliary heater must never be activated in closed spaces as there is a risk of poisoning! Also ensure that your vehicle is not parked on a flammable surface as there is a risk of fire due to the exhaust system being hot.

\* available for cars produced from 22/17

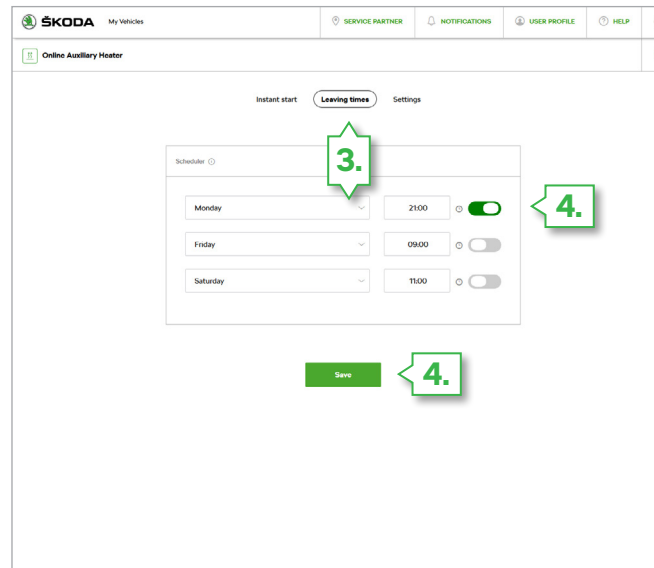
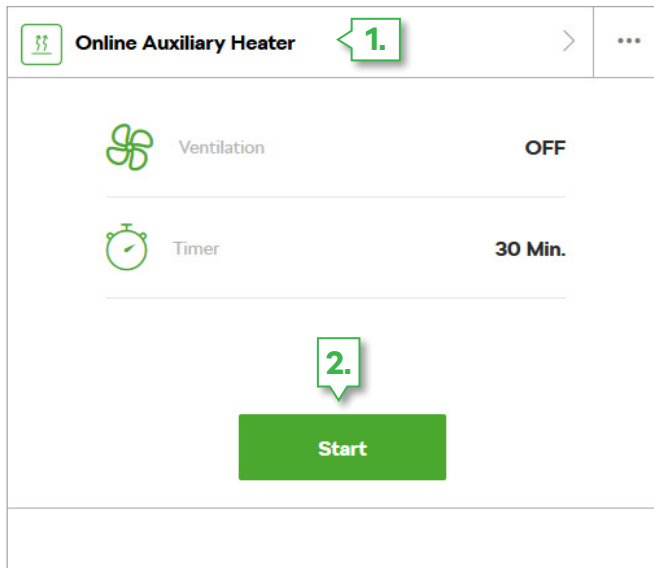


Online Services

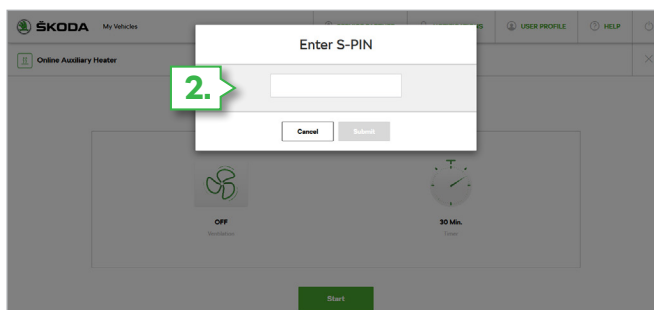
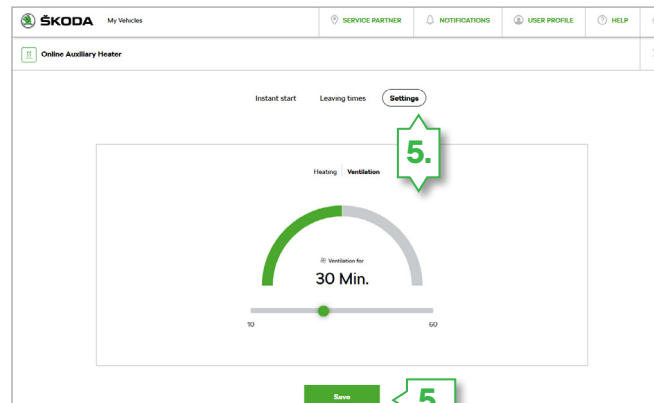
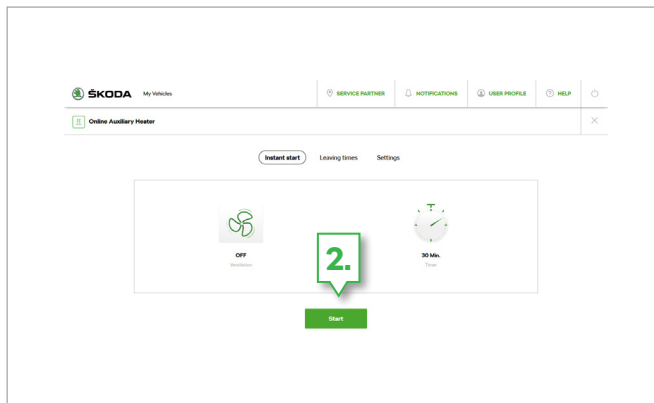
# Care Connect > Remote Access > Online Auxiliary Heater > Connect Portal

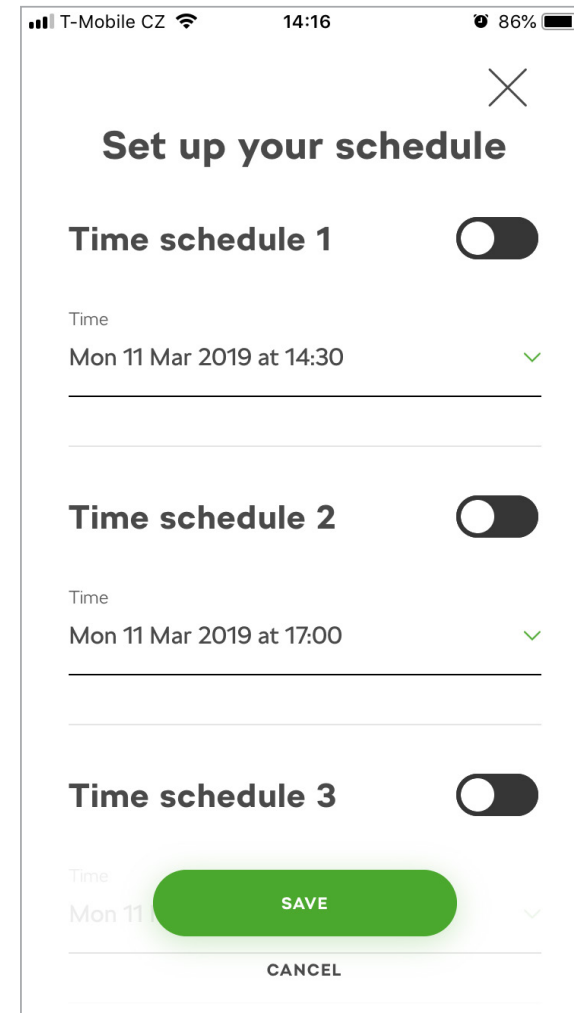
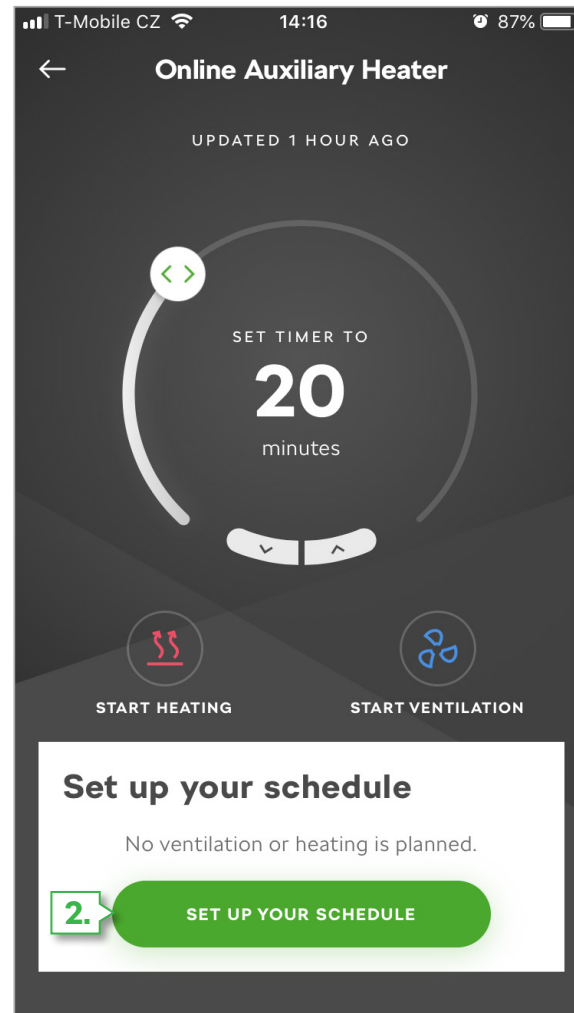
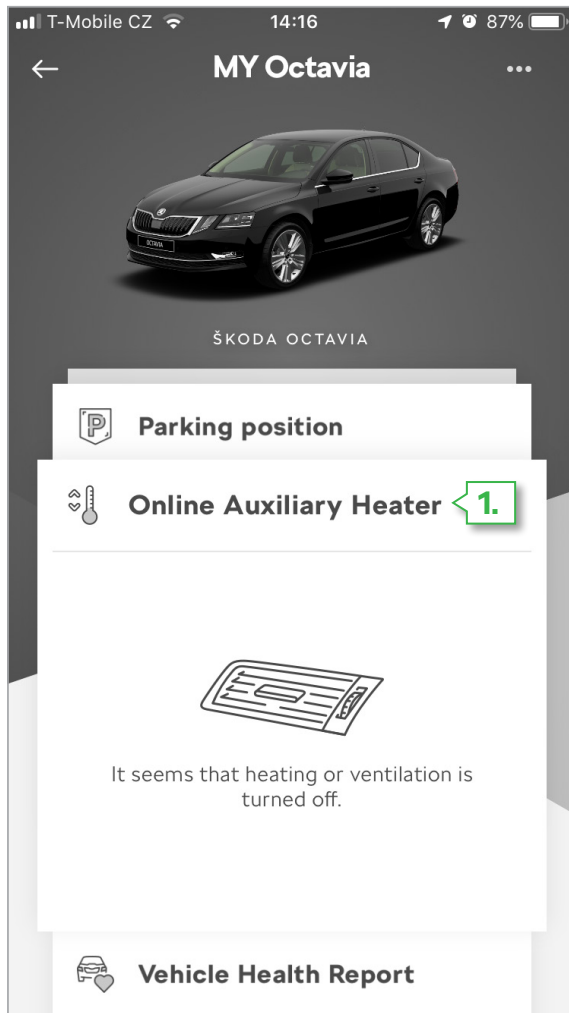


Online Services



1. Find the **Online Auxiliary Heater** in the dashboard and click on the bar to display the details.
2. To turn on heating/ventilation click on the „**Start**” and then enter your S-PIN.
3. Click on „**Leaving times**” and there you can set time and days.
4. Click on **toggle button** to active/deactive leaving times and **save** it.
5. In „**Settings**” you can set up duration of heating/ventilation and then **save** it.





1. Tap on the Online Auxiliary Heater widget.

2. You can start heating/ventilation or set up schedule.

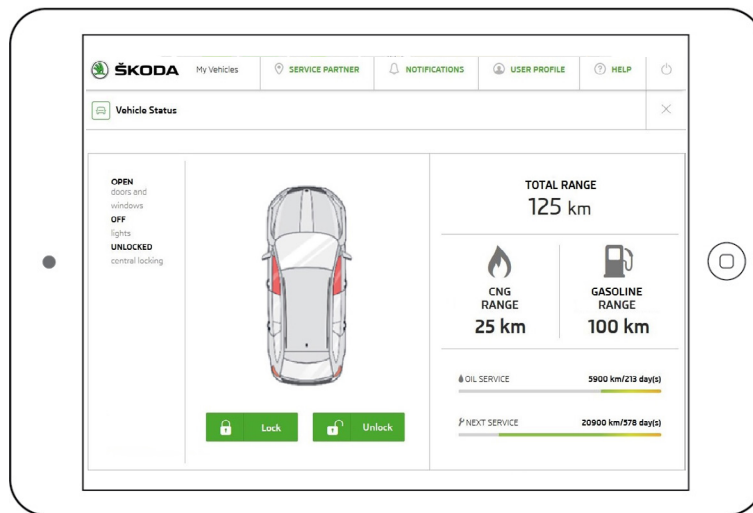
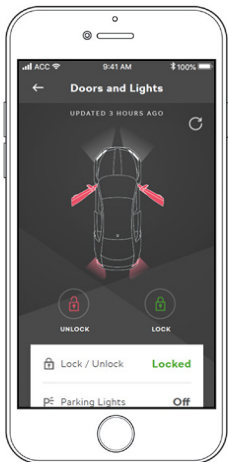
## Care Connect › Remote Access › Lock & Unlock



As the name suggests, this function allows our customers to lock or unlock their vehicle through the ŠKODA Connect Portal or ŠKODA Connect App.

This feature can significantly ease life in many situations, for example when customer forget to lock the car or want to let somebody else inside. To rule out any danger of misuse, every use of this function demands S-PIN or Touch ID verification. Our customers already know the S-PIN thanks to the Online Auxiliary Heater function. On top of that, the customer has to be also verified by the dealer (ŠKODA Ident).

This function is only available for vehicles manufactured after CW 51/2018.



### Customer Benefits

- › Lock or unlock vehicle through the ŠKODA Connect Portal or ŠKODA Connect App.

### NEWS CW48/ 2018

- › Customers can remotely lock and unlock their vehicle.

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



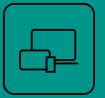
Call Center

### News from MOD3

- › Much faster interaction versus MOD2.
- › More intuitive visual design.

### Note

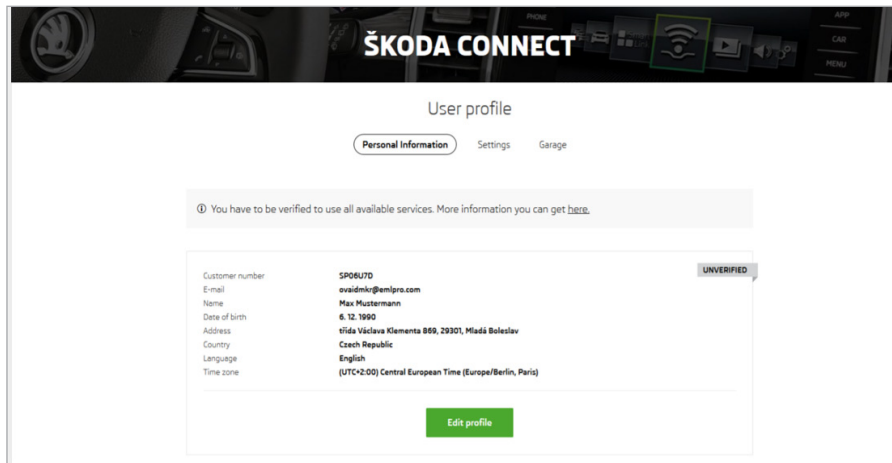
- › This function will work without any distance limitation.
- › Customer needs to be verified (ŠKODA Ident).



User  
Interfaces

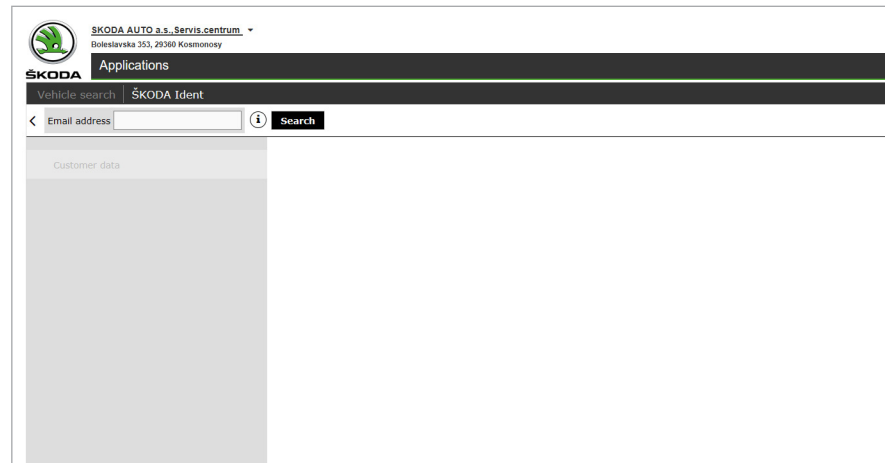
## Care Connect › ŠKODA Ident

New function Remote Lock & Unlock requires customer verification in order to enable the end customer to use it. It is necessary for the customer to have a ŠKODA Connect account and to visit his dealer, who conducts the verification in Service Portlet.



### Customer not verified

The customers can check their status in their ŠKODA Connect profile. The customer cannot be searched in the Service Portlet, unless the date of birth is duly completed.



### Service Portlet

The ŠKODA Ident tab on the Service Portlet is only visible if one of these three system roles is assigned: Service Advisor, Service Assistant or Service Technician. If the customer's date of birth is missing in the ŠKODA Connect Portal, the error message is displayed on the Service Portlet.







SKODA AUTO a.s. - Servis centrum  
Boteševská 303, 29360 Kozmenny

Applications

Vehicle search: SKODA Ident Customer: VAS Test

Email address: vascars.01@gmail.com Search

Customer data

Mr	VAS	Test
FORM OF ADDRESS	FIRST NAME	LAST NAME
06/12/2018	Not verified	
DATE OF BIRTH	STATUS	

Verify

### Customer search

Customer search via the Email address or Customer service number. Email address used for CWP log-in Customer no. displayed in CWP.

Status check result is „**Not verified**“ → Completing the document data (exclusively the driving license).

SKODA AUTO a.s. - Servis centrum  
Boteševská 303, 29360 Kozmenny

Applications

Vehicle search: SKODA Ident Customer: VAS Test

Email address: vascars.01@gmail.com Search

Customer data

Customer verification

Document data

Driver's license: [dropdown]  
Issued until: [dropdown]  
Issued until: 22/03/2019 22/03/2029  
Country of issue: Bosnia and Herzegovina

Check verification data

Mr	VAS	Test	06/12/2018
TITLE	FIRST NAME	LAST NAME	DATE OF BIRTH
vascars.01@gmail.com			
EMAIL ADDRESS	CUSTOMER SERVICE NUMBER		
vascars	22/03/2019	22/03/2029	Bosnia and Herzegovina
DOCUMENT NUMBER	ISSUE DATE	VALID UNTIL	COUNTRY OF ISSUE
CZE25215C	ext_bsn_sevick@skoda-auto.cz	28/03/2019 15:48:20	
DEALERHIP NUMBER	USER ID	CONFIRMATION DATE	

I hereby confirm that the information provided is accurate.

Save Edit

### Customer verification

Verification confirmation - the Dealership No., User ID and date of confirmation are visible together with the overview of the customer's data.



Customer data		
Mr	LUCCK	LUCCK
FORM OF ADDRESS	FIRST NAME	LAST NAME
06/01/2019	Verified	
DATE OF BIRTH	STATUS	

### Verification status

Status check result is „Verified“.

Customer number	00000000	VERIFIED
E-mail	lucckss@seznam.cz	
Name	Mr Lukáš Lucck	
Date of birth	6/1/2019	
Address	ŠKODA AUTO s.p.s. Servis centrum, Dolejšova 353, 29300 Kozmomyšl	
Country	Czech Republic	
Language	English	
Time zone	(UTC+2:00) Central European Time (Europe/Berlin, Paris)	

### Customer verified

The customers can check their status in their ŠKODA Connect profile. After the verification, R&L will be working via Connect App. Ideally check with dealer.

## Infotainment Online - Generation I (MOD2) › Brief Description



### Online Services



#### **\*\*Google Earth™**

The navigation is shown based on satellite maps and aids orientation using the photo-realistic display of the surroundings.



#### **\*Online Map Update**

Map updates for the car navigation can easily be downloaded from the Internet.



#### **Gracenote**

It recognizes a track currently being played and displays information available on this track online.



#### **\*Online POI Search (Voice)**

The user uses voice input to set their online POI search request and then selects their destination.



#### **Online POI Search (Text)**

An online search for POIs is carried out from the vehicle.



#### **Online Destination Import**

The customer can use the Connect Portal to select destinations and transfer these to the navigation system.



#### **Online Traffic Information**

Completely up-to-date traffic information offers the driver the perfect overview and means that they can dynamically adjust their route.



#### **Online Route Import**

Routes with up to 10 destinations can be conveniently set up by using the Connect Portal and then easily imported into the navigation system.



#### **My Points of Interest**

The customer can use the Connect Portal to upload personal POI favourites lists and transfer these to the navigation system.



#### **Petrol Stations**

In addition to the destination coordinates for the navigation, other information is available, such as the current petrol prices.



#### **Parking Spaces**

In addition to the destination coordinates for the navigation, other information is available, such as which parking spaces are currently free.



#### **Weather**

Current weather data is displayed in the navigation system, as well as the forecast or the precipitation radar.



#### **News**

Notifications on topics that were previously subscribed to in the Connect Portal are displayed in the navigation system.

\* Only for the Columbus infotainment system

\*\* Google Earth is available for:

- a) new cars produced until week 31/2018 (MY ≤ 2018)
- b) prolongations until week 45/2019
- c) only for the Columbus infotainment system

## Infotainment Online - Generation II (MOD3) › Brief Description



Online  
Services



### Online Traffic Information

Completely up-to-date traffic information offers the driver the perfect overview and means that they can dynamically adjust their route.



### \*Online Map Update

Map updates for the car navigation can easily be downloaded from the Internet.



### Parking Spaces

In addition to the destination coordinates for the navigation, other information is available, such as which parking spaces are currently free.



### Petrol Stations

In addition to the destination coordinates for the navigation, other information is available, such as the current petrol prices.



### Online Route Calculation

More precise and better navigation via predictive calculations on the server.



### Online Voice-Control

Online Voice-Control provides the driver with more comfortable voice control thanks to ability of system to understand free spoken instructions.

\* Only for the infotainment system with navigation

## Infotainment Online > Google Earth™



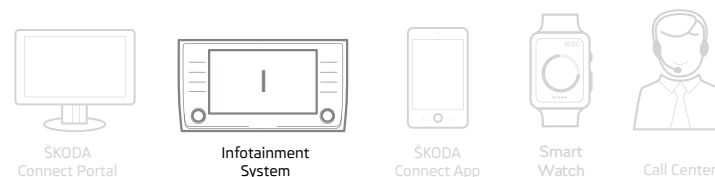
The map is displayed in the form of satellite images after receiving data from the Internet. The customer can see their exact surroundings as a realistic depiction. This helps the customer to find their bearings, even in unfamiliar surroundings, or to simply investigate new or popular locations.



### Customer Benefits

- > Realistic display through satellite images in Columbus.
- > Fascinating aerial photos of the surrounding area make the orientation easier in many situations and let the customer easily track new favourite places.
- > As long as the loaded satellite images of a route guidance are cached on the hard drive of Columbus, they can be used even without an active data connection - protection in case of a short-term data connection failure.

### Customer Interface



### Note

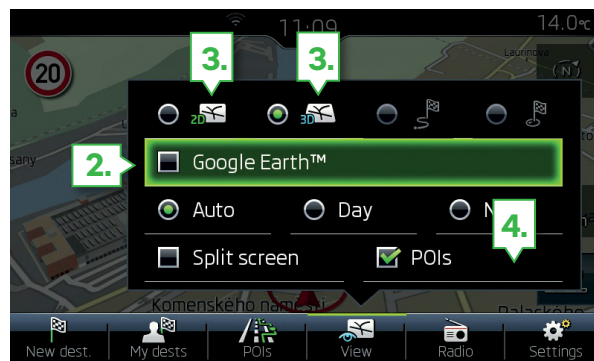
- > Only for the Columbus infotainment system.
- > Available for:
  - a) new cars produced until week 31/2018 (MY ≤ 2018);
  - b) prolongations until week 45/2019



Online Services



1. Press the „NAV” button on the device, then click on the „View” button in the bottom part of the display.



2. Select „Google Earth™” from the sub-menu.

3. You can choose between 2D or 3D map view.



4. The view on the display now changes to a realistic satellite image.

## Infotainment Online > Online Map Update



Map updates for the car navigation can easily be downloaded from the Internet – this no longer requires an SD card or the assistance of the dealer. The MIB informs the customer of how much disk space is required. The customer can then select the updates that they want to run from a list. The selected updates are then sent to the MIB in a download package and installed. The updates are offered based on the country or region.

If the customer is planning to use the navigation system to drive to another region, they will also be informed of any updates in the region of their destination prior to their journey. If the route also contains interim destinations in other regions, these regions will also be included.

In the event that the system fails to complete an update, the relevant notification will appear in the infotainment system. Data that has already been loaded will not be lost as long as the update is continued within six months.

If an online map update downloads damaged data, an SD card can be used to rectify the fault and complete the update.

### Customer Benefits

- › No need for an SD card or the assistance of the dealer.
- › The updates are offered based on the country or region.
- › There is no limit to the number of updates that can be performed during the life-cycle of the infotainment system.
- › It is still possible to update navigation data via an SD card.

### Customer Interface



SKODA  
Connect Portal



Infotainment  
System



SKODA  
Connect App



Smart  
Watch



Call Center

### News from MOD3

- › Once the map update is available, the download will begin automatically, no user interaction required.
- › New maps for remote update will be available every month.
- › Customer can also update maps via USB.

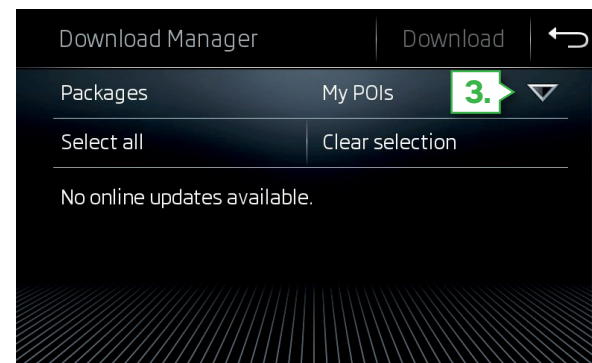
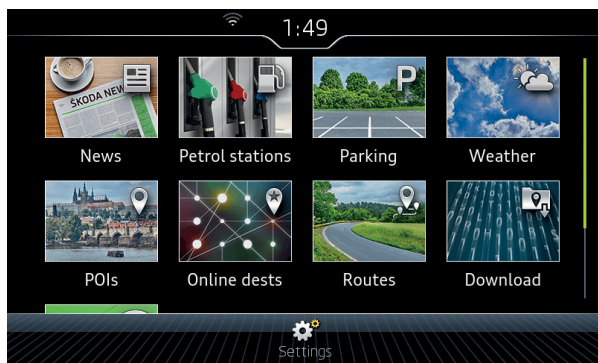
### Note

- › Only for the Columbus infotainment system.
- › The size of the data package update for a region can be between 4 and 450 MB. If several regions are grouped into one update, the file can be approx. 3 GB or more.
- › A reliable mobile and GPS reception and an online connection must be available while the online map is updating.
- › A data flat rate with the mobile provider is highly recommended as large data packages are exchanged.



Online  
Services

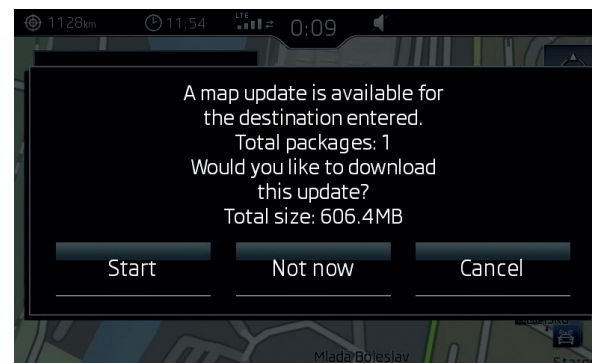
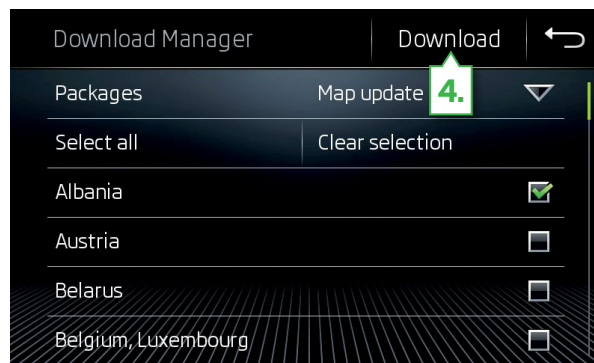
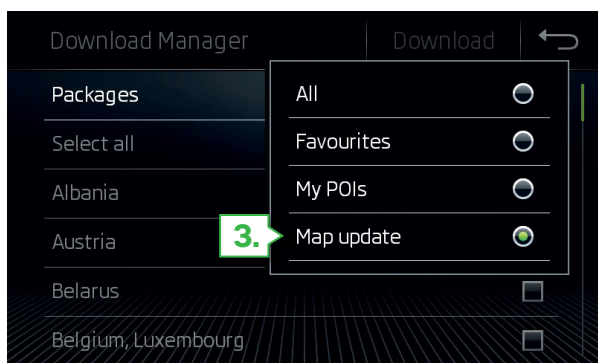




1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.

2. Select „Download” from the options menu.

3. Click on the arrow at the top right and select „Map Update” in the sub-menu.



4. Select the desired country and click on „Download” to start downloading and installing the map update.

If you are planning to use the navigation system to drive to another region, you will be informed of any updates in the region of your destination via a pop-up menu.



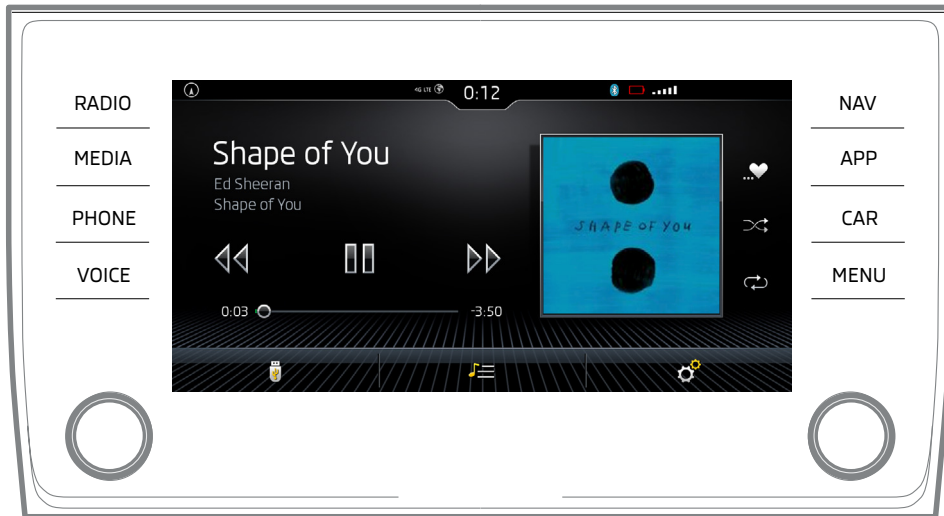
The user will receive a confirmation message only if the download is successful.

The ignition has to be turned on and off to refresh the process.

## Infotainment Online > Gracenote



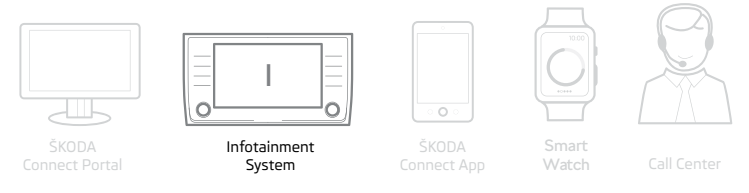
It recognizes a track currently being played and displays information available on this track online. It displays the title of the track and album, the name of the artist(s) and the album cover. The data is then saved to the customer's onboard database.



### Customer Benefits

- > The customer always knows which track/album/artist is currently on.

### Customer Interface



### Note

- > Only for the Columbus infotainment system.

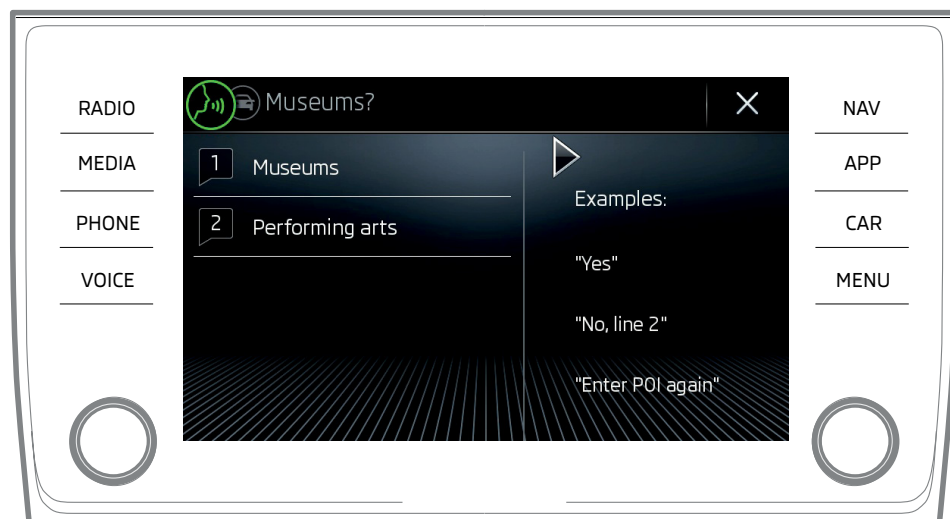


Online Services

## Infotainment Online > Online POI Search (Voice)



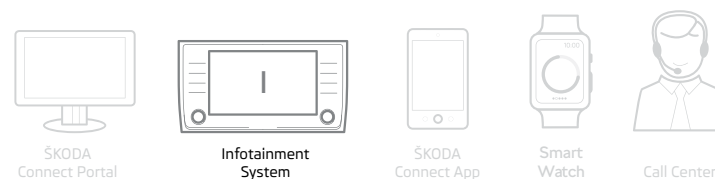
Convenient search request for points of interest thanks to the voice input for search terms. This means that it is no longer necessary to stop in order to search for a POI. Search results are clearly displayed as a list in the navigation system. These results can then be transferred as a navigation destination, as a call option or to be saved. POI voice search increases driver safety because the driver is not distracted by having to input the information by hand.



### Customer Benefits

- > Convenient search for POIs using Columbus' integrated voice control. It is not necessary to stop for a POI search.
- > POI voice search increases driver safety because the driver is not distracted by having to input the information by hand.
- > Search results are displayed incl. additional online information (tel. no., opening hours, etc.) in a clear list form in the navigation system.
- > Data is always up-to-date thanks to the connection to Google®.

### Customer Interface



### Note

- > Only for the Columbus infotainment system.
- > Results are provided only for the regions/countries in which the service is available.
- > Voice control must be operated in the language configured for the infotainment system.

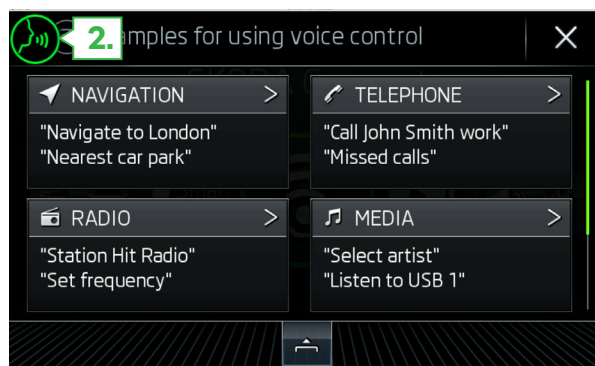


Online Services

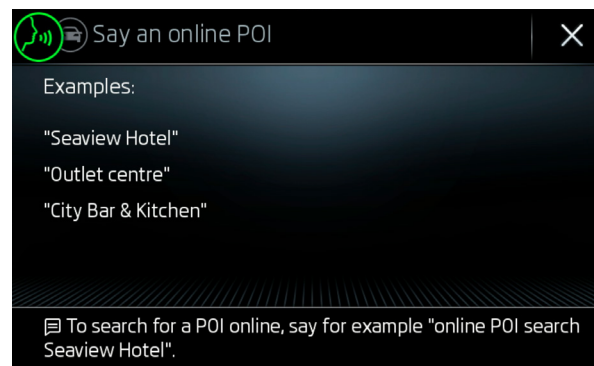
## Infotainment Online > Online POI Search (Voice) > Navigation system



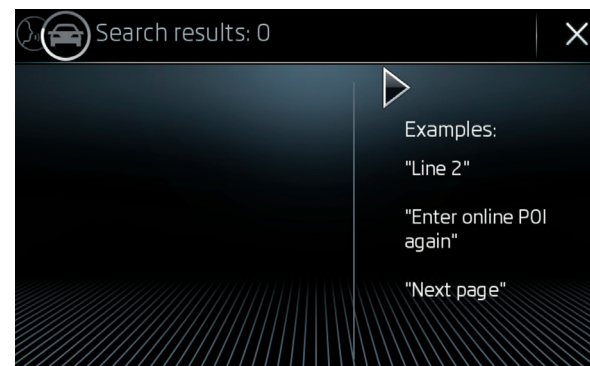
### Online Services



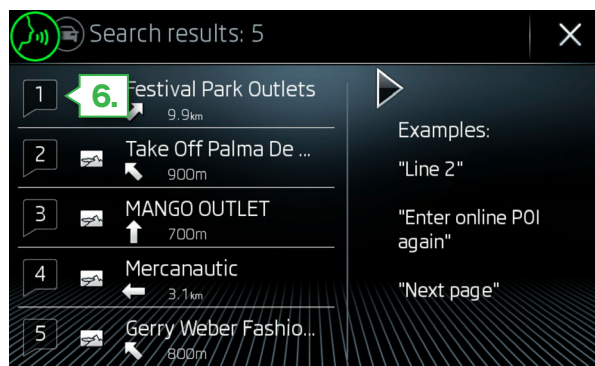
1. Press the **„VOICE“** button either on the device or on the multifunctional steering wheel.
2. Voice control will be activated with an ascending beep and the **green symbol** must be visible.



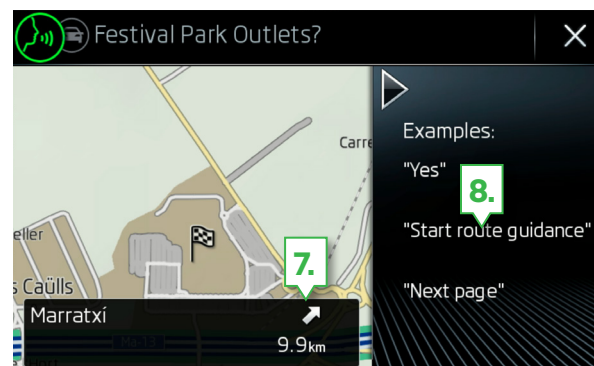
3. Start your search by saying **„Online POI Search“**. Search for desired POI by saying the name of the destination **„Outlet centre“**.
4. The second way to start searching is to say it at **once** (e.g. **„Online POI search Outlet centre“**).



5. The device now searches online for suitable destinations and displays a **list** of all results.



6. Confirm your choice by saying the **number** of the destination (e.g. **„line one“**).

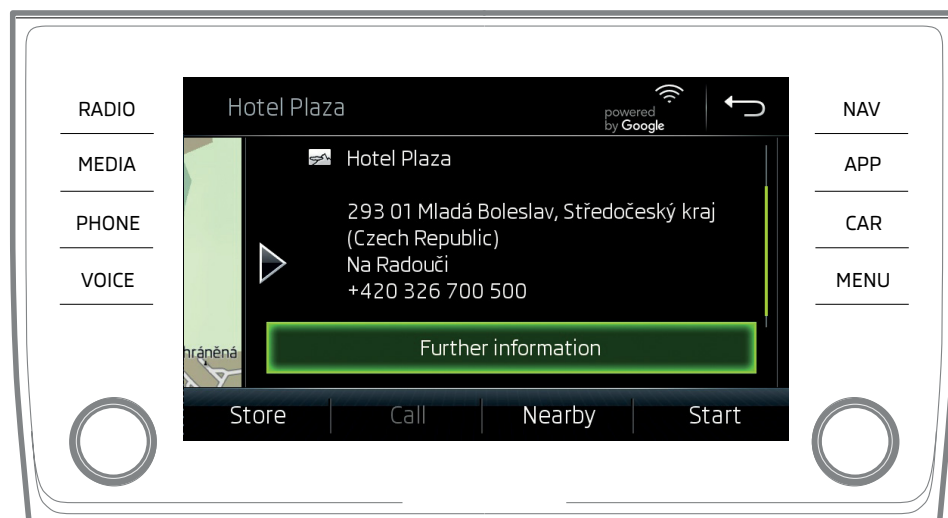


7. **Detailed information**, such as the address and distance, is displayed.
8. Say **„Start route guidance“** to start navigating to your chosen destination.

## Infotainment Online > Online POI Search (Text)



The customer can use the navigation system to search online for POIs that interest them. This service helps to improve the search for a point of interest or to make it possible in the first place. After searching, a POI list is shown on the display in the navigation map and the customer can select a POI from this list. Furthermore, it is also possible to create individual POI lists.



### Customer Benefits

- > Search results are displayed incl. additional online information (tel. no., opening hours, etc.) in a clear list form in the navigation system.
- > You can transfer the results as a navigation destination or save this information.
- > Data is always up-to-date thanks to the connection to Google®.

### Customer Interface



SKODA Connect Portal



Infotainment System



SKODA Connect App



Call Center

### Note

- > The request only returns results for regions/countries in which the service is available.



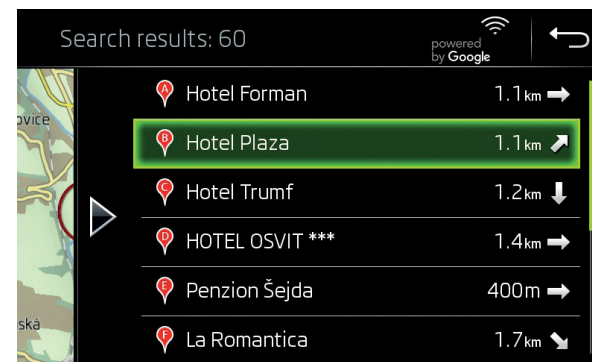
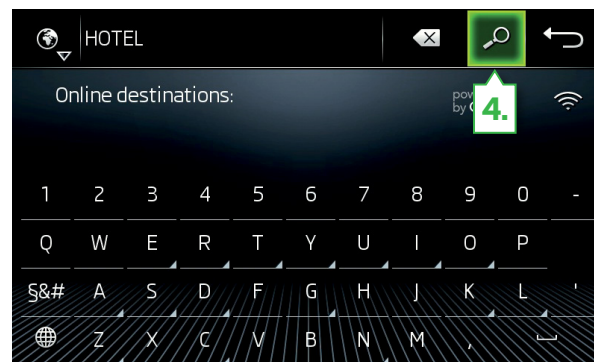
Online Services



# Infotainment Online > Online POI Search (Text) > Navigation system



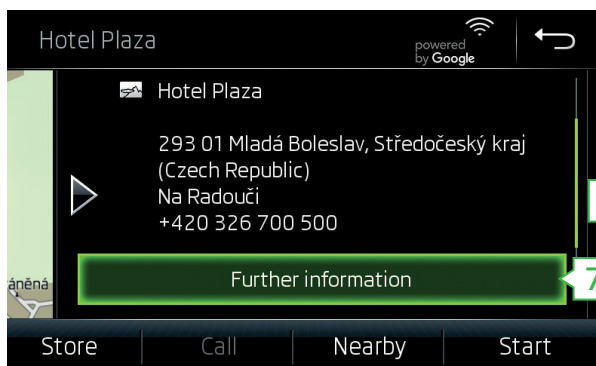
Online Services



1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.
2. Select „POIs” from the options menu.

3. Type the name of the destination for which you are searching.
4. Click on the magnifying glass symbol to start searching.

5. A list of results is displayed.
6. Use the dial to scroll through the list, and select the desired destination to see more detailed information.

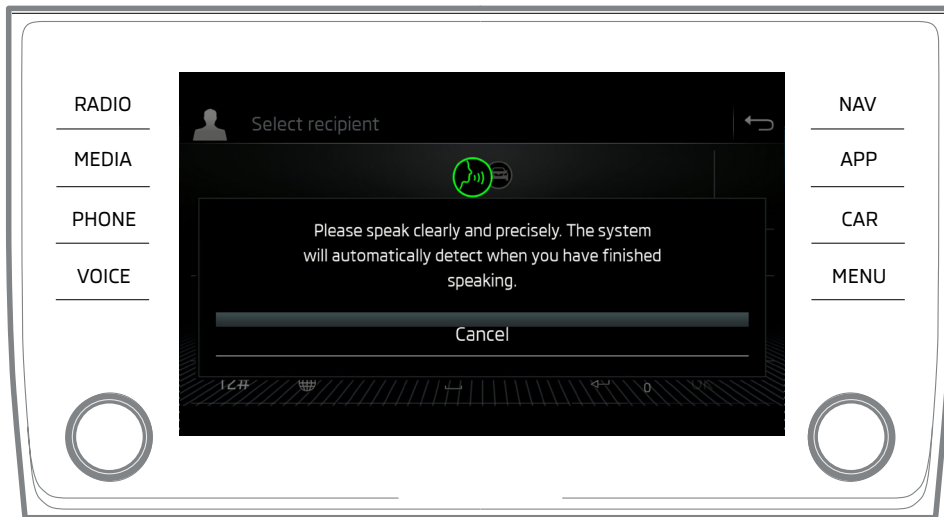


7. You can start the navigation immediately, store the destination, or click on „Further information” to display details such as address, phone number, rating and so on.

## Infotainment Online > Online Voice Control



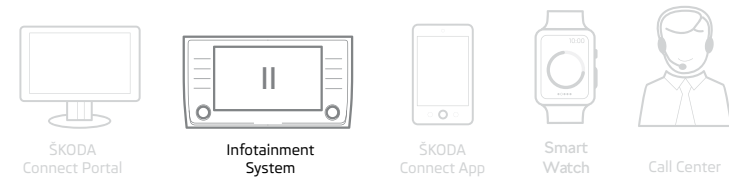
Online Voice control enables the driver more comfortable voice control thanks to ability of system to understand free spoken instructions. The voice assistant improves the natural language operations by an online interpretation of the input from ŠKODA servers. This greatly improves speech analysis and achieves more precise results.



### Customer Benefits

- > Context recognition is increased and achieves better query results.
- > Improved response time compared to previous-gen voice control.
- > Speech-to-text function for sending SMS

### Customer Interface



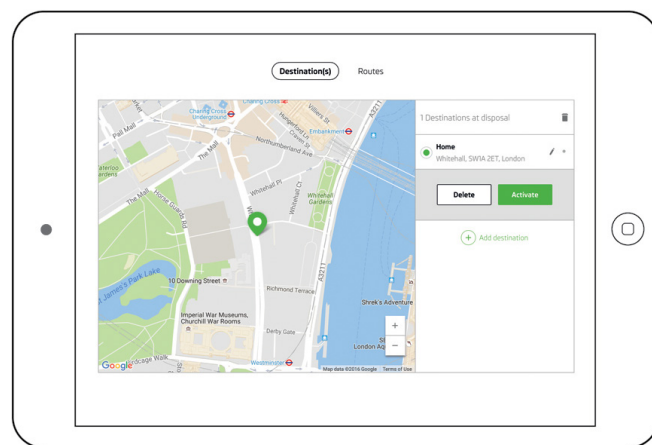
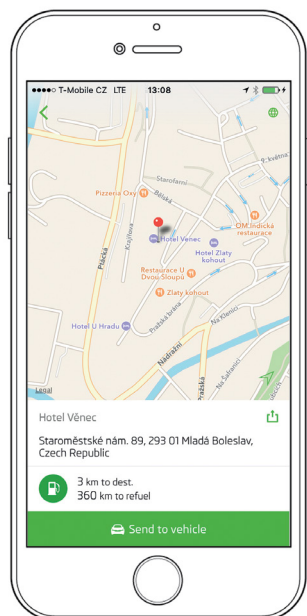
Online Services



## Infotainment Online > Online Destination Import



The customer can select destination and transmit them to the infotainment system. The destinations can be set manually by entering the address, transferring the results from the integrated Google® address search, or selecting any coordinates within the integrated Google map®.



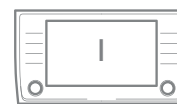
### Customer Benefits

- > The customer can send individual destinations from home via the Connect Portal or the Connect App to the infotainment system.
- > A detailed overview clearly shows further information and allows you to navigate directly to your destination.
- > New destinations can be received en route.

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



Call Center

### CHANGES CW22/2017

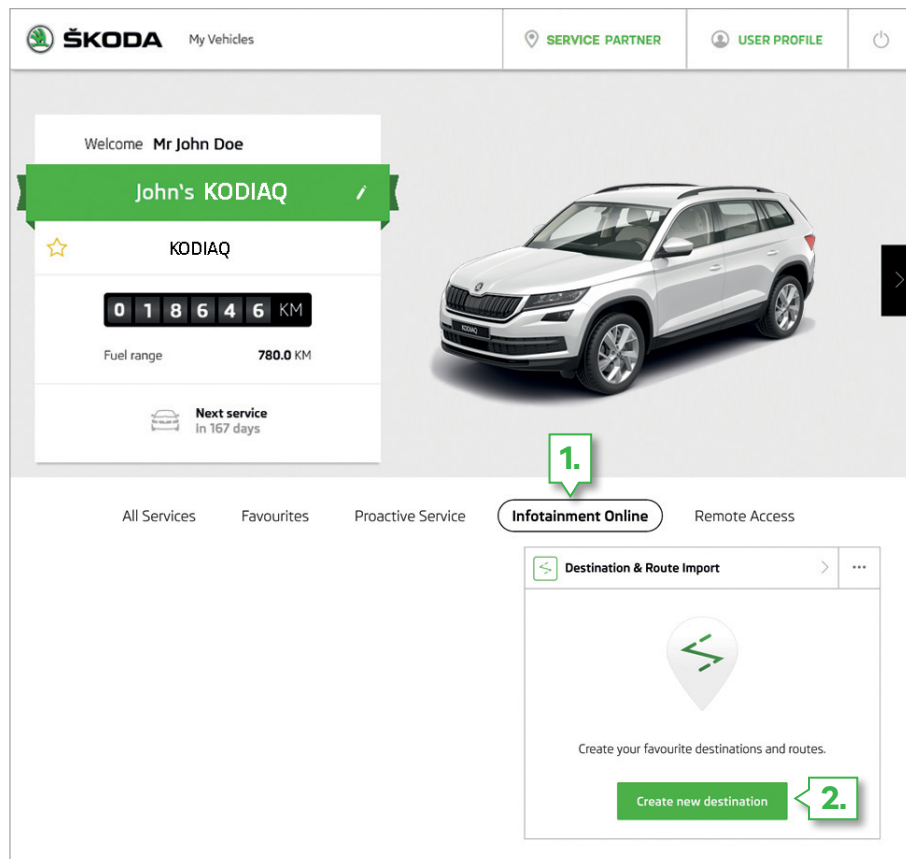
- > The portal offers the option of adding a new destination by clicking on the map.

### Note

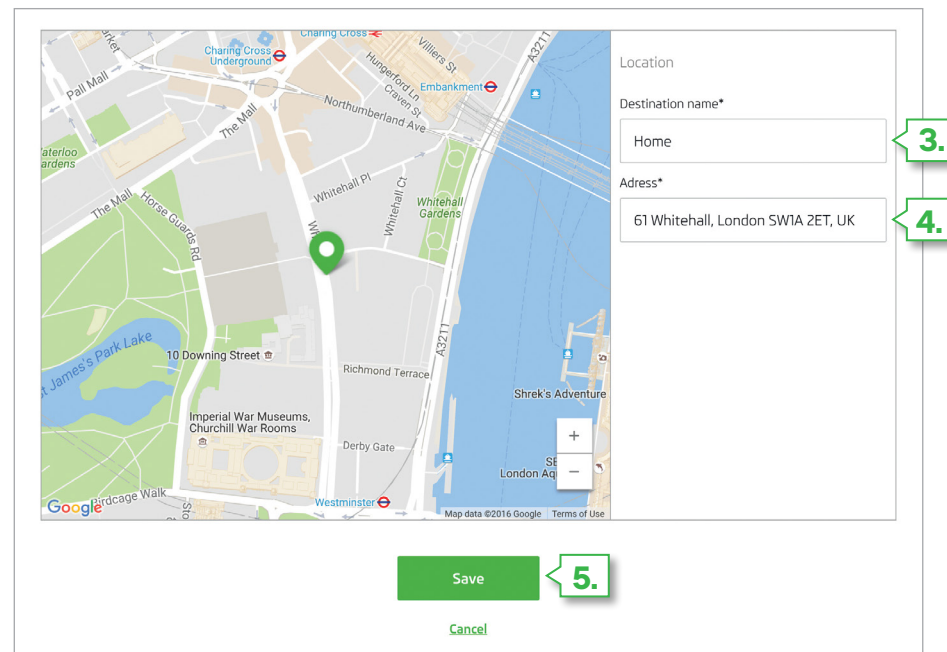
- > There is space for 200 destinations in the Connect Portal. The existing items must be deleted before new destinations can be imported.
- > MIB unit is limited by its inner memory.
- > To download destinations, the map data must include the relevant destinations.



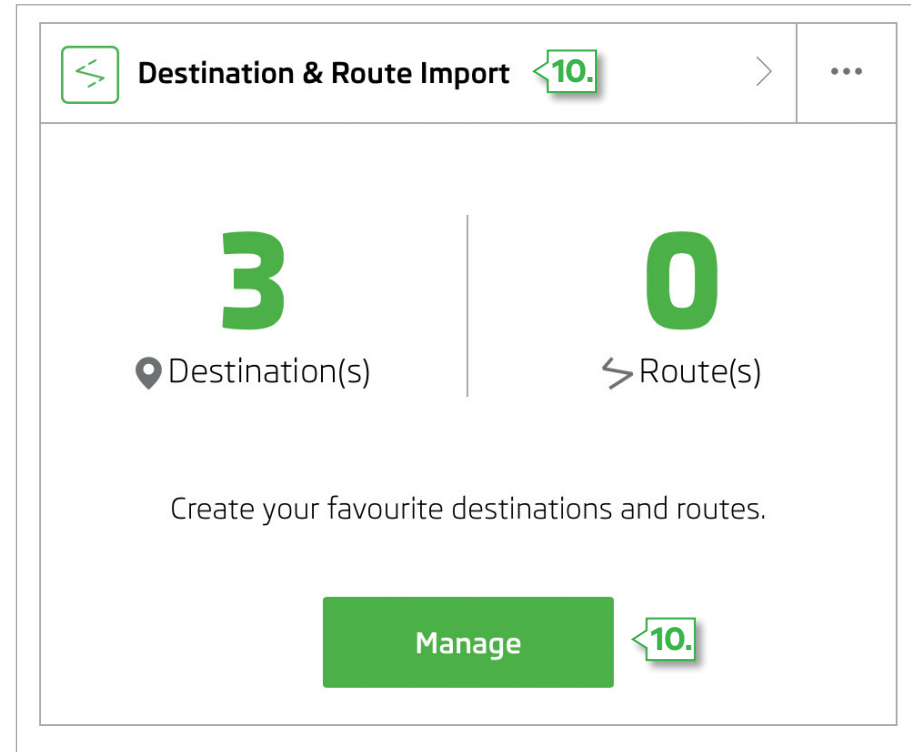
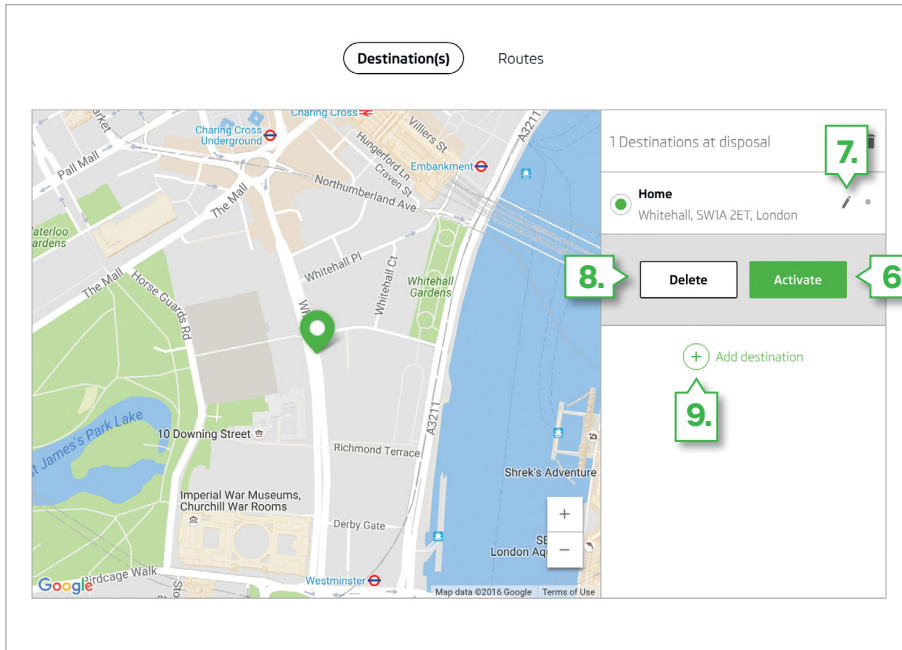
Online  
Services



1. Find the **Destination & Route Import** function in the dashboard under **Infotainment Online**.
2. Click on „**Create new destination**” to display the input mask.



3. **Name** the destination.
4. **Type** the address of the destination. Search results are automatically displayed while typing.
5. Click on the „**Save**” button. You will be redirected to the list of created destinations.



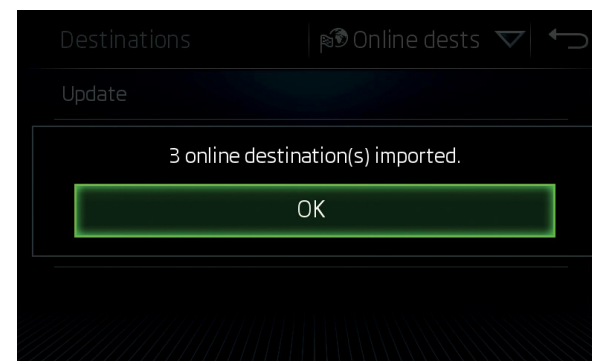
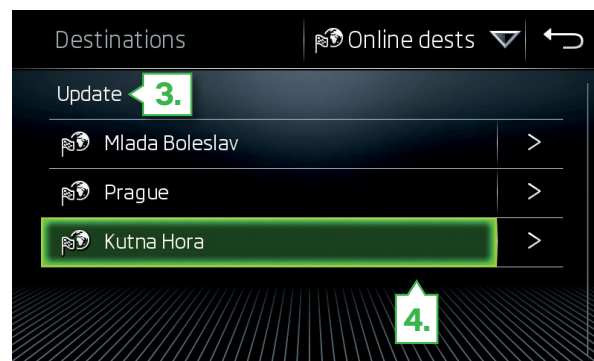
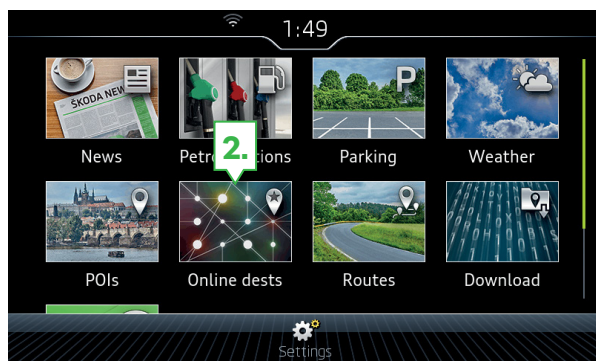
6. Click on „**Activate**” to send the destination to the vehicle.
7. Button for **editing** (pen symbol).
8. Button for **deleting** the item from the list. It does not affect destinations that have already been installed in the infotainment system.
9. Button for **adding** a new destination.

10. The dashboard view is now different. Click on the **bar** or the „**Manage**” button to enter the list of created destinations.

# Infotainment Online > Online Destination Import > Navigation system



Online Services



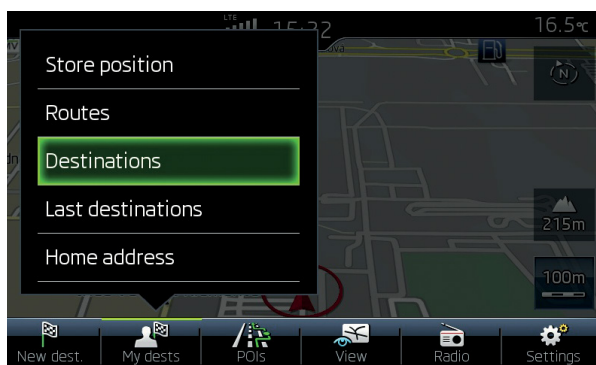
1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.

2. Select „Online dests” from the options menu.

3. You can see the list of imported destinations; **select** desired one in order to start navigating.

4. To retrieve new destinations that were previously sent from the Connect Portal, click on „Update”.

5. After **confirmation**, the new imported destinations are displayed in the list.

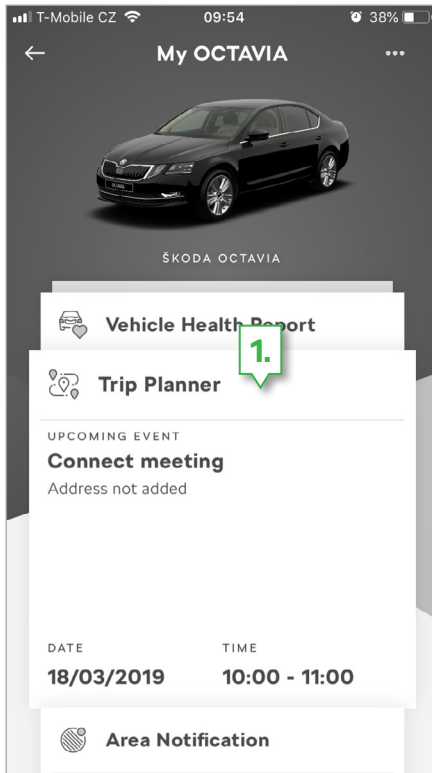


6. The other way to add to the list of imported destinations while navigation is on is by selecting „My dests” and selecting „Destinations” from the sub-menu.

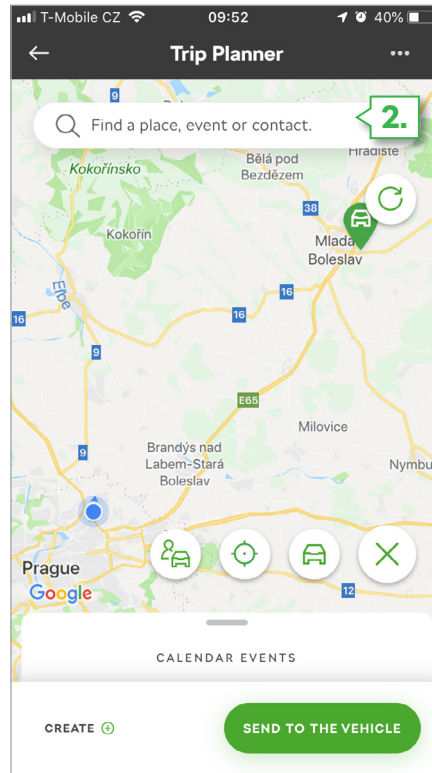
## Care Connect > Online Destination Import > Connect App



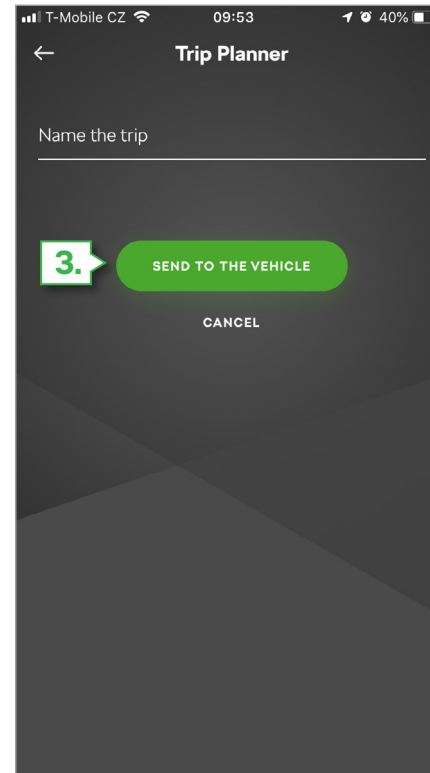
Online Services



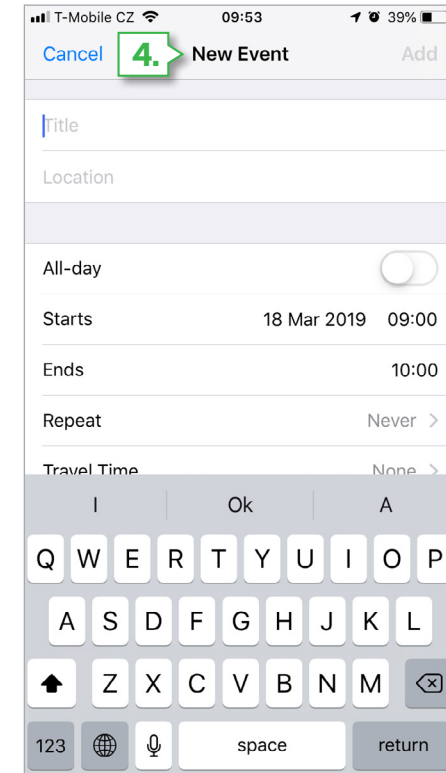
1. Tap on the „Trip planner” option in the menu, the map appears.



2. Use the „Search” tab to enter and find your desired destination through address, event or contacts. The portal will also offer the option of adding a new destination by clicking on the map.



3. Tap on the button to send the destination to the vehicle.

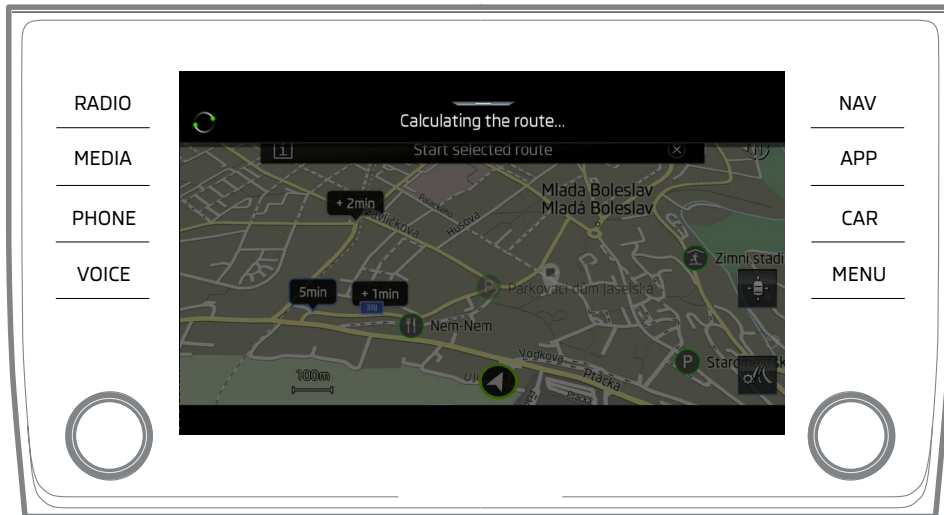


4. You can create a new event

## Infotainment Online > Online Route Calculation



More precise and better navigation via predictive calculations on the server. The server takes into account traffic information on the scheduled route. Provides optimized route forecasts including routing recommendations.



### Customer Benefits

- > Improved navigation reliability.
- > Improved use of traffic information.
- > Predictive route calculation.
- > Improved route guidance with optimized diversion recommendations.
- > Route Calculation is now faster in comparison to MOD2.

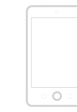
### Customer Interface



SKODA  
Connect Portal



Infotainment  
System



SKODA  
Connect App



Smart  
Watch



Call Center



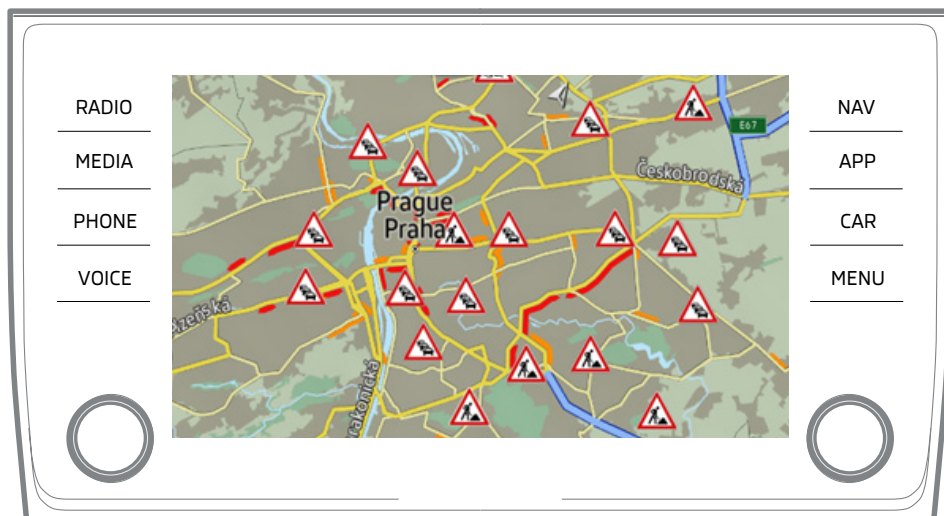
Online  
Services



## Infotainment Online > Online Traffic Information



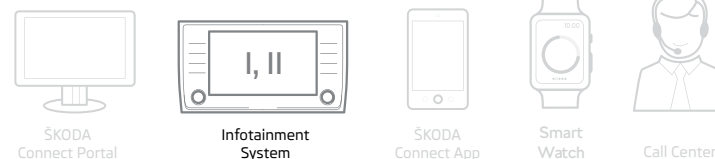
Completely up-to-date traffic information offers the driver a perfect overview and means that the journey time can be reduced thanks to determining the best route. This service provides the latest information about traffic conditions, accidents, roadworks, traffic jams and congestion. The driver can immediately react to new traffic information and this reduces the risk of an accident. The traffic reports are taken into consideration when the dynamic navigation has been activated, meaning that, if required, the best alternative route can be calculated.



### Customer Benefits

- > Provides the latest information about traffic conditions.
- > Traffic data is displayed in a clear view that is highlighted in colour in the navigation system.
- > Detailed information – along with any expected delays – can be displayed.
- > The traffic reports are taken into consideration for activated dynamic route guidance, so that, if necessary, an optimum alternative route is calculated.
- > Can be selected in classic map view and Google Earth™ satellite map view.

### Customer Interface



### News from MOD3

- > New visuals
- > New Map provider (Here)
- > New Traffic Data provider



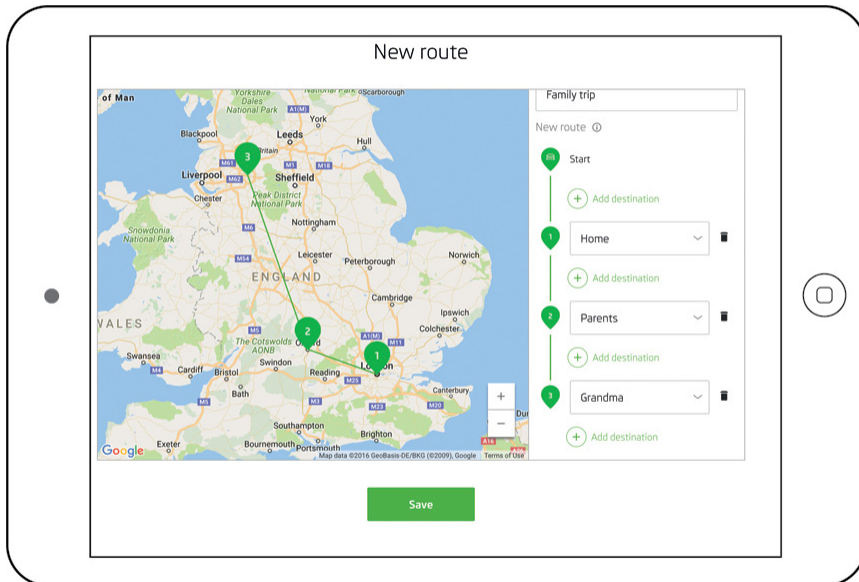
Online Services



## Infotainment Online > Online Route Import



The customer can easily compile trips with up to 10 destinations in the Connect Portal from their home, and can transfer up to five routes to the vehicle, call these up in the vehicle and use them as a route in the navigation system.



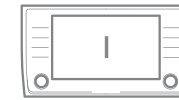
### Customer Benefits

- > Conveniently plan a route with several stops comfortably from home via Connect Portal.

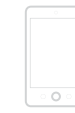
### Customer Interface



SKODA  
Connect Portal



Infotainment  
System



SKODA  
Connect App



Smart  
Watch



Call Center

### Note

- > To receive the routes, the map data must include the relevant destinations.
- > There is space for 5 tours in the Connect Portal. The existing items must be deleted before new routes can be imported.
- > MIB unit is limited by its inner memory.



Online  
Services

# Infotainment Online > Online Route Import > Connect Portal



Online Services

1. Find the **Destination & Route Import** function in the dashboard under **Infotainment Online**.
2. Click on the bar or the **„Manage”** button.

3. The list of created destinations is displayed. Click on **„Routes”** in the top part of the page.
4. Click on **„Create new route”** to display the input mask.

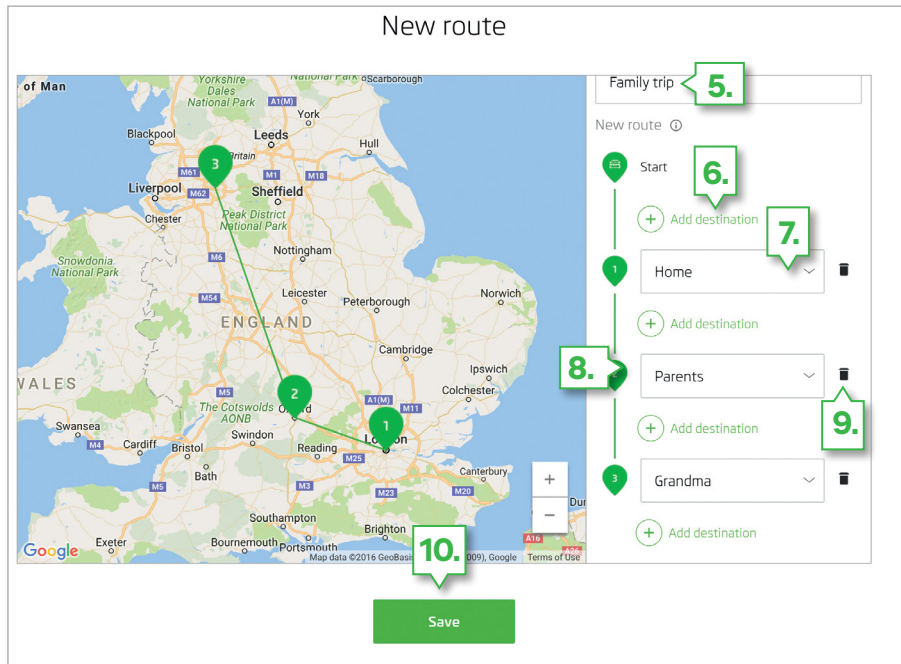


The destinations must be set up before you can start creating your route. See the procedure under **Online Destination Import**.

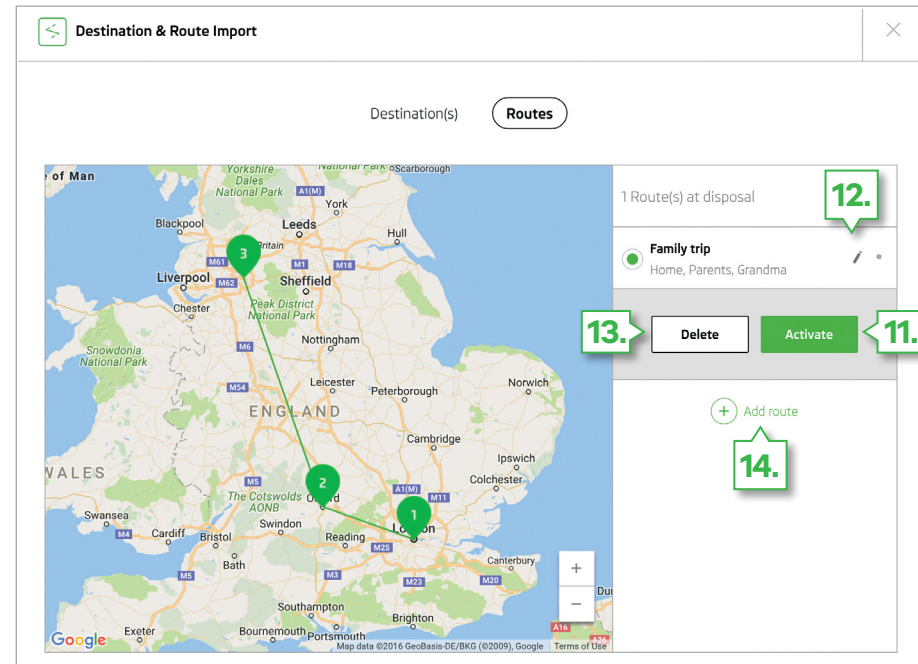
## Infotainment Online > Online Route Import > Connect Portal



Online Services



5. Name the route.
6. Click on „Add destination”.
7. Click on the **bar** or the **arrow** to display the list of previously created destinations and **select** the desired one.
8. Repeat the process in points 2 and 3 depending on how many waypoints the route should have.
9. Button for **deleting** a destination from the route (trash symbol).
10. Click on the „Save” button. You will be redirected to the list of „created routes”.

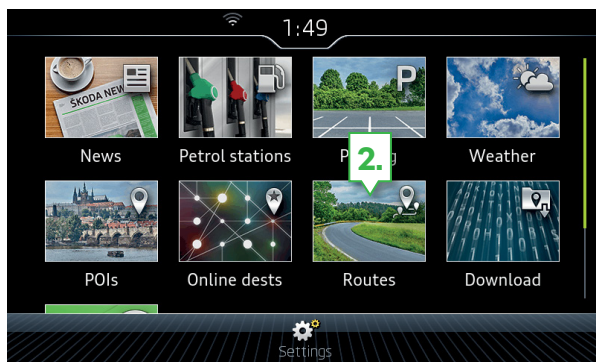


11. Click on „Activate” to send the route to the vehicle.
12. Button for **editing** (pen symbol).
13. Button for **deleting** the item from the list. It does not affect routes that have already been installed in the infotainment system.
14. Button for **adding** a new route.

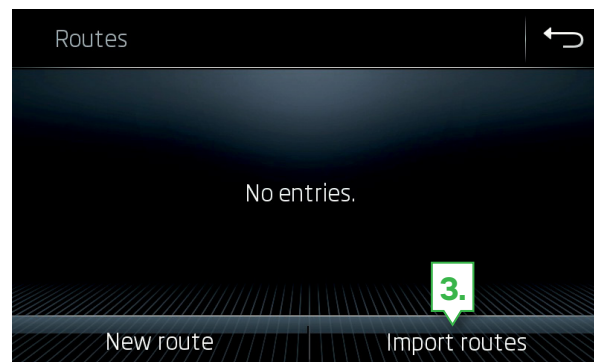
# Infotainment Online > Online Route Import > Navigation system



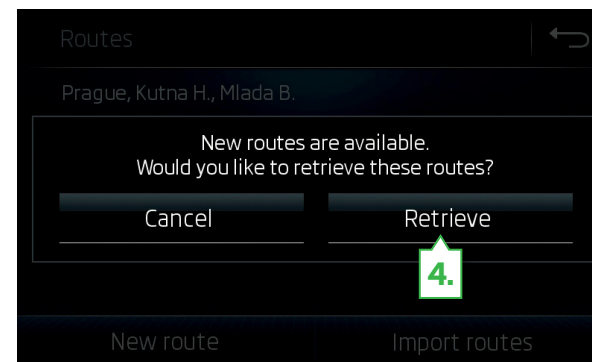
Online Services



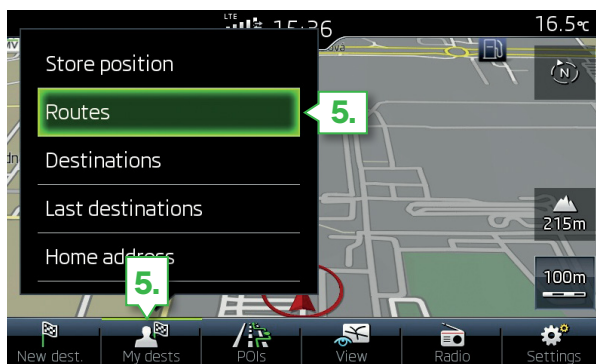
1. Press „MENU” on the device, then click on the „ŠKODA Connect” function key on the display.
2. Select „Routes” from the options menu.



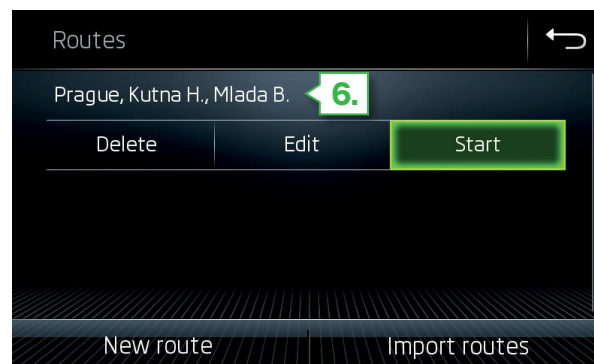
3. To retrieve new routes that were previously sent from the Connect Portal, click on „Import routes”.



4. Confirm your choice by clicking on „Retrieve”.



5. After the new route is imported, you will be redirected to the navigation. Select „My dests” and choose „Routes” from the sub-menu.

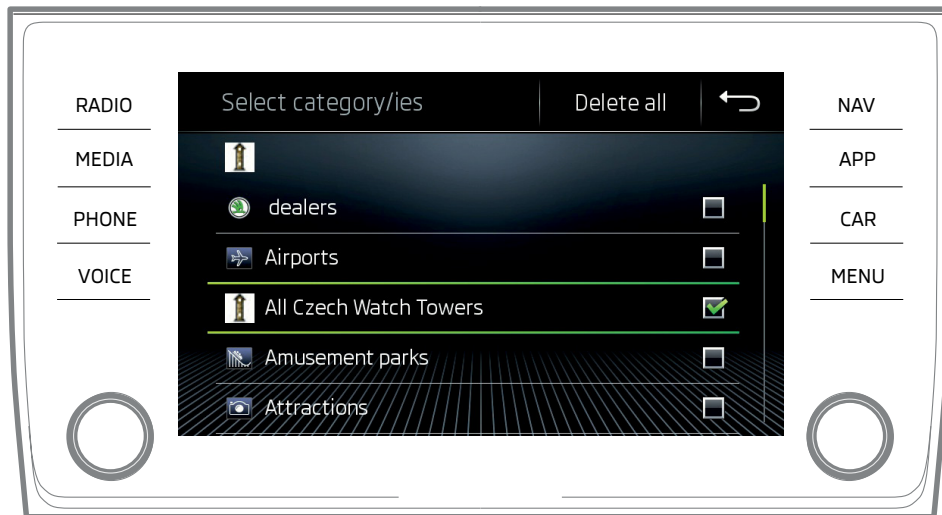


6. You can now see the list of imported routes. Click on the one you want to view the options.

## Infotainment Online > My Points of Interest



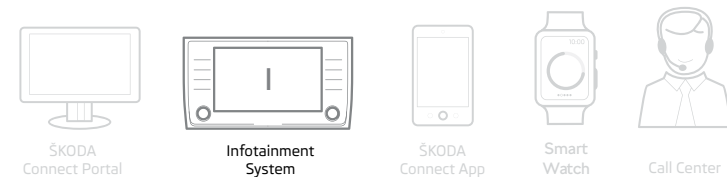
The customer can easily use the Connect Portal to create personal POI favourites lists at home and transfer these to the navigation system. The customer can use various online sources to create a collection of POI lists on their computer. They can use the Connect Portal to upload these lists and send them to the car from there.



### Customer Benefits

- > The customer can create a collection of POI lists on their computer from various online sources. These lists can be uploaded and sent from there to the infotainment system via the Connect Portal.
- > The POI list may contain, for example: Local hazard points, restaurant chains, filling stations, tourist destination, speed cameras, etc.
- > Categorise POIs using freely selectable text and clear icons.

### Customer Interface



### Note

- > Further development of the "My Destination" offline function (this has so far taken place using an SD card).
- > There is space for 10 items in the Connect Portal. The existing items must be deleted before new ones can be uploaded.
- > MIB unit is limited by its inner memory.



Online Services

## Infotainment Online > My Points of Interest > Connect Portal



Online  
Services

The screenshot shows the ŠKODA My Vehicles dashboard. At the top, there's a navigation bar with 'SERVICE PARTNER', 'USER PROFILE', and a power icon. Below this, a welcome message for 'Mr John Doe' is displayed. A green banner highlights 'John's KODIAQ' with a fuel range of 780.0 KM. A 'Next service' notification indicates 'In 167 days'. The 'Infotainment Online' tab is selected, showing a 'My Points of Interest' section with an 'Upload file' button. A red callout '1.' points to the 'Infotainment Online' tab, and a red callout '2.' points to the 'Upload file' button.

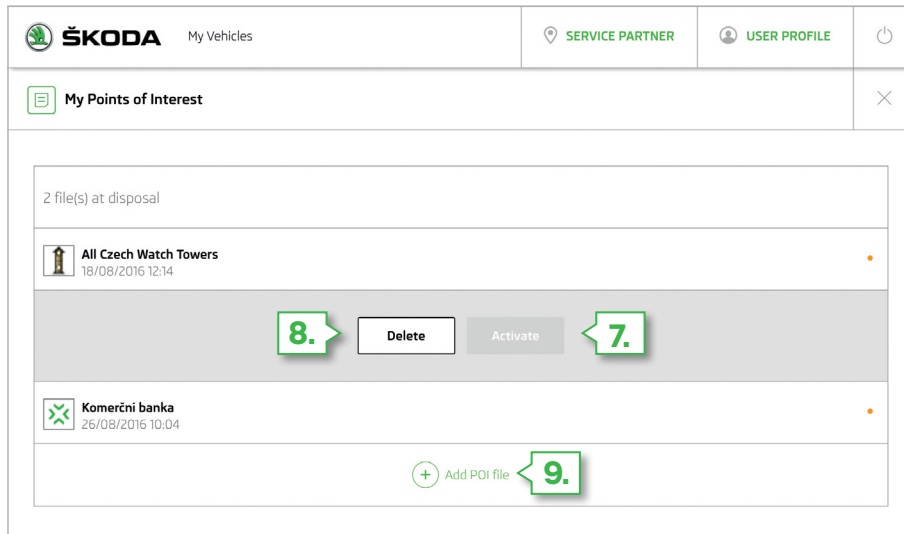
1. Find the **My Points of Interest** function in the dashboard under **Infotainment Online**.
2. Click on the **„Upload file”** button to display the input mask. The view may be different if files have already been uploaded.

The screenshot shows the 'My Points of Interest' input mask. It includes a 'Name\*' field with a red callout '3.', a 'File (\*.asc, \*.csv, \*.gpx, \*.kml)\*' field with a red callout '4.', and a 'Choose file' button. Below the file field is an 'Icon\*' section with a grid of icons: a heart, a location pin, a star, a star with a slash, a coffee cup, an exclamation mark, and a plus sign. A red callout '5.' points to the plus sign icon. At the bottom, there are 'Save' and 'Cancel' buttons. A red callout '6.' points to the 'Save' button.

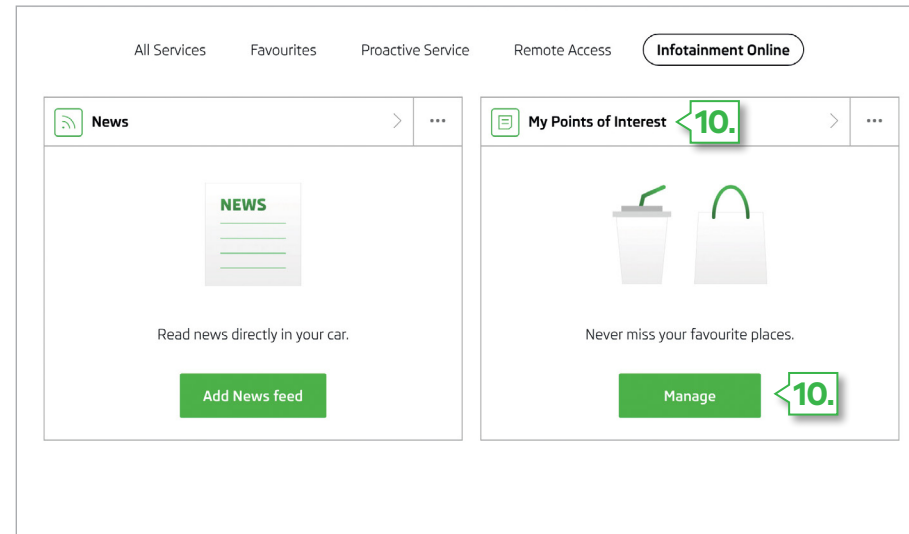
3. **Name** the file.
4. Click on the bar or the **„Choose file”** button to add the file. This will open the storage overview on your computer. Select the desired POI list in a suitable format (.asc, .csv, .gpx, .kml).
5. Select the predefined icon or add your own image by clicking on the **plus symbol**.
6. Click on the **„Save”** button.



## Infotainment Online > My Points of Interest > Connect Portal



7. New item now appears in the list. Click on the „**Activate**” button to send the POI to the vehicle.
8. Button for **deleting** the item from the list. It does not affect POIs that have already been installed in the infotainment system.
9. Button for **adding** a new file.



10. The dashboard view is now different. Click on the **bar** or the „**Manage**” button to enter the list of uploaded files.



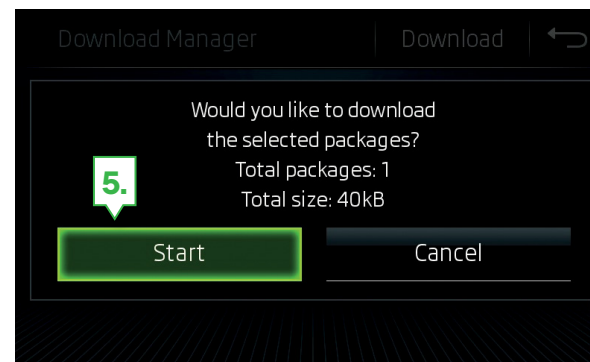
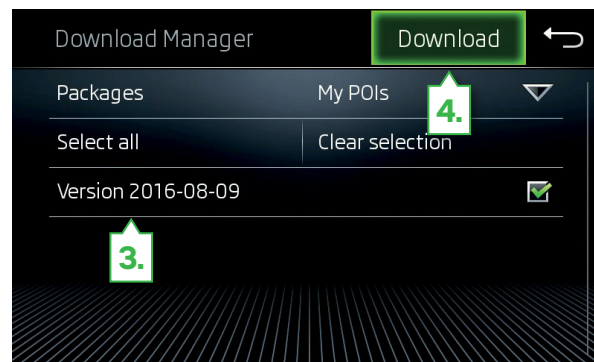
Online  
Services



# Infotainment Online > My Points of Interest > Navigation system > Import New POIs



Online Services



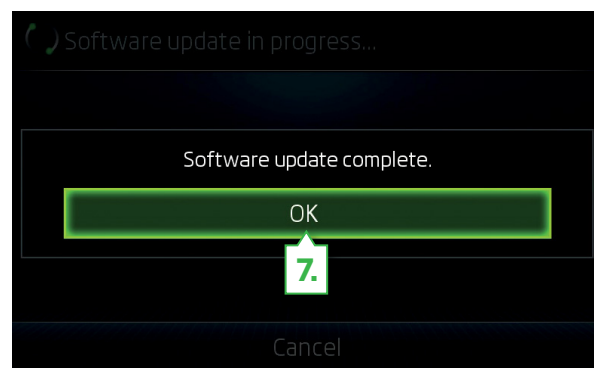
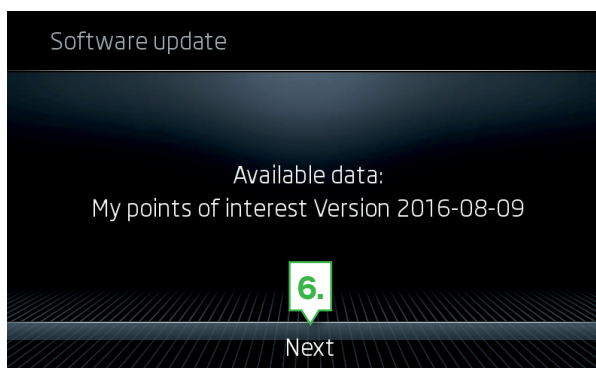
1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.

2. Select „Download” from the options menu.

3. If the new POIs were set up in the Connect Portal and sent to the navigation system, a new available **update** is displayed.

4. Tick the item and then click on „Download”.

5. Confirm your choice by clicking on „Start”; the package then will start to download.



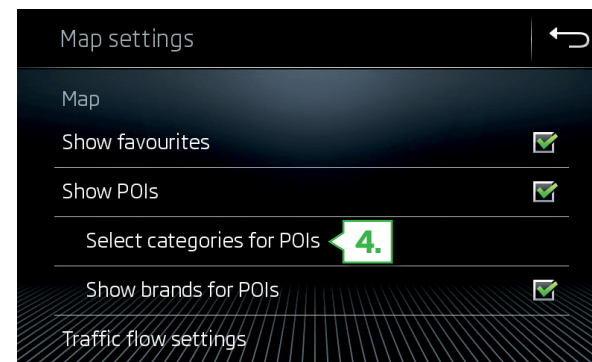
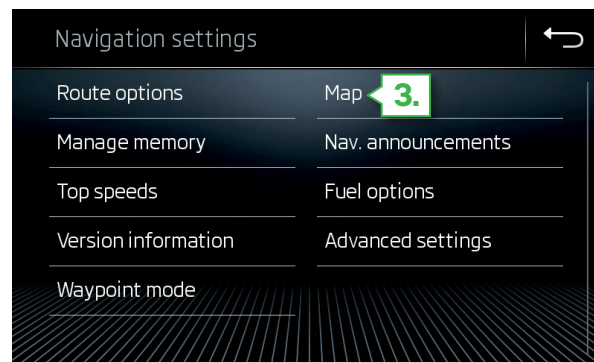
6. After downloading, confirm the installation by clicking on „Next”.

7. You will be informed that the installation is complete. Click on „OK” to confirm this.

# Infotainment Online > My Points of Interest > Navigation system > Display the POIs



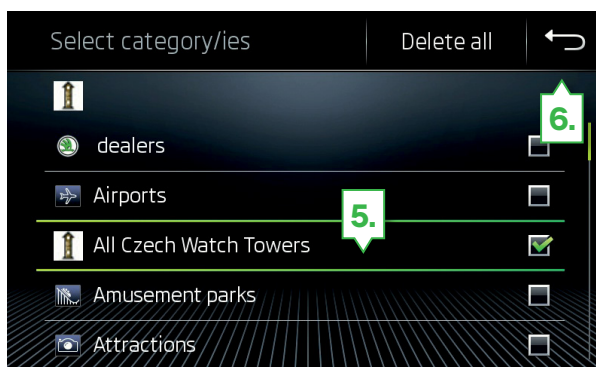
Online Services



1. Press the „NAV” button on the device.
2. Click on „Settings” in the lower bar of the display.

3. Select „Map” to see the map options.

4. Use the dial to scroll down through the list and select the option „Select categories for POIs” to display the list of available POIs.



5. The list of POIs is displayed. Select the items that you want to display in navigation map. The list is in alphabetical order.
6. Click on the **arrow** to return to the map view.

7. The POIs can now be seen in the map.

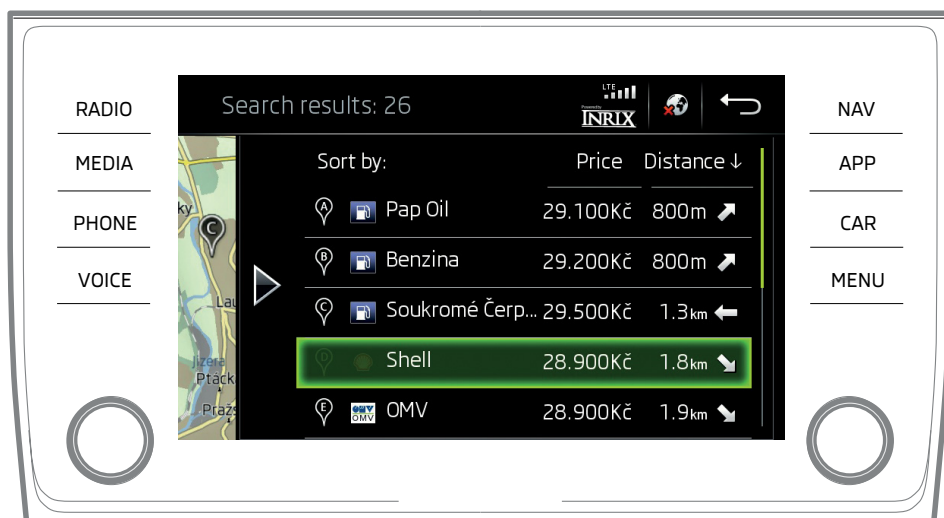


The POIs cannot be seen while Google Earth is activated.

## Infotainment Online > Petrol Stations



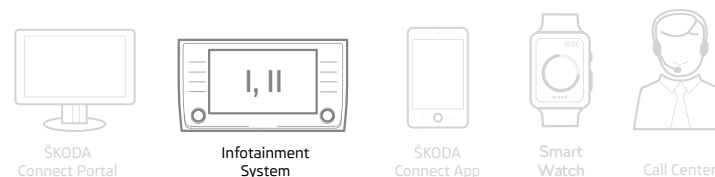
The customer can find out about the distance, filling station type, and the current fuel prices. You can navigate to the selected filling station or call it directly. The type of fuel for the vehicle is automatically detected and displayed.



### Customer Benefits

- > Station brand, distance, direction and current prices are displayed in real time.
- > The fuel type of the vehicle is automatically detected and displayed. An overview of the selected gas stations is presented on one page.
- > Options: Copy the destination to the route guidance, store it in the destination memory or call up the destination.
- > Information is always up-to-date thanks to the link to a central database.

### Customer Interface



### News from MOD3

- > Fully integrated into the navigation and the Customer does not have to pick between online and offline possibilities.

### Note

- > Content depends on the availability of the data from the content provider.

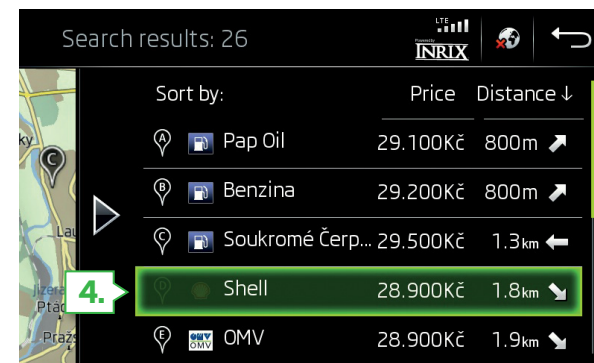
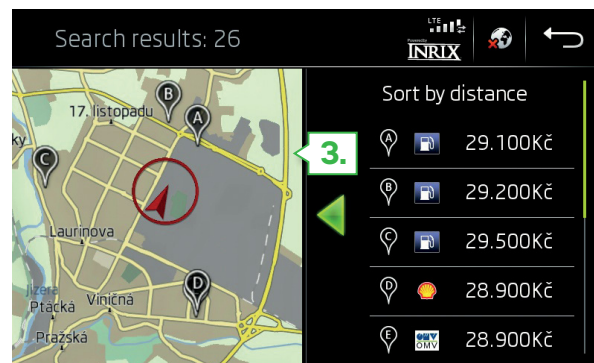


Online Services

# Infotainment Online > Petrol Stations > Navigation system



Online Services

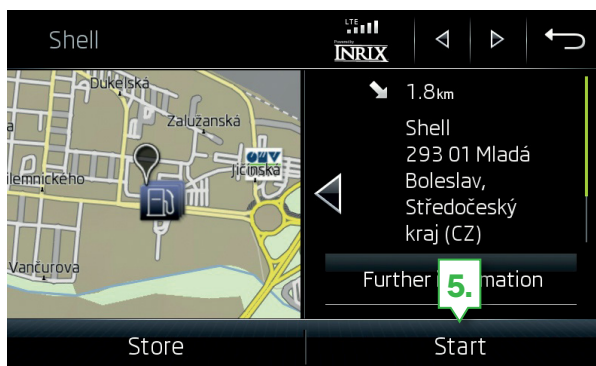


1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.

2. Select „Petrol Stations” from the options menu.

3. Petrol stations in the immediate vicinity are **displayed**.

4. Click on the **arrow** to show the distance and prices and select desired one.

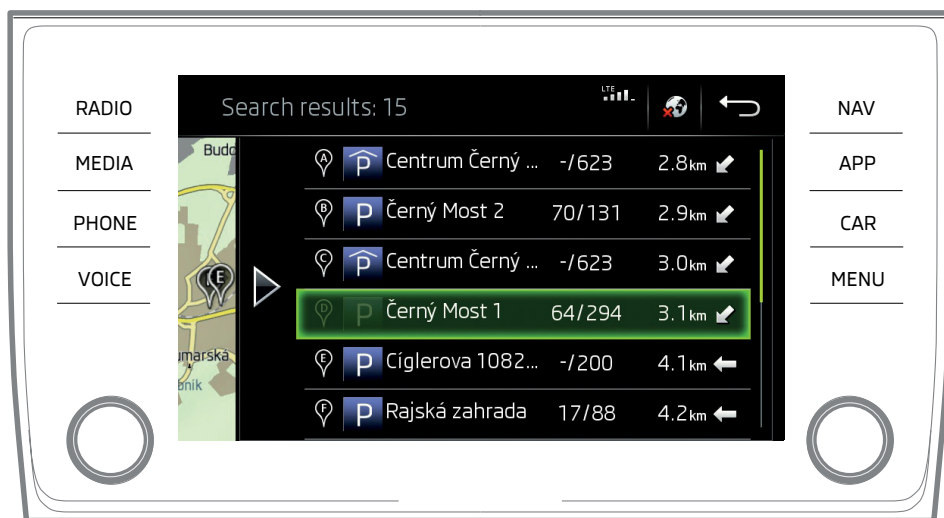


5. You can start navigation immediately or press „**Further information**” to display details, save the petrol station or start navigating to it.

## Infotainment Online > Parking Spaces



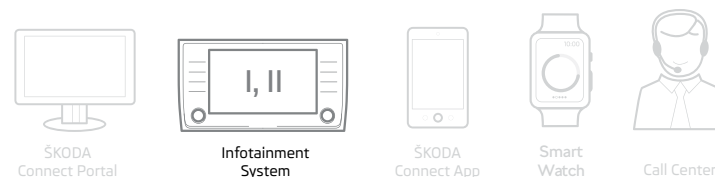
In addition to the destination coordinates for car parks and multi-storey car parks, other information is available, such as which parking spaces are currently free. The customer saves time and is not distracted by searching for a parking space.



### Customer Benefits

- > Time savings thanks to the optimised search for a parking space.
- > The driver is not distracted by searching for a parking space, which means there is a reduced risk of an accident.
- > As an option, special car park characteristics (such as prices and opening times) can be added to the search request.
- > Navigation to a suitable car park can be started directly from the application.

### Customer Interface



### News from MOD3

- > Fully integrated into the navigation and the Customer does not have to pick between online and offline possibilities.

### Note

- > The content depends on the availability of data from car parks.



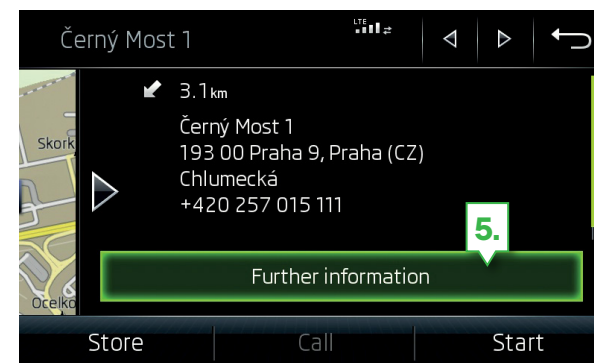
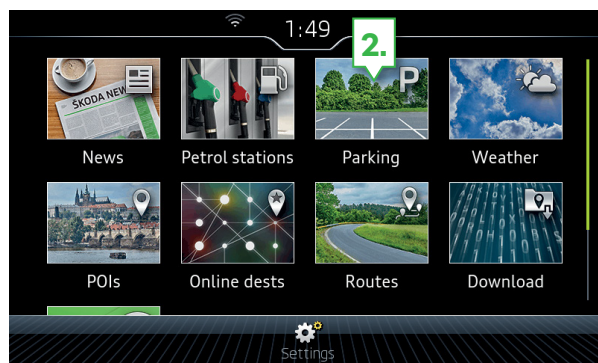
Online Services



# Infotainment Online > Parking Spaces > Navigation system



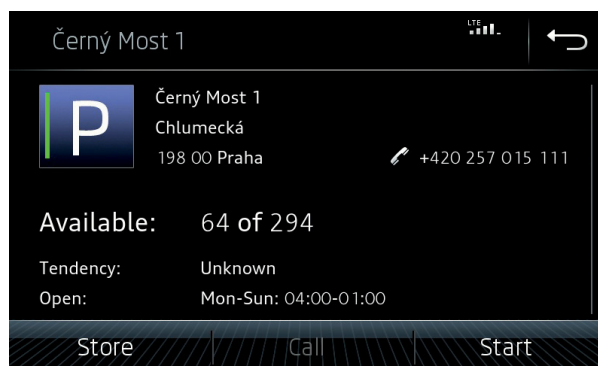
Online Services



1. Press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.
2. Select „Parking” from the options menu.

3. Parking options in the vicinity are displayed.
4. Use the dial to select a suitable car park.

5. You can start the navigation immediately or press „Further information” to display details, such as opening times, prices and the number of free parking spaces.



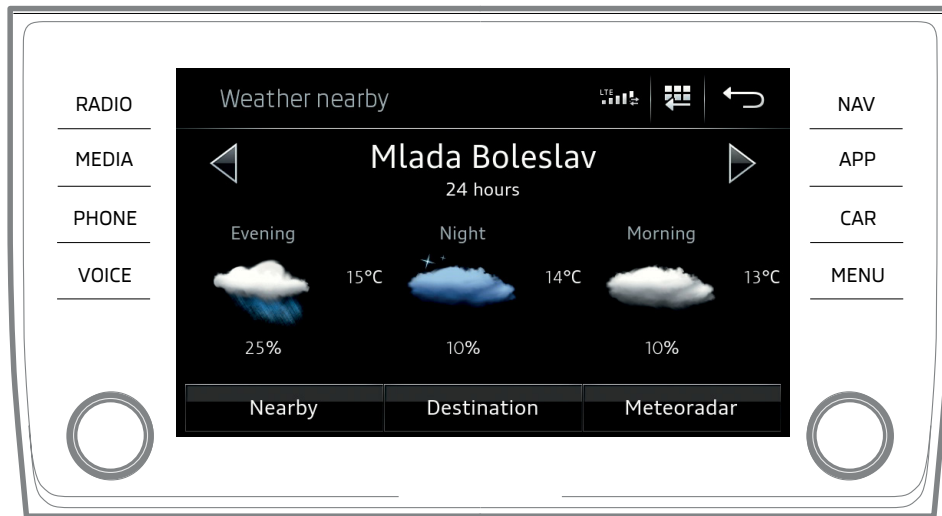
6. You can start the navigation or save the parking information.



## Infotainment Online > Weather



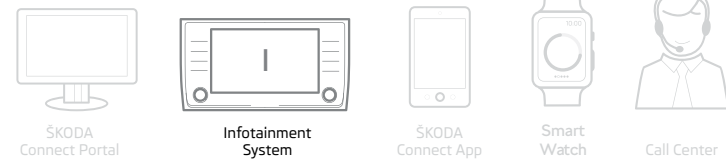
Current weather data is displayed in the navigation system and can therefore provide the customer with information about the current weather in their current location or in their destination. In addition to a report about the current weather situation, the customer can also see a forecast for several days ahead. Furthermore, weather warnings can be displayed in the weather report or the customer can display the precipitation radar in a map.



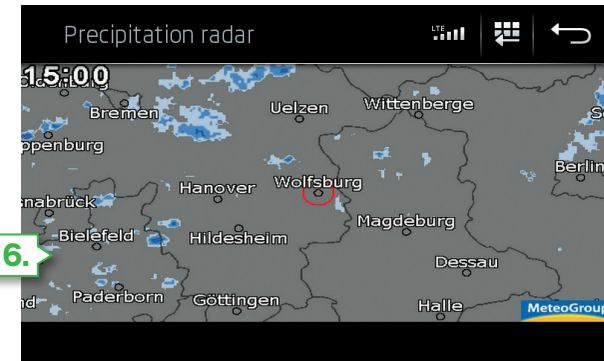
### Customer Benefits

- > Information about current weather at the current location or destination.
- > Option to have detailed weather report or forecasts over several days.
- > Display weather report for selected locations in a map.
- > Presentation of weather warnings in the weather report.
- > Display current precipitation radar.

### Customer Interface



Online Services



1. Press the „MENU“ button on the device, then click on the „ŠKODA Connect“ function key on the display.

2. Select „Weather“ from the options menu.

3. Current weather conditions, including the temperature and probability of rain at the current location, are displayed.

4. The navigation will feature a new „City“ button to display the weather conditions in a given location.

5. While navigating, you can use the „Destination“ button to display the weather at your destination.

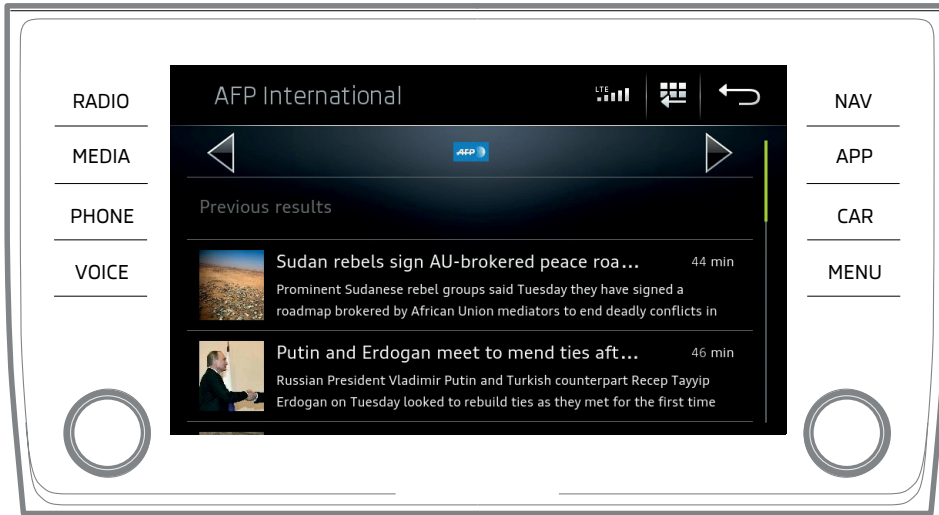
6. Use „Meteoradar“ to display the current precipitation radar.

7. Use the **arrows** to switch between 24-hour and 3-day forecast.

## Infotainment Online > News



The customer can display current news in the navigation system. In the Connect Portal, the customer can set providers (newsfeeds) and then send this to the vehicle.



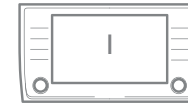
### Customer Benefits

- > Display the latest news directly on the screen of the navigation system.

### Customer Interface



ŠKODA  
Connect Portal



Infotainment  
System



ŠKODA  
Connect App



Smart  
Watch



Call Center

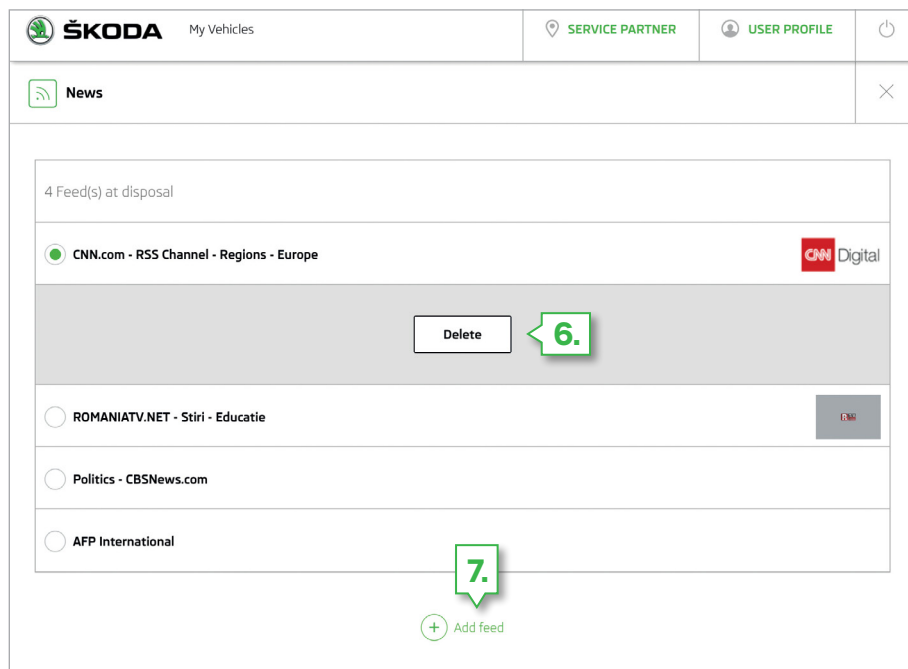


Online  
Services



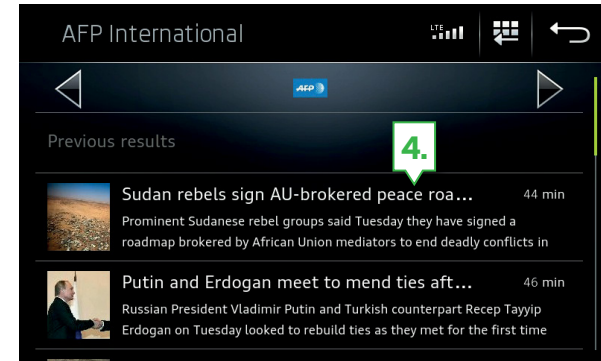
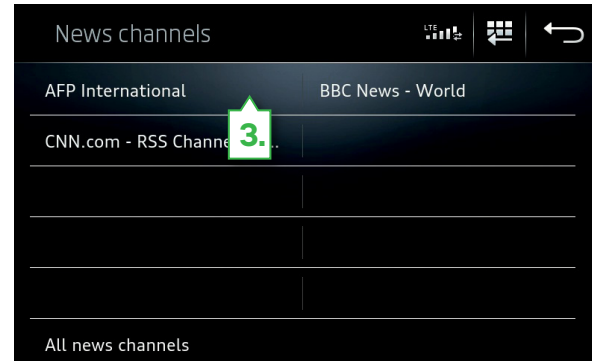
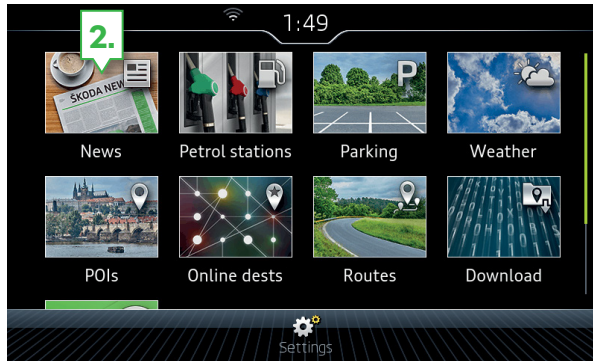
1. Find the **News** function in the dashboard under **Infotainment Online**.
2. Click on the „**Add News feed**” button to display the input mask.
3. Click on the **bar** to see the list of previously added news feeds.

4. **Enter** a news feed using the RSS-feed URL of your favourite provider (usually searchable on the provider's website under RSS keyword).
5. Click on the „**Add**” button. You will be redirected to the list of added news feeds.



6. To delete a news feed, select it and click on the „Delete” button.

7. Button for adding a new feed.



1. Once you have selected providers in Connect Portal, press the „MENU” button on the device, then click on the „ŠKODA Connect” function key on the display.
2. Select „News” from the options menu.

3. Click on the desired **news channel** to display the news list.

4. Click on an **entry** to read the full article.



## Infotainment Online > Data Connection & Infrastructure

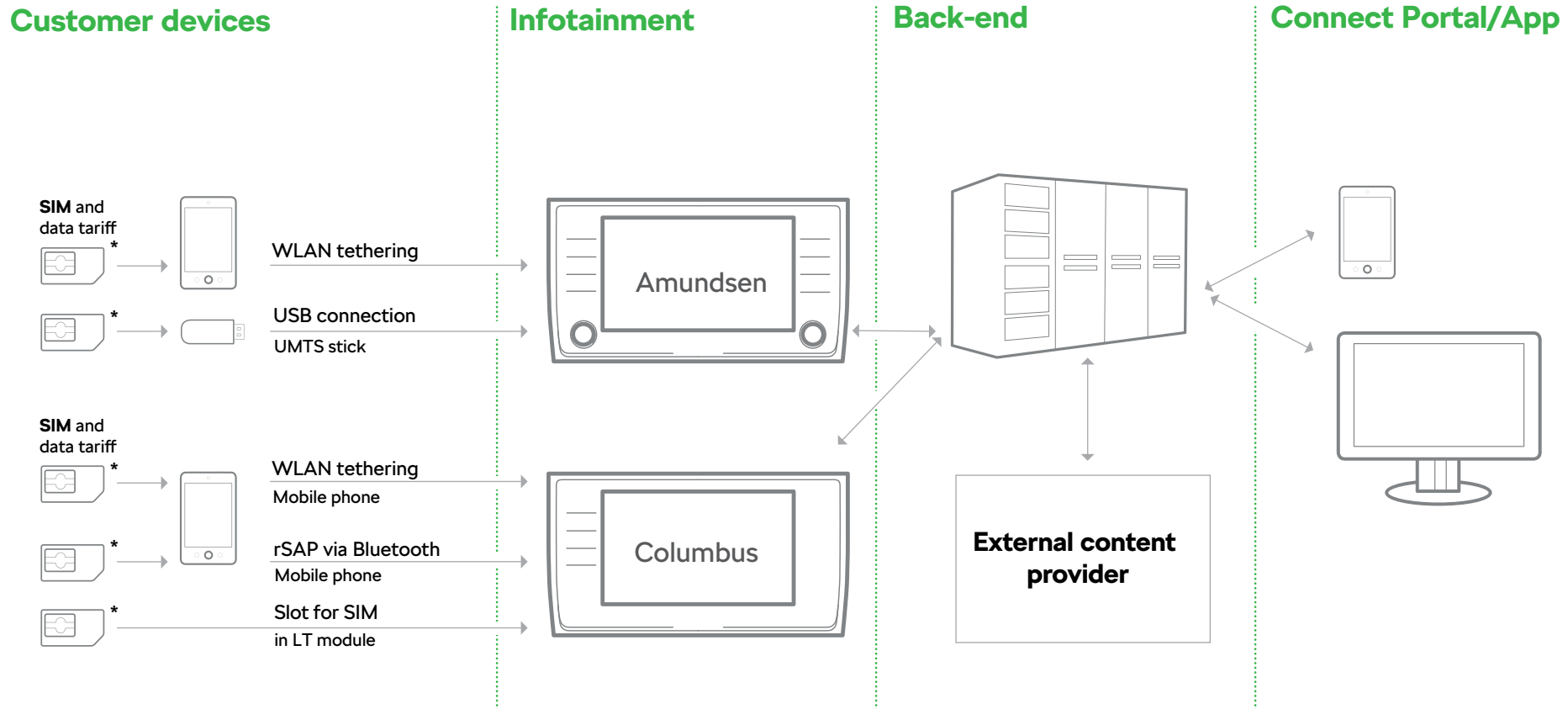
For the services in this category to work, a data connection is essential. This is provided by the customer. The customer has their own SIM card with a data tariff. For vehicles with new generation of services (MOD3), an integrated SIM card can be used to use the data in the vehicle - inserting an external SIM card is not possible.

The customer can customise some of the services. They do this via the Connect Portal. These are then used via the infotainment system display.

All of the contents of the services, including the information that is always up-to-date, is provided by external service providers.



Online Services



\* only for MOD2



Support

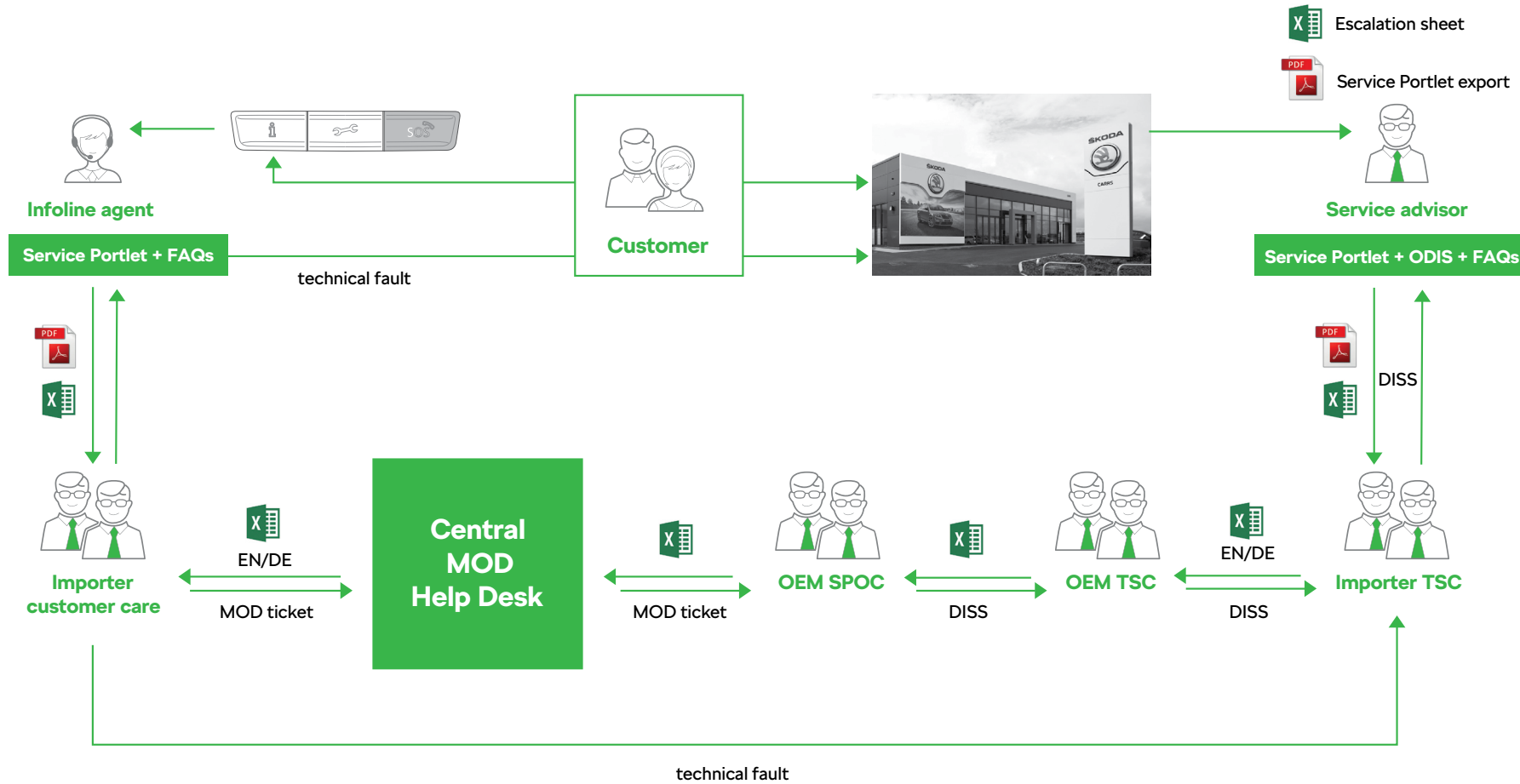
Support Process  
Support Systems  
HPST  
Service Portlet  
Service Lead Inbox

# Support Process



Support

## Connect Customer Support Process

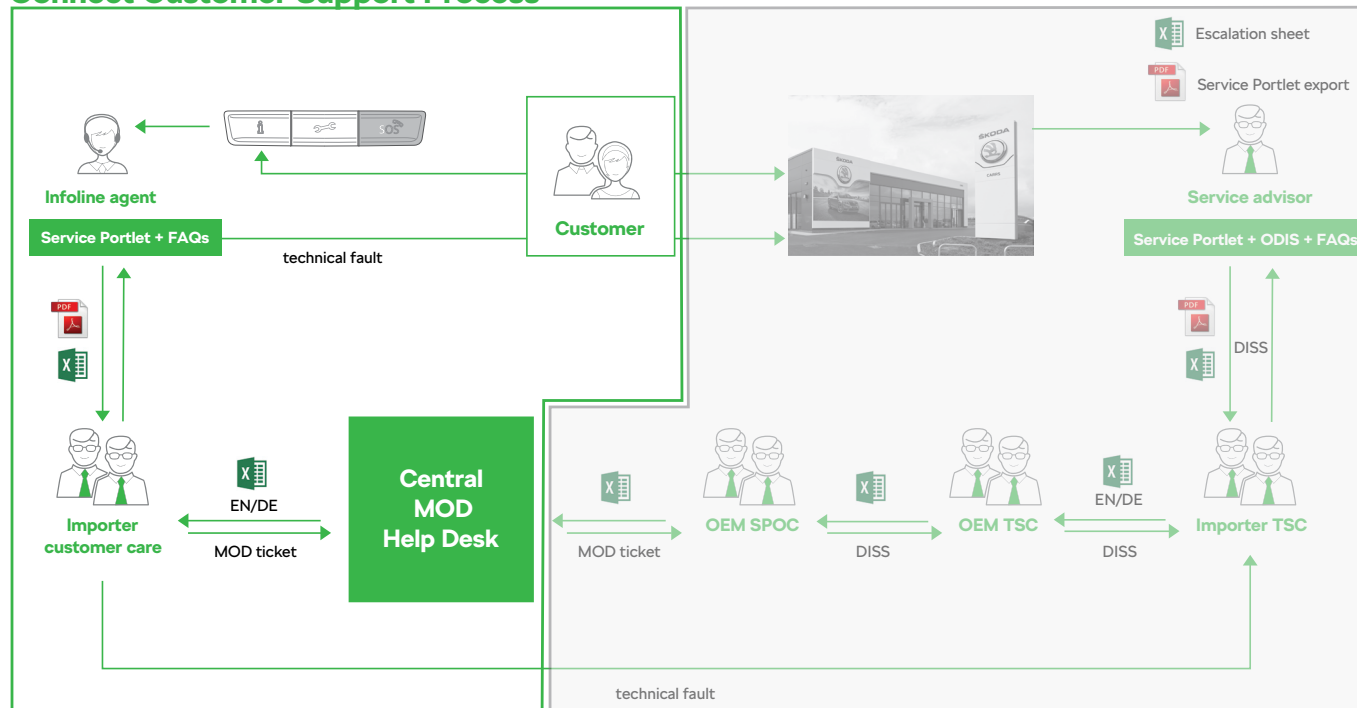


## Support Process > Customer Reports to Infoline

The customer reports their problem, related to the Connect services, via the Infoline (call/e-mail/web, etc.). The Infoline agent uses the VIN of the customer's vehicle to check service availability (contract, payment, back-end availability, back-end connection with the vehicle, etc.) by using the **Service Portlet**. **FAQs** with known issues are being used as well. The agent informs the customer immediately if there is a solution/explanation (e.g. the back-end is not currently working). Otherwise, the agent exports data from the Service Portlet (PDF form) and fills in an **Escalation Sheet** (xls form) in cooperation with the customer and based on the customer's answers. With this data, the issue is forwarded to the Importer's Customer Care department via e-mail (with using button "Send to another contributor" in the Escalation Sheet).

Customer Care checks out the issue using the attached information and, if required, fills in the missing information. The solution is sent back to the Infoline. If the issue cannot be resolved at this level, Customer Care translates the Escalation Sheet to English/German language and submit a request to the **VW Service Center Ticket System (SC2.0)**.

### Connect Customer Support Process



As soon as the answer is known, it is sent back to the customer via Customer Care and the Infoline. If it helped, the ticket is closed. Otherwise, the process is repeated.

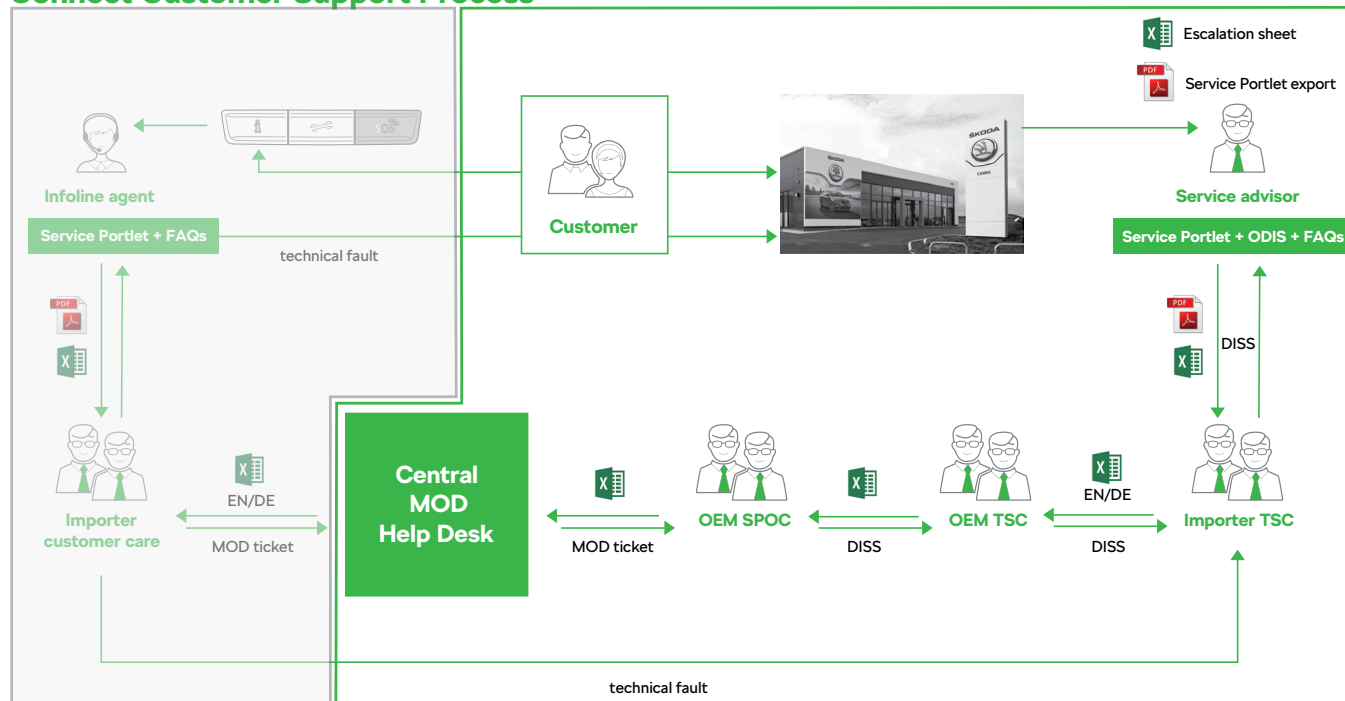


## Support Process › Customer's Personal Visit to the Dealership

The customer reports their problem, related to the Connect services, by personally visiting the dealership. The dealership's employee uses the VIN of the customer's vehicle to check service availability (contract, payment, back-end availability, back-end connection with the vehicle, etc.) by using the **Service Portlet**. **FAQs** with known issues are being used as well. The customer is immediately informed if there is a solution/explanation (e.g. the back-end is not currently working). Otherwise, the data is exported from the Service Portlet (PDF form) and an **Escalation Sheet** (xls form) is filled in in cooperation with the customer and based on their answers. The employee submits a request in the **Direkt Informationssystem Service (DISS)** and, along with this data (xls and PDF), the issue is forwarded to the Importer's Technical Service Center (TSC).

TSC checks out the issue using the attached information. The solution is sent back to the dealer, who contacts the customer. If the issue cannot be resolved at this level, the TSC translates the Escalation Sheet to English/German language and submits a request to the OEM's TSC. The OEM's TSC either sends the solution back to the dealership or contacts OEM SPOC for assistance. If the issue cannot be resolved despite receiving this assistance, OEM SPOC submit a request to the **VW Service Center Ticket System (SC2.0)**. As soon as the answer is known, it is sent via the OEM SPOC to the dealership, who contacts the customer.

### Connect Customer Support Process



If it helped, the ticket is closed.  
Otherwise, the process is repeated.

The process on each level of support is recorded and can be checked in the DISS system. If the problem is managed by the VW Service Center Ticket System, the solution that is received is put into the DISS by OEM SPOC.



Support

## Support Process > Escalation Sheet

The Escalation Sheet is a questionnaire that contains information about the customer's problem. It is filled in by the Infoline agent/ dealership employee in cooperation with customer and based on the customer's answers. This form provides necessary information for improved orientation if the problem cannot be solved immediately and needs to be passed to the next levels of support.

The local language can be selected, but the answers must always be written in **English or German**. After entering the VIN code, the model and model year are automatically generated. Other data (basic and technical data, problem description, etc.) must be filled in manually. Then with using button "Send to central CONNECT HELPDESK" and inserting the password (which only Importer Customer Care or OEM SPOC team have) it is send as an attachment to the MOD Helpdesk via email.



Support

1/4 - Customer Data (\* = mandatory fields)

Country\*

Email Address (user name) of the customer\*

VIN (Vehicle Identification Number)\*\* TMB 3

Vehicle Model\*

Model year

Vehicle Mileage\*

2/4 - General important questions (\* = mandatory fields)

Does the customer have any problems with the ŠKODA Connect Webshop?  Yes

Does the customer have problems with the login or registration in the portal?  Yes

Customer inquiry regarding the Webshop

Billing & Payment

Order Cancellation

Wrong Webshop Content

Technical Problems

Payment error (ŠKODA Connect not activated despite payments)

Overpayment

Underpayment

Invoice Copy

Please add any additional info regarding webshop issues to the detailed description on the main page.

The sub-questions are opened if the answer is „YES” and they also need to be filled in to provide more accurate information about the problem.



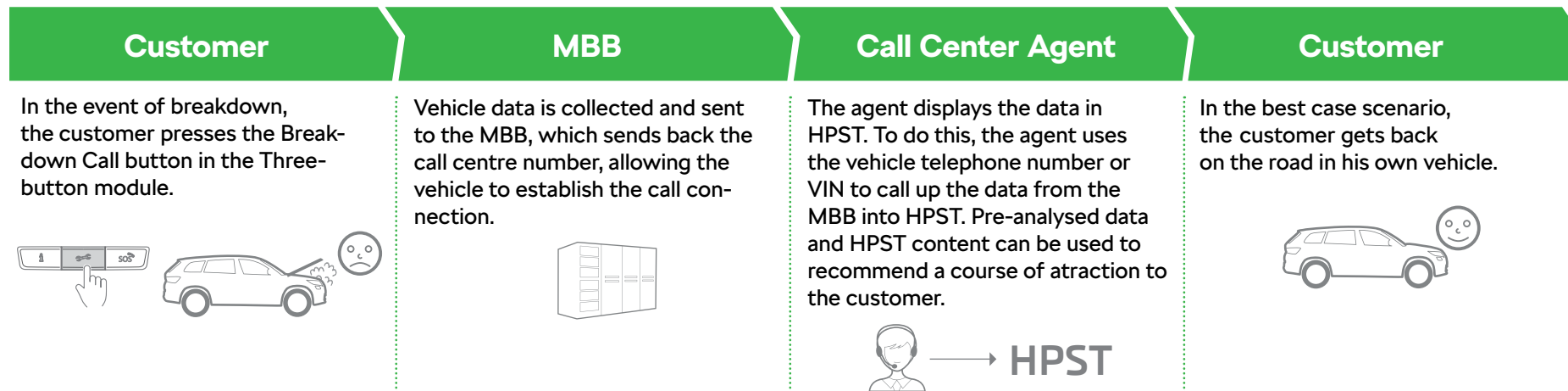
## Support Process › Help on Phone Support Tool

The HPST is a central web-based application intended for the Roadside Assistance Call Centre. The objective is to provide the customer with fast and competent assistance in the event of a breakdown, and the option to continue their journey in their own vehicle, as well as to achieve a sustainable increase in the customer satisfaction level.

### Main Advantages

- › One central tool for help on the phone for customers of several brands within the Volkswagen Group.
- › Fast, easy and professional help in the event of a breakdown.
- › The reason for the breakdown is identified online – clear recommendations regarding the vehicle are issued based on real vehicle data from the car.
- › Designed for roadside assistance agents who have no detailed technical education (guided dialogues and knowledge content).
- › Importers have the option to add and maintain their country-specific information themselves.
- › Multilingual support for international roll-out.

### HPST Online – Flow process



### HPST Offline

The Call Centre agent is also able to provide help for customers whose cars are not connected by using the HPST content. The main difference is that customer has to call the Call Centre themselves and there is no data transfer, meaning that the identification of the problem is dependent on mutual communication between Call Centre agent and the customer.



Support

# HPST > Overview of the Basic Functions



Support



## Home

User's homepage.

## Knowledge Base

The importer's Individual knowledge content, e.g. manuals, warning lights, vehicle knowledge, etc.

## Search

Option to search/filter the data across all content.

## Dialogues

Help during the phone process thanks to fault-finding trees.

## News

Notifications about content, important events, etc.

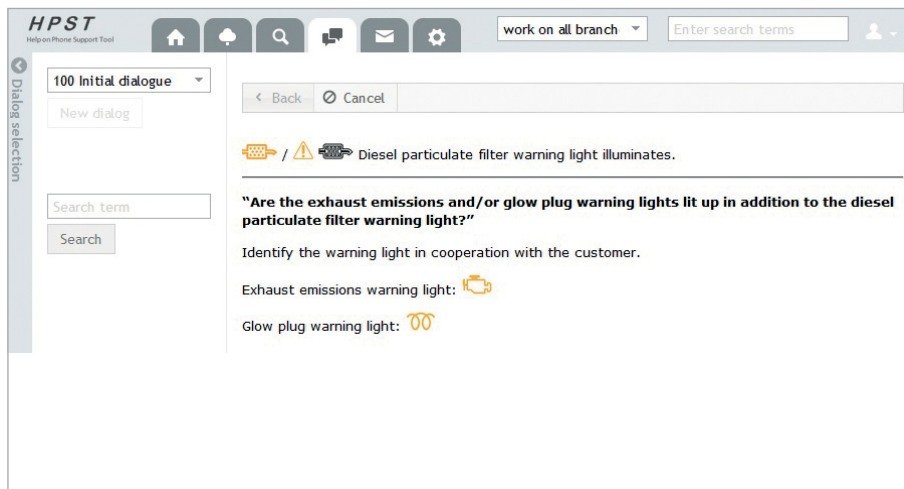
## Settings

User maintenance.

## HPST > Main Areas

### Dialogue Area

Provides transferred data from the car and guided dialogues for technical assistance on the phone in the form of fault-finding trees. There is therefore no need for roadside assistance agents to have specialised technical education.

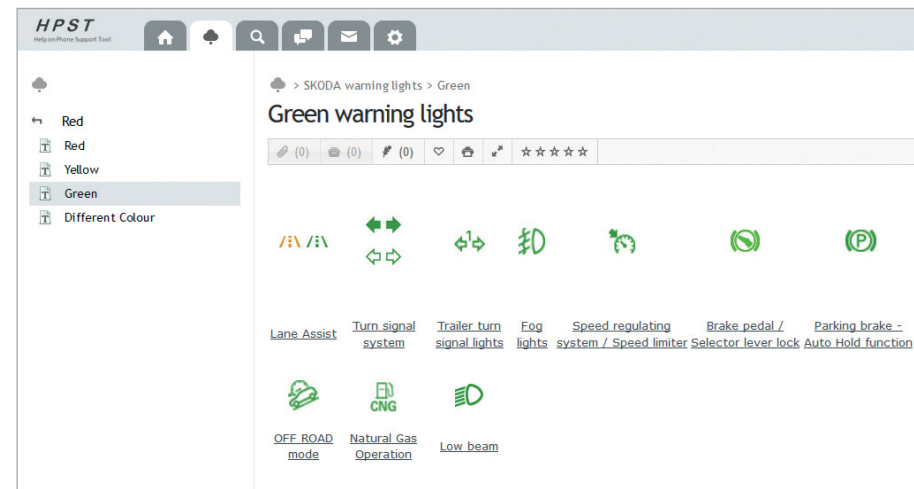


### Opportunities/responsibilities:

- > Fault-finding trees can be translated into the local language by the importer.
- > Fault-finding trees need to be approved by the importer.

### Knowledge Area

Provides additional information and options for markets to add and maintain country-specific content (e.g. warning lights, manuals, vehicle knowledge).



### Opportunities/responsibilities:

- > The importer is responsible for their knowledge section.
- > Additional information and market-specific knowledge can be provided and maintained in the knowledge section.



Support



**User menu**  
Password change,  
logout.

HPST Help on Phone Support Tool

work on all branch | Enter search terms | User icon

- Sources and facets
- Pinboard
  - Submissions
  - Bookmarks
  - History
  - Notes

### HPST today - News

**Branches**  
Filter knowledge for target  
groups and languages.

**Pinboard**  
Can be edited and used  
as the welcome page.

**Submissions**  
Users use this section to submit  
comments for knowledge editors.

**Bookmarks**  
Bookmark content that is needed more frequently; this is similar  
to the function you are familiar with in your Internet browser.

**History**  
Displays the content that  
you last visited.

**Notes**  
User can make their own notes  
which are only visible to themselves.



The screenshot shows a navigation menu with a hierarchical structure. The path is highlighted in red: Fahrzeugwissen › A1 › Coupé › Modelljahr 2010 › Stand Mai 2010. Other levels include A3 › Sportback › Modelljahr 2011 › Stand November 2010, A4 › Cabriolet › Modelljahr 2012, and A5 › S5 › Modelljahr 2013.

Hierarchical structure of knowledge content from general to detailed, while the path is highlighted.

**Arrow**  
This means that there is another level.

**T symbol**  
This means that there is content.

The screenshot shows a document titled "Im Motorraum" with a tree icon in the top left corner. A callout box points to the tree icon with the text: "The tree icon takes you back to the tree view." Below the title, there is a toolbar with icons for attachments, folder, feather, heart, printer double-arrow, and stars. A callout box lists these as "Additional text functions":

- Clip:** Attachments
- Folder:** Text versions
- Feather:** Write submissions
- Heart:** Create a bookmark
- Printer Double-arrow:** Expand the content area
- Stars:** Text rating

The document content includes the heading "Fahrzeug-Identifizierungsnummer:" and a description: "Die Fahrzeug-Identifizierungsnummer (Fahrgestellnummer) ist ir...". Below this is an image of a car engine with callouts. At the bottom, it shows "LETZTE ÄNDERUNG: Oliver Johnsen - 27.05.2013 um 13:49" and "GÜLTIGKEIT: uneingeschränkt".



The screenshot shows the HPST (Helpdesk) search interface. At the top, there's a navigation bar with 'HPST' logo, home, search, and settings icons, and a search bar containing 'sk'. Below the navigation bar, the interface is divided into several sections:

- Left sidebar:** Contains navigation options like 'New message', 'All content', 'Knowledge content' (with sub-items: Texts, Documents, Messages, Contacts), 'External content', 'Dialog objects' (with sub-items: Dialogs, Questions, Solutions), 'Author' (SKODA Brand Editor pl), 'Branches' (SKODA Master Dialog, SKODA CZ Dialog trans, SKODA EN-RO Dialog t, SKODA EN-NO Dialog t), and 'Created' (Last 14 days, Last month).
- Search input:** A search bar with the text 'wa' and a dropdown menu showing suggestions: 'warning' (409), 'want' (70), 'way' (56), and 'wait' (20).
- Search results list:** A list of search results with the selected item '502.01 ESC/TCS warning light illuminates' highlighted. Other visible results include '901.01 Identification according to VIN', '900.01 Warning lights description', '510.01 Recommendation to the customer', '504.01.01 ABS fault - recommendation to the...', '513.01 Locking procedure', '102.01 Reason for breakdown', '511.01 Want customer to unlock the boot lid?', '503.01.02 Steering lock (flashing) - ask about c...', '503.01.02.02 Steering lock defect - Yellow ...', '503.01.01.01 Power steering - ask about colou...', '503.01.01.01.02 Power steering - Yellow warni...', '201.01 Customer drives directly to nearest SK...', '202.01 Customer is driving to the SKODA Servi...', '517.01.02.01.02.01 Replenishing the coolant', '517.01.01 Alternator warning light in addition ...', '517.01.02.01 Checking procedure', and '502.01.01 Warning light remains lit up'.
- Main content area:** Displays the selected search result '502.01 ESC/TCS warning light illuminates'. The content includes a title, a 'Warning light' icon, a 'More' dropdown, and a text block: 'Warning light illuminates. Please, switch the ignition off and on again. Did the warning light light up again?'. Below this, there's a 'Note for agent:' section with details about 'SC - Stability control' and 'CS - Traction control'.
- Footer:** Shows pagination information: 'Page 1 of 2'.

You can search across **all content**, according to **content types** (e.g. „Text“ objects) or filter by search **facets** (e.g. „Warning lights“)

Main content area

**Search results list**  
Searching makes suggestions while you type and predicts the number of results.





The screenshot displays the HPST (Help on Phone Support Tool) interface. At the top, there is a navigation bar with icons for home, search, and settings, along with a dropdown menu set to 'work on all branch' and a search input field. The main content area shows a dialogue flow starting with '100 Initial dialogue'. A callout box explains that the 'Back' button returns to the previous question and the 'Cancel' button aborts the dialogue, allowing for a reason to be entered. Another callout points to the 'New dialogue' button, stating that clicking it starts a new dialogue with a 'Security advice' question. A third callout points to the question 'Is the situation safe for the customer?', noting that answer options are shown as buttons or a drop-down list. The interface includes a list of instructions for accident scenarios and a set of buttons labeled 'Yes', 'No', and 'Training' at the bottom.

**Back** goes back to the previous question.

**Cancel** aborts the dialogue; the user can enter a reason for the cancellation.

Select a dialogue from the drop-down menu.

Start **New dialogue**.

The first question **Security advice** appears.

Additional instructions in the event of an accident:

- Is the site of the accident secured?
- Has anyone been injured? If so, has medical help been requested?
- Have the police been informed and are they on the scene?
- Has there been any material damage (crash barrier, tree, etc.) and have the police been informed?
- In the case of a wildlife collision, the police or the responsible ranger must be informed.

Is the situation safe for the customer?

Answer options are shown as **buttons** or a **drop-down list**.

Yes No Training



The screenshot shows the SKODA PC Breakdown call interface. At the top, there is a navigation bar with the SKODA logo, home, cloud, search, chat, mail, and settings icons. The main header includes 'ODA Master Dialog' and a search input field. The left sidebar is labeled 'Dialog selection' and contains a dropdown menu with 'SKODA PC Breakdown' selected, a 'New dialog' button, a search input field, and a 'Search' button. The main content area has a 'Back' and 'Cancel' button at the top. Below this, there are instructions: 'one number if is showing on your display or CTI tool.', 'always starts with 0088239 or +88239.', 'd, always enter it starting this way: 88239.. (without 00 or +).', and 'enter the vehicle's phone number you have written down earlier and read off the GPS position.' Below the instructions are three input fields: 'VIN', 'Vehicle phone number', and 'Brand' (with 'Skoda' entered). A 'Get Vehide Data' button is located to the right of the 'Vehicle phone number' field. At the bottom left, there is a footer: '300.01 SKODA PC BCALL HEALTH AND SAFETY PRECAUTIONS: Training'.

After selecting **SKODA PC Breakdown call** in the drop-down list and confirming customer safety, a new dialogue step follows, ...

... where it is possible to enter the VIN or vehicle phone number to call up data about the current state of the vehicle.



The screenshot displays the HPST mobile application interface. At the top, there is a navigation bar with the HPST logo and several icons (home, search, messages, settings). Below this is a search bar with the text "work on all branch" and "Enter search terms". The main content area is divided into several sections:

- Data per analysis:**
  - Vehicle Data:** Model: Audi Q7 SUV 3.0 TDI quattro automatic, Color: NA, Model Year: 2016, Mileage: 8900 km, VIN: WAUZZZF41GA001784, MMI Language: UK English, Country Code: UK, MMI Version: Navigation Plus, Timestamp: 2014-10-10T10:10:33.
  - Car Position:** GPS: 51.503314,-0.119275, Car In Motion: NO, Direction: North (0°).
  - Customer Situation:** Car Status: Breakdown.
  - Breakdown Data:** Battery Level: 90%, Oil Level: OK, Remaining Range (AdBlue): 13670 km, Remaining Range (Fuel): 50 km, Fuel Level: 8%.
  - Upcoming Service:** Next Service: -22000 km, Next Service (days): -465, Next Oil Change: -15000 km, Next Oil Change (days): -255.
- Warning Lights:** Active Warning: Loss of tyre pressure! (indicated by a yellow exclamation mark icon).

At the bottom of the screen, there is a "Your connected" section with a "Tyre pressure" notification and a "Do you agree?" prompt with "Yes" and "No" buttons.

**The tyre pressure and tank system warning light is detected.**

After entering the VIN or phone number, the data from the car is sent to and displayed by the Roadside Assistance agent, who can then easily identify the cause of the problem and provide professional assistance.

## HPST > Roles and Rights Concept

### Collaboration between brand and markets



### Tasks of the Importer

#### Translation of Fault-Finding Trees

By using the translator access, „plus” market editors can translate the master dialogues into their local language. The English version can also be used and will automatically appear as a fall-back if it is not translated.

#### Approval of Fault-Finding Trees

The market editor „plus” is responsible for checking the fault-finding trees for country-specific use and approval. Approval is granted by assigning a productive view to the fault-finding trees. The system is translated for markets that translate fault-finding trees into their local language. Markets that are using English master dialogues grant approval after checking it.

#### User Maintenance

The „plus” market editor can initially assign further editors for the knowledge section of the market and the users of the Roadside Assistance call centre. If the user data changes or users are to be added or deactivated, the "plus" market editor can adjust this at any time in the user administration.

#### Maintain Knowledge Content

Market-specific knowledge content is maintained by market editors and „plus” market editors. Recommended content may include information about warning lamps or manuals.

#### Support

The importer is responsible for the 1st Level Support within their market. This responsibility concerns errors in the knowledge area and in the translation of fault-finding trees – not in system configuration or software bugs. If an agent finds errors in the knowledge content, they can submit a comment to the market editor. Agents and editors contact the „plus” market editor if they have any questions about using the HPST.



Support



## Service Portlet

The Service Portlet is a web-based application that is integrated into the Group Retail Portal (GRP) and acts as a system monitor to identify the cause of problem related to the ŠKODA Connect services. This enables **Customer Care** and **Service Partners** to isolate the cause of problem and the customers can then be given information to help them resolve the issues and thus avoid unnecessary workshop visits and repeat repairs.

### Benefits for dealership employees

#### › Professional approach to customer

This ensures that Customer Care and Service Partners are able to provide the customer with expert advice.

#### › Source of information

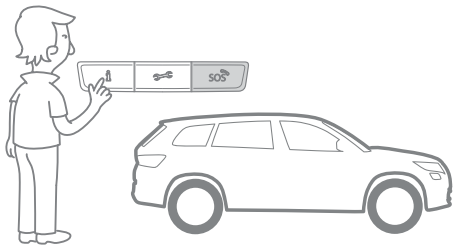
The Service Portlet can be compared to a system monitor – thanks to the information that is provided, the causes of problems relating to ŠKODA Connect services can be easily identified.

#### › Convenient solution

Identifying problems can prevent unnecessary trips to the workshop and repeat repairs.

### Process flow example

The customer reports to customer or the service partner when necessary.

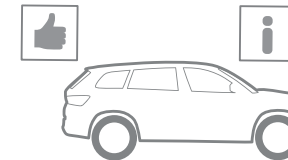


The customer care agent of service partner uses the Service Partner to ...

... narrow down the cause of the problem. The customer can then be given information on how to solve the problem.



The backend is not working - nothing wrong with the vehicle.



The backend and the IT infrastructure are working - may indicate a problem with the vehicle

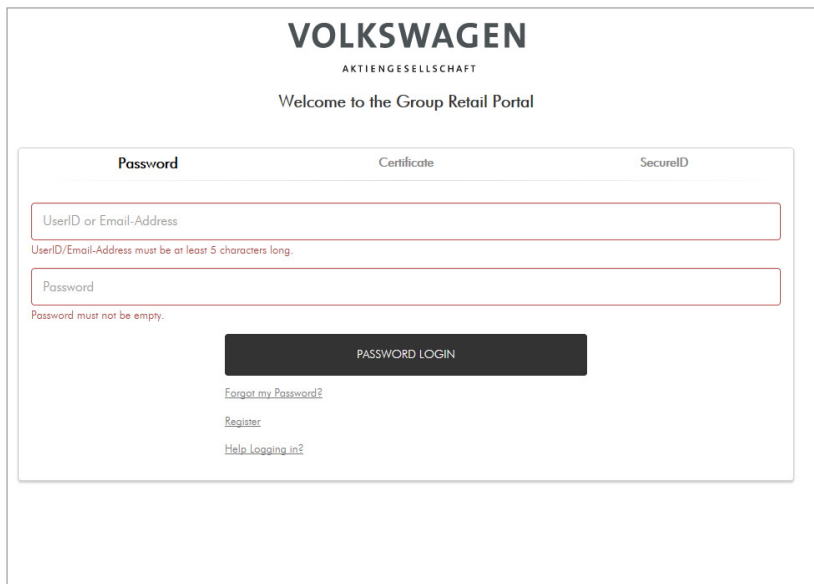


## Service Portlet › Login to the Service Portlet

To use the Service Portlet, the user must log into the **Group Retail Portal**. They can do this as follows:

Log in with user name (**Global UserID**) and **password** (the user account for the GRP must have already been created); if the user does not yet have a user account for the GRP, it is possible to register as a **new user**.

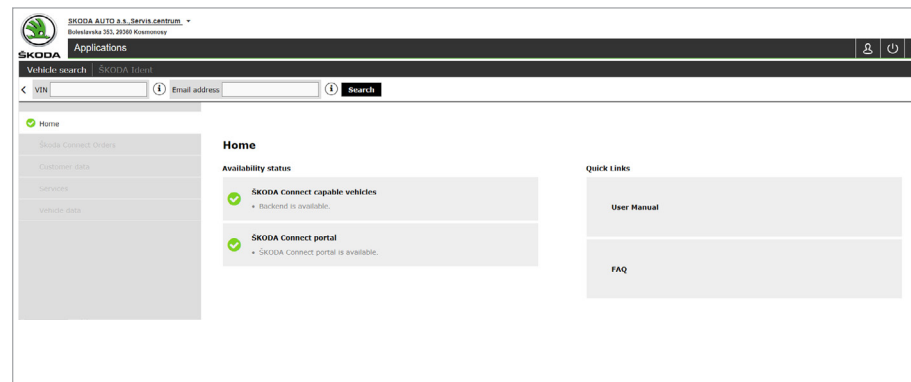
### Homepage of the Group Retail Portal



The screenshot shows the Volkswagen Group Retail Portal login page. At the top, it says "VOLKSWAGEN AKTIENGESELLSCHAFT" and "Welcome to the Group Retail Portal". Below this, there are three tabs: "Password", "Certificate", and "SecureID". The "Password" tab is selected. There are two input fields: "UserID or Email-Address" and "Password". Below the "UserID or Email-Address" field, it says "UserID/Email-Address must be at least 5 characters long." Below the "Password" field, it says "Password must not be empty." There is a "PASSWORD LOGIN" button. Below the button, there are links: "Forgot my Password?", "Register", and "Help Logging in?"

The details of the login procedure and registration are described in the GRP user manual.

### Homepage of Service Portlet in Group Retail Portal



The screenshot shows the Service Portlet homepage in the Group Retail Portal. The browser address bar shows "SKODA AUTO s.r.l. servis centrum" and "Business 2019 Kroměříž". The page title is "SKODA Applications". There is a search bar with "VIN" and "Email address" fields. The main content area is divided into three sections: "Home", "Availability status", and "Quick Links". The "Home" section has a sidebar with "SKODA Connect Orders", "Customer data", "Services", and "Vehicle data". The "Availability status" section has two items: "SKODA Connect capable vehicles" and "SKODA Connect portal", both with green checkmarks and "is available" status. The "Quick Links" section has "User Manual" and "FAQ" links.

After logging into the GRP, the Service Portlet can be selected under „Applications”.

### Note

› Service Portlet is available, when one of the Service roles is assigned.



Support



## Service Portlet > Functions

After selecting Service Portlet in the GRP, the homepage is displayed, from which information can be retrieved and displayed.



Support

ŠKODA

Applications

VIN search ŠKODA Ident

Customer search

VIN  Email address  Search

ŠKODA Connect backend status

▼ ŠKODA Connect capable vehicles

Backend available	✓
Detailed description	Backend is available.

ŠKODA Connect portal status

▼ ŠKODA Connect portal

ŠKODA Connect available	✓
Detailed description	ŠKODA Connect portal is available.

Confidential data is displayed in the Service Portlet.

Service Portlet 6.0.0 | [User manual](#) | [Service Portlet FAQ](#) | [Contact Service Desk](#)

The user may search for a customer **using the VIN or email address**. If both the **VIN and a login name - Email address** are given, the additional basic information related to the Customer and Agreement Data is displayed.

To see more detailed information on the customer or agreement data, an additional authorisation – customer number – is required.

The back-end status shows whether a back-end is available and which one.

The user can access the **user manual** and the **FAQs** by clicking on the corresponding link.

# Service Portlet > Information by Entering the VIN > Vehicle Data

By entering the VIN, the user can view vehicle data, the services and their status.



Support

SKODA AUTO a.s., Servis.centrum  
Boleslavská 353, 29360 Kosmonosy

Applications

Vehicle search SKODA Ident

VIN TMBAC7NEXJ0298874 Email address Search

Workshop mode

Home  
Skoda Connect Orders  
Customer data  
Services  
**Vehicle data**

### Vehicle data

**Basic data**

TMBAC7NEXJ0298874 VIN	OCTAVIA STY TS110/1.4M6F MODEL NAME	Corrida Red COLOUR
13/03/2018 PRODUCTION DATE	20/03/2018 DELIVERY DATE	2018 MODEL YEAR
No PRIMARY USER ASSIGNED	Notchback BODY TYPE	Czech Republic COUNTRY
SMARTLINK AVAILABLE	TELEMATIC CAPABILITY	4-cylinder SI engine 1.4 l unit 04E.A ENGINE
INFOTAINMENT ONLINE	CARE CONNECT	Navigation system - High NAVIGATION SYSTEM

**eSIM information**

Device type	Diagnosis name	Device-IDs
OCU	75 - Emergency call module and communication unit	ICCID:89314404000385100582 IMEI:354831082965351

**Privacy settings**

not activated  
PRIVACY SETTINGS

**Connection data**

PREFERRED SERVICE PARTNER	SERVICE SCHEDULING ACTIVATED	26/03/2019 08:05 LAST CONNECTION: VEHICLE AND BACKEND
---------------------------	------------------------------	--

**Vehicle Health Report**

Request Vehicle Health Report

By opening the „Vehicle data” tab, the following information becomes available:

- > VIN
- > Model name
- > Production date
- > Delivery date
- > Model year
- > Country
- > Privacy settings
- > Preferred service facility
- > Service Scheduling activated
- > Whether a Care connect is included
- > Whether a Infotainment online is included
- > Whether the vehicle is telematics-compatible
- > Whether a navigation system is included
- > Navigation system
- > Whether SmartLink is available
- > Last internet connection
- > Last online connection via the app
- > Body type
- > Colour
- > Shifting mode
- > Engine

## Service Portlet › Information by Entering the VIN › Services

When the „Services” tab is opened, the „Available services“ or „Not available services“ sub-tabs can be selected. A service is listed under „Available services” if it is technically available for the selected vehicle in the country of origin. Otherwise, the service is listed under the sub-category „Not available services”. After opening one of the tabs, an overview of the Connect services and their status information are displayed.



Support

SKODA AUTO a.s., Servis.centrum  
Boleslavská 353, 29360 Kosmonosy

Applications

Vehicle search | SKODA Ident

VIN: TMBAC7NEXJ0298874 | Email address: | Search

- Home
- Škoda Connect Orders
- Customer data
- Services**
- Vehicle data

### Services

Service name	Booking status	Services status	Expiry date	Configuration required	Device type	Last backend communication
Area Notification	✓	✓	18/04/2021	No	Telematics	-
Automatic Accident Notification	✓	✓	18/04/2032	No	Telematics	-
Breakdown Call	✓	✓	18/04/2032	No	Telematics	-
Doors & Lights	✓	✓	-	No	Telematics	-
Driving data	✓	✓	18/04/2021	No	Telematics	17/01/2019 07:51
Emergency Call Service	✓	ⓘ	11/04/2032	No	Telematics	-
Google Earth	✓	ⓘ	18/04/2019			
Honk & Flash	✓	✓	18/04/2021			
Information Call	✓	✓	18/04/2032			
My Points Of Interest	✓	✓	18/04/2019			
News	✓	✓	18/04/2019			
Online Anti-Theft Alarm	✓	✓	18/04/2021			

If the customer has generated the Vehicle Health Report, this is displayed in the third column and the report can be downloaded as a PDF.

### Overall status light

Indicates whether there is a **problem due to the services**.

- ⓘ The monitoring system is not currently available.
- ✓ All the services available for the vehicle have also been booked and these services are available on the back-end.
- ✗ At least one service is not available on the back-end.

## Status information



SKODA AUTO a.s. Servis.centrum  
Bolešlavská 355, 29360 Kozmonovny

Applications

Vehicle search SKODA Ident

< VIN TMBAC7NEXJ0298874 ⓘ Email address ⓘ Search

- Home
- Skoda Connect Orders
- Customer data
- Services
- Vehicle data

### Services

Service name	Booking status	Services status	Expiry date	Configuration required	Device type	Last backend communication
Area Notification ⓘ	✔	✔	18/04/2021	No	Telematics	-
Automatic Accident Notification ⓘ	✔	✔	18/04/2032	No	Telematics	-
Breakdown Call ⓘ	✔	✔	18/04/2032	No	Telematics	-
Doors & Lights ⓘ	✔	✔	-	No	Telematics	-
Driving data ⓘ	✔	✔	18/04/2021	No	Telematics	17/01/2019 07:51
Emergency Call Service ⓘ	✔	ⓘ	11/04/2032	No	Telematics	-
Google Earth ⓘ	✔	ⓘ	18/04/2019	No	Infotainment	-
Honk & Flash ⓘ	✔	✔	18/04/2021	No	Telematics	-
Information Call ⓘ	✔	✔	18/04/2032	No	Telematics	11/09/2018 09:37
My Points Of Interest ⓘ	✔	✔	18/04/2019	No	Infotainment	-
News ⓘ	✔	✔	18/04/2019	Yes	Infotainment	22/11/2018 11:08
Online Anti-Theft Alarm ⓘ	✔	✔	18/04/2021	No	Telematics	-

### Order status

Shows whether the customer ordered the service.

- ✔ The customer has ordered the service.
- ✘ The customer has not ordered the service.

### Service status

Shows whether the service is running on the back-end.

- ✔ The service is currently available on the back-end.
- ⓘ The monitoring system is not currently available.
- ✘ The service is not currently available on the back-end.
- n/a No monitoring interface is available for the service at present.

### Expiration date

This indicates the date when the licence for the respective service ends and the customer will not then be able to use the service.

### Configuration necessary

The column displays „Yes” if a configuration in the Connect Portal is a necessary prerequisite to use the service.

### Last back-end communication

This indicates the date when the licence for the respective service ends and the customer will not then be able to use the service.

## Service Portlet › Export to PDF/Logout

### Export to PDF

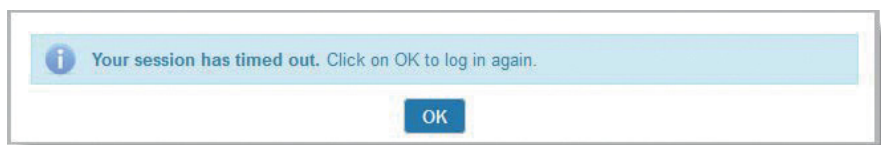
The Service Portlet can also generate a PDF Service Portlet Report. This is possible as soon as the VIN is entered by clicking the „Export to PDF” button. If the PDF is generated after the VIN has been entered, the PDF does not contain any customer-specific data. This data is only added to the PDF if the user enters the login name and the correct customer number.

The screenshot displays the SKODA Service Portlet interface. The top navigation bar includes the SKODA logo, the text "SKODA AUTO a.s., Servis.centrum", and the address "Boleslavská 353, 29380 Kosmonosy". Below this is a search bar with "Vehicle search" and "SKODA Ident" tabs. The VIN "TMBAC7NEXJ0298874" is entered in the search field, and the "Search" button is visible. The left sidebar contains navigation options: Home, Skoda Connect Orders, Customer data, Services, and Vehicle data (selected). The main content area is titled "Vehicle data" and contains several sections:

- Basic data:** A table with columns for VIN, MODEL NAME, COLOUR, PRODUCTION DATE, DELIVERY DATE, MODEL YEAR, BODY TYPE, and COUNTRY.
- Primary user assigned:** A section with a "No" status.
- Smartlink available:** A section with a green checkmark.
- Telematic capability:** A section with a green checkmark.
- Infotainment online:** A section with a green checkmark.
- Care connect:** A section with a green checkmark.
- eSIM information:** A table with columns for Device type, Diagnosis name, Device-IDs, Last connection to mobile network, and Provider.
- Privacy settings:** A section with "not activated" and "PRIVACY SETTINGS".
- Connection data:** A section with no visible data.

### Logout

The user can log out by clicking the „Logout” button. A message then appears confirming that the user has successfully logged out. After a certain period of inactivity (30 minutes), the user is logged out automatically and the informational message is displayed.



Support



## Service Lead Inbox

The Service Lead Inbox (SLI) is a web application that is implemented as a standalone application in the VW Dealer Portal as well as being accessible as a module within ElsaPro. Data regarding oncoming **service inspections, oil change and some defined Warning lights, which are** obtained from **Service Scheduling** online service are transferred to the selected preferred Service Partner. The SLI can be used to retrieve, display and process this data. On the basis of information from the SLI, the dealer obtains information about the current state of the car, which enables them to prepare the workshop visit in advance, contact the customer proactively and arrange an appointment with them.

### SLI roles

**Standard role** – enables to access the SLI application

**Service Lead Manager** – enables to receive notifications about new leads

### Access to the SLI

#### Dealer Portal

The SLI is added as an autonomous application in the Dealer Portal and is accessible by using a link to the SLI in the „Application” window for users who have been granted access rights.

#### ElsaPro

The SLI can also be accessed directly by using ElsaPro, via the navigation panel on the right. The link is only accessible if new service leads are available. The detailed information can only be accessed via ElsaPro under the „Vehicle Status Data” link.

Below you can see different sources of Service Leads:

ŠKODA Connect	
Automatic Lead generation	Upcoming Service Inspection Upcoming Oil Change Yellow & White Warning Lights
Manual Lead generation	Service Scheduling (tyres, body paint, etc.)

## Service Lead Inbox › Generation and settings of Service Leads



Support

### Service Inspection & Oil Change

Service Leads are generated based on mileage or time of the vehicle 44 days or 32 days in advance to provide time for workshop preparation.

#### Generation settings of Service Leads:

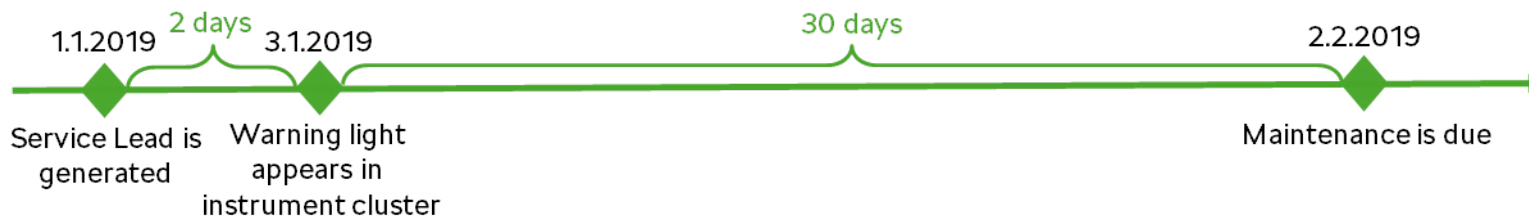
44 days in advance – all MOD2 vehicles until CW 15/2019.

32 days in advance – all MOD2 vehicles from CW 15/2019 (new model cares) and all later MODs.

**In case of 44 days,** Service Lead is generated 44 days before maintenance is due and warning light will appear 30 days before service is needed in the instrument cluster. Service Lead is generated 14 days before the customer can see the warning light in the instrument cluster.



**In case of 32 days,** Service Lead is generated 32 days before maintenance is due and warning light will appear 30 days before service is needed in the instrument cluster. Service Lead is generated 2 days before the customer can see the warning light in the instrument cluster.





## Service Lead Inbox › Generation and settings of Service Leads



Support

### Real example of mileage based Service Lead:

The trigger for this Service Lead was the mileage (2400 km) within Oil maintenance interval and Inspection maintenance interval. Service Lead was sent to the dealer 44 days prior a necessity of oil change (based on current mileage). The mileage basically depends on average daily mileage for each customer. It means that the customer will have the average of daily mileage approximately 55 km in the following 44 days.

Service Lead Category	Inspection maintenance Interval		Oil maintenance Interval	
Vehicle service inquiry	2 400 km	235 day(s)	2 400 km	235 day(s)

### Real example of time based Service Lead:

The trigger for this Service Lead was the 44 days within Oil maintenance interval. Service Lead was sent to the dealer based on 44 days which is remaining for the regular oil change. In this case, customer does not drive so much (compared to the first case) and because of that the trigger was standard expiration of regular oil change.
















Service Lead Category	Inspection maintenance Interval		Oil maintenance Interval	
Vehicle service inquiry	11 400 km	252 day(s)	2 900 km	44 day(s)

## Service Lead Inbox › Generation and settings of Service Leads

### Warning Lights

Service Leads are generated at the same moment if the warning light will appear in the instrument cluster. Only yellow and white warning lights are able to generate Service Leads. In case of red warning lights, Service Leads are not generated and the customer has to stop his/her ride and call to Roadside Assistance. Red warning lights are not included because Service Partner is not able to contact the customer immediately.

#### List of Warning Lights:

- |  |  |   |  |
|--|--|---|--|
|  Oil Sensor Defect            |  Adaptive Front Light Error |  Rear Traffic Assist / ESC |  Hill Holder Error        |
|  Brake Pad Wear               |  Rain Sensor Defect         |  Oil Level                 |  Adaptive Light Defect    |
|  High Beam Assist Error       |  Transmission System error  |  Light Sensor Defect       |  48 different light bulbs |
|  Headlamp Range Control Error |  Transmission Overheating   |  DPF Filter                |  |

### Manual Service Scheduling

Customer can arrange an appointment also manually and send the Service Leads via ŠKODA Connect Portal in case of tyres change, body paint, etc.\*

This feature is not available for these countries: AT, CZ, FR, NL, NO, SE.



Support

# Service Lead Inbox > User Interface

## List of the Service















Support

Dealer portal | Exit | ?  
Logged in as [CZ25216C]/[DPRJIS1]

Service lead inbox

Update and sort   Use filtering   Remove filtering   Show closed leads   Reset view

VIN 	Priority 	Creation date 	Brand 	Category 	Status 	Updated on 	Amended by 	Form of address 	Title 	First name 	Surname 
● TMBJM7NE4J0095640 (2)		Priority: Very urgent		Creation date: Sun 2018-05-20 09:35 LT							
● TMBJR6NJ7JZ006048 (1)		Priority: Very urgent		Creation date: Tue 2018-05-22 09:06 LT							
● TMBJR6NJ7JZ006048	Very urgent	Tue 2018-05-22 09:06 LT	C	Warning lights(s)	New	Tue 2018-05-22 09:06 LT	-	Mr	-	Abc	Def
● TMBAG7NE4J0099114 (1)		Priority: Urgent		Creation date: Tue 2018-05-22 14:46 LT							
● TMBAG7NE4J0099114	Urgent	Tue 2018-05-22 14:46 LT	C	Warning lights(s)	New	Tue 2018-05-22 14:46 LT	-	Ms	-	Octac	Red
● TMBLK9NE1J0006410 (2)		Priority: Not urgent		Creation date: Fri 2018-05-18 12:44 LT							
● BSKE46NPXH1611711 (1)		Priority: Not urgent		Creation date: Fri 2018-05-18 15:11 LT							

1 / 50



## Details of the Service Leads

Dealer portal | Exit | ?  
Logged in as [CZ25216C]/[DPRJIS1]
Service lead inbox

Update and sort Use filtering Remove filtering Show closed leads Reset view

VIN	Priority	Creation date	Brand	Category	Status	Updated on	Amended by	Form of address	Title	First name
● TMBJM7NE4J0095640 (2)		Priority: Very urgent		Creation date: Sun 2018-05-20 09:35 LT						
● TMBJM7NE4J0095640	Very urgent	Sun 2018-05-20 09:35 LT	C	Vehicle service enquiry	New	Wed 2018-05-23 08:24 LT	SkodaAuto, Support	Mr	Dr	Ferdinand

**Lead data**

<b>Lead ID</b>	24405CAA-9219-4ACB-9539-C7795CE22208	<b>Maintenance interval, inspection</b>	Service in 800 km / Service in 630 Days
<b>Category</b>	Vehicle service enquiry	<b>Oil maintenance interval</b>	Service in 800 km / Service in 265 Days
<b>Description of category</b>	-	<b>Warning messages</b>	
<b>Description</b>	-		

**Vehicle data**

<b>Mileage</b>	11245 km
<b>Brand</b>	C
<b>Model</b>	E4T_SK372_MIB2_High_OCU_27_18_CNG_Pintr
<b>Model year</b>	2019
<a href="#">Additional vehicle data</a>	

**Customer data**

<b>Form of address</b>	Mr
<b>Title</b>	Dr
<b>First name</b>	Ferdinand
<b>Surname</b>	Zeppelin
<b>Contact request</b>	E-mail
<b>Telephone</b>	-
<b>E-mail</b>	modapproval6am0740@email.cz

Open in ElsaPro
Display vehicle online data

**Appointment information**

<b>Agreed appointment</b>		<b>Status info</b>	Status <span style="float: right;">New </span>
<b>Appointment confirmation</b>	<input type="checkbox"/>		

**Notes**

1024/1024	

Save



## Details of the Service Leads

Service Lead Inbox will as of CW 31/18 receive service leads based on defined Warning lights. Below you can find some examples. Full scope of Warning lights is provided on B2B Portal within ŠKODA Connect section and [www.skoda-auto.com](http://www.skoda-auto.com) Connectivity section.

### Service lead inbox

TMBJR6NJ7JZ006048 (1)      Priority: Very urgent      Creation date: undefined 2018-05-22 09:06 LT

TMBJR6NJ7JZ006048	Very urgent	undefined 2018-05-22 09:06 LT	C	Warning lights(s)	New	undefined 2018-05-22 09:06 LT	-	Mr
-------------------	-------------	-------------------------------	---	-------------------	-----	-------------------------------	---	----

#### Lead data

Lead ID	D109B6FC-A17E-4B8D-B1BF-E1F5B8E5D4E6
Category	Warning lights(s)
Description of category	-
Description	-

#### Vehicle data

Mileage	55 km
Brand	C
Model	SKODA_EEC1_260_9_MIB_STDNav_OCU_6048_Na?e Fabie_27/18
Model year	2019
<a href="#">Additional vehicle data</a>	

[Open in ElsaPro](#)      [Display vehicle online data](#)

#### Expand all

Collapse all

##### Header data

Cause	
VIN:	TMBJR6NJ7JZ006048
Mileage	55 KM
Data transmission date / key	2018-05-23 10:53:21 (Vehicle)
Import date	

##### Service interval display (SIA)

Service interval oil distance	Service in 15000 KM
Service interval oil time	Service in 364 day(s)
Service interval inspection distance	Service in 30000 KM
Service interval inspection time	Service in 729 day(s)

##### Fluid levels

Fuel tank level	Function not available.
	98 %

##### Warning messages (active)

(3)

Error: headlight range control	
Fault: vehicle lighting	
Please check right brake light.	

## Service Lead Inbox > User Interface

### Display Vehicle Online Data

On the picture below, you can see a comparison display of Vehicle online data within ElsaPro.

Expand all		Collapse all		Vehicle online data record
Header data				
VIN:				TMBJL9NP5G7006027
Data transmission date / key				2016-03-31 09:10:28 UTC
Import date				2016-04-08 12:57:25
Mileage				111111 KM
Service interval display (SIA)				
Service interval inspection distance				Service in 12000 KM
Service interval inspection time				Service in 350 day(s)
Service interval oil distance				Service in 11000 KM
Service interval oil time				Service in 5 day(s)
Fluid levels				
Fuel tank level				74%
Oil level				0.890625 l
Oil quantity				2.375 l
Tilted warning				active
TDI Clean Diesel				
Range				11000 KM




Support


## Service Lead Inbox > E-Mail Notification about New Leads

The SLI user will also be informed about any new incoming service leads and their status via e-mail.



Support

 pá 15.4.2016 5:30  
VWAG R: WOB, ServiceLeadInbox  
New service leads of the 'Skoda' brand for org. ID 'CZ000020'

Komu  Havlas, Jan (VAS)

Hello,

3 Service leads with the status 'New' are available in your [Service Lead inbox](#) for collection. Of these, 3 are urgent.

In the last 4 hours, you have received 0 new service leads.

We ask you to process the service leads as fast as possible.

[Open Service Lead inbox](#)

Yours faithfully  
Your Volkswagen Group Service Team

[www.volkswagenag.com](http://www.volkswagenag.com)

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If you do not want to receive these e-mails, please contact your dealer portal administrator.

\*\*\* PLEASE NOTE \*\*\*

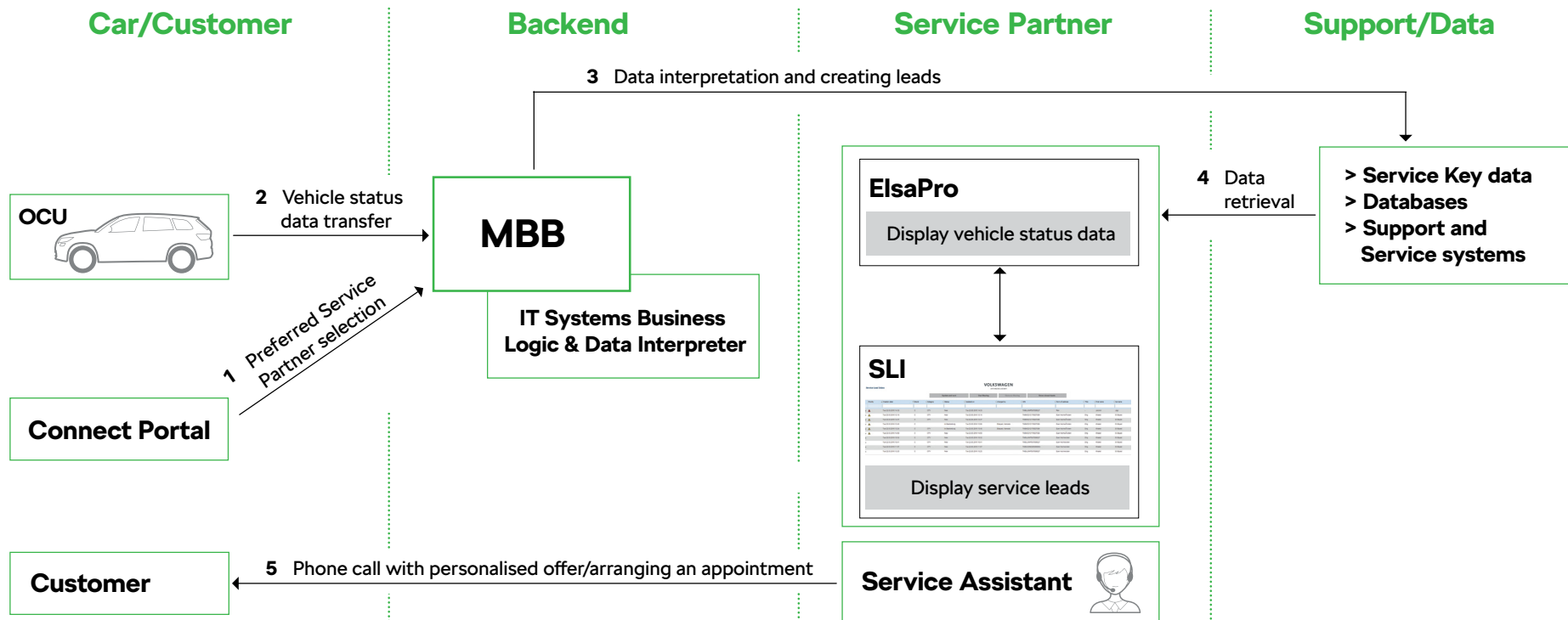
This message was created automatically. Please do not reply, as this address is for sending e-mails only.



# Service Lead Inbox > Service Leads Processing > System Overview



Support



- > The customer registers on the Connect Portal, activates the Service Scheduling, and selects the preferred service partner during the car handover.
- > In the event of upcoming maintenance work, the car sends status data to the MBB.
- > The customer is proactively contacted.

- > The data is interpreted in the central Data Interpreter and sent to the SLI.

- > The service assistant receives a notification when a new service lead in the SLI is available (if Service Lead Manager role is assigned).
- > The service assistant checks the car data so that they can be optimally prepared and then they call customer to arrange a service appointment.
- > The service partner's staff can only access the service leads where this specific service partner was chosen as the preferred one by the customer.

- > Vehicle data is stored in the central Service Key application. To display data in the SLI, you must use ElsaPro to retrieve this.

## List of Abbreviations used

<b>AMS</b>	Application Management System
<b>CAN</b>	Control Area Network
<b>DISS</b>	Direkt Informationssystem Service
<b>GPS</b>	Satellite system for determining the position/Global Positioning System
<b>GRP</b>	Group Retail Portal
<b>GSM</b>	Global system for mobile communication
<b>HPST</b>	Help on Phone Support Tool
<b>MBB</b>	Modularer Back-End Baukasten
<b>MIB</b>	Modularer Infotainment Baukasten
<b>MOD</b>	Mobile Online Dienste (Mobile Online Services)
<b>OCU</b>	Onboard Connectivity Unit
<b>OEM</b>	Original Equipment Manufacturer
<b>POI</b>	Point of Interest
<b>ROA</b>	Roadside Assistance
<b>rSAP</b>	A Bluetooth® profile for the communication between a mobile telephone and the Infotainment system in the mode for distance transmission of SIM data/remote-SIM-Access-Profile
<b>SLI</b>	Service Lead Inbox
<b>SP</b>	Service Portlet
<b>SPOC</b>	Single Point of Contact
<b>TSC</b>	Technical Service Centre
<b>UMTS</b>	Universal Mobile Telecommunication System
<b>USB</b>	Universal Serial Bus
<b>VA</b>	After-sales department in ŠKODA AUTO, a.s.
<b>VIN</b>	Vehicle Identification Number
<b>VW</b>	Volkswagen AG
<b>WLAN</b>	Wireless Local Area Network

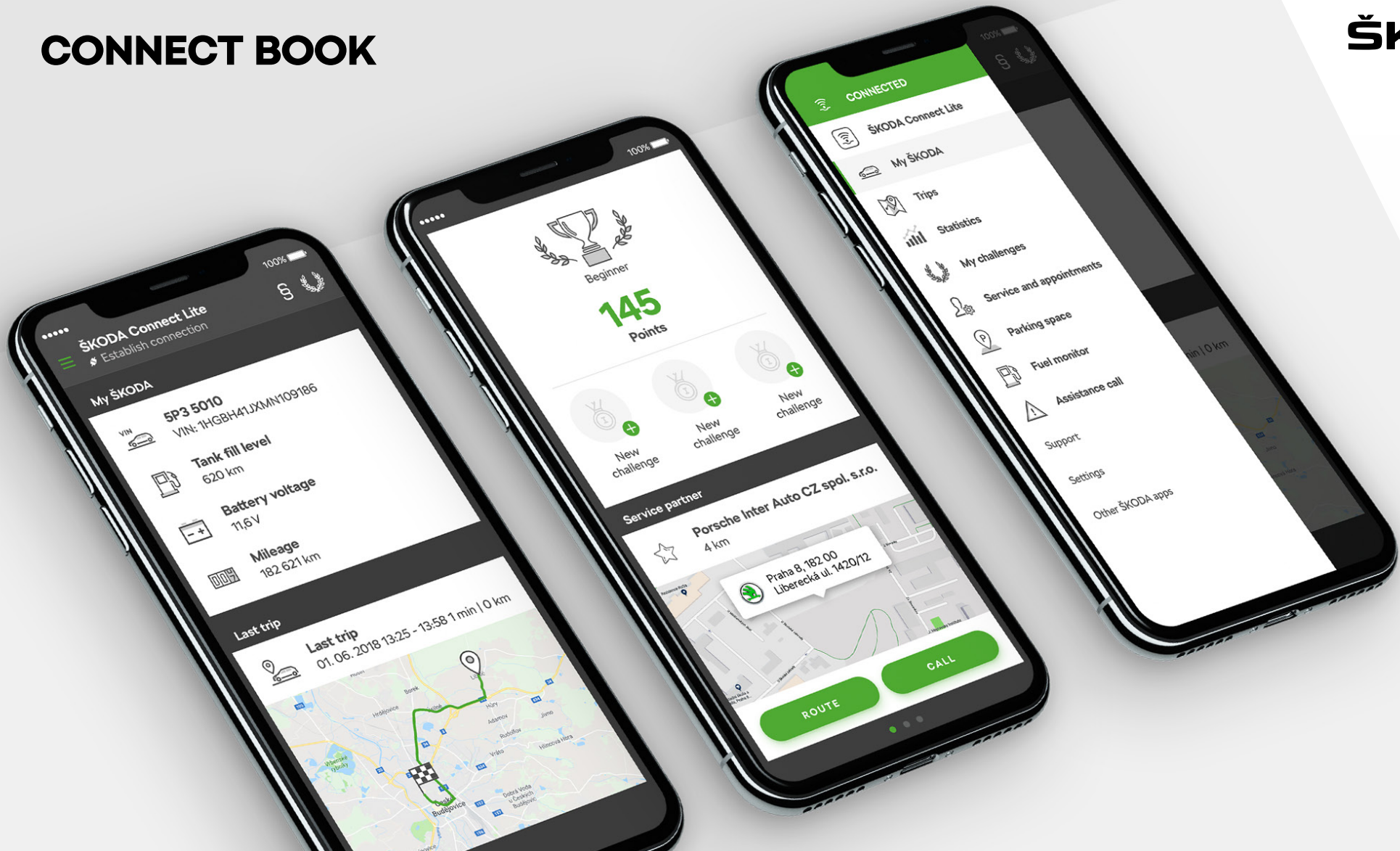


# ŠKODA Connect LITE

## CONNECT BOOK



## ŠKODA









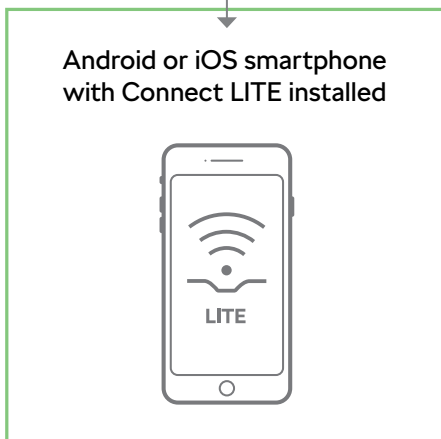
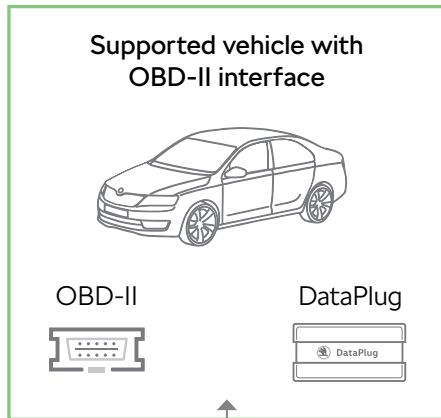
### Economic, efficient connectivity solution for used cars

- > ŠKODA developed the ŠKODA Connect LITE to increase the number of times a customer brings their car in for service.
- > It connects customer to his car and inform him about his driving style. Customer can also automatically schedule a repair appointment service via app.
- > The solution is compatible with the most models manufactured from 2008 and dedicated to vehicles which are not equipped with ŠKODA Connect (MOD).
- > It shall provide moderate connectivity experience and familiarize customers with digital products as a future upselling potential.

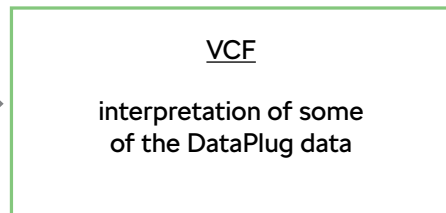
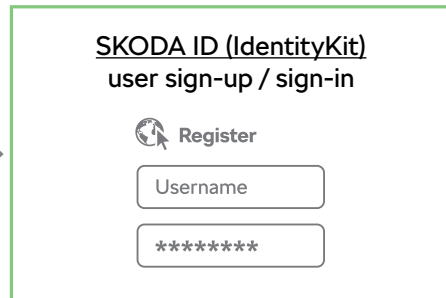


# Connect LITE > Intro > Simplified Functional Scheme

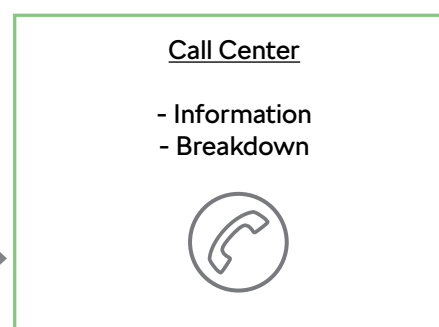
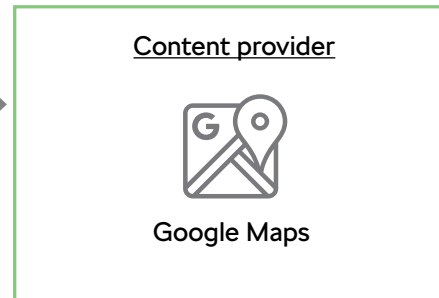
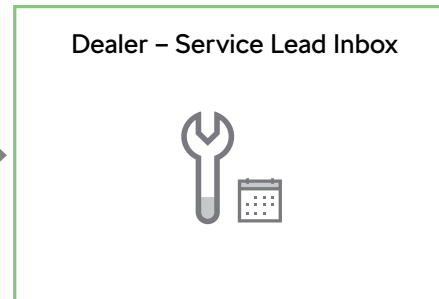
## Customer

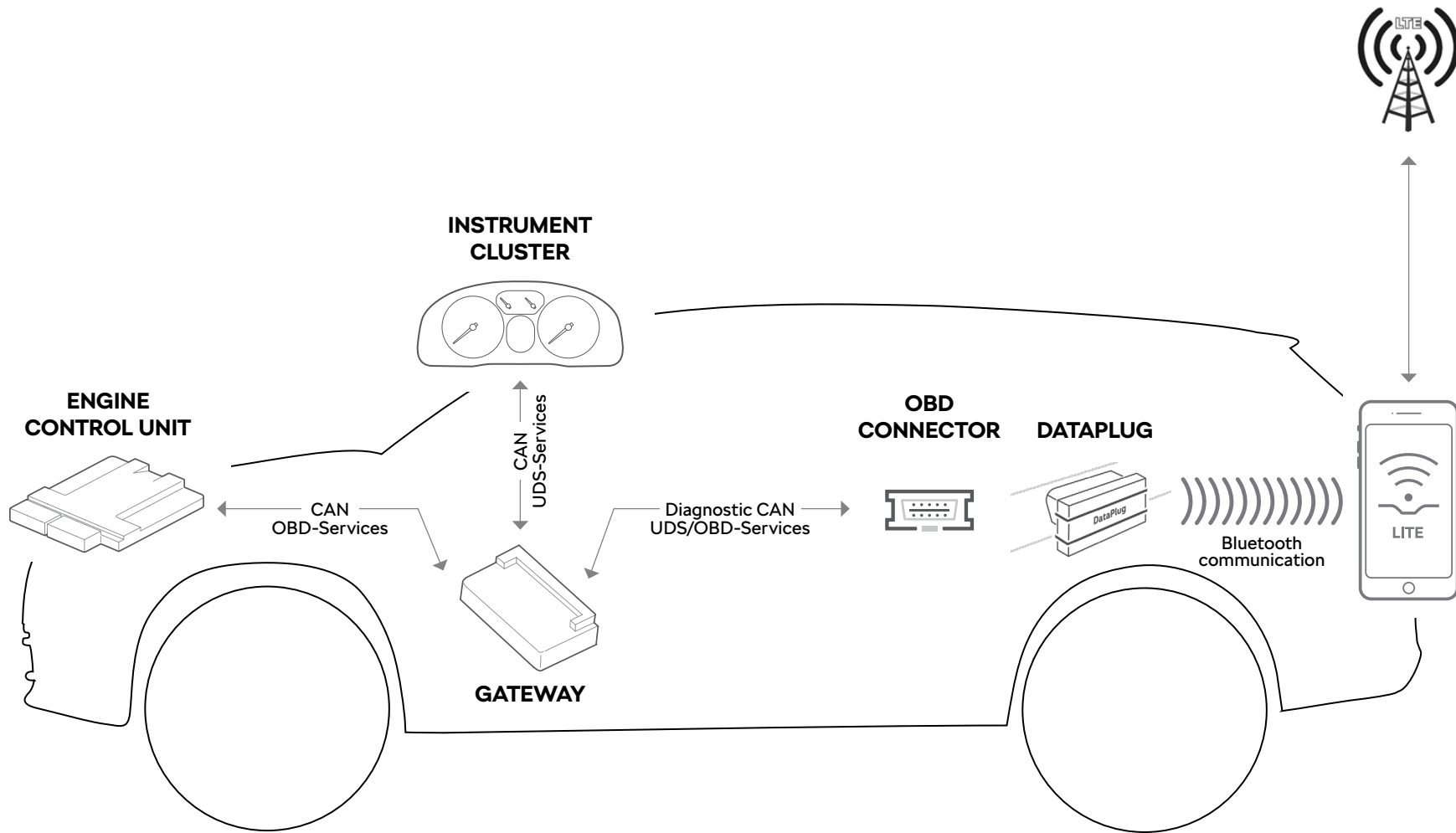


## Back Ends



## Support / Performance / Data









## ŠKODA vehicle

ŠKODA Connect LITE is available with most models manufactured from 2008, detailed references on SOPs of particulars models see on next page.



## DATA PLUG

It is OBD connector, which is plugged into the diagnosis interface of car, collects various vehicle information and sends it to smartphone via Bluetooth connection. Data Plug is available as ŠKODA Genuine Accessories.



## ŠKODA Connect LITE App

Downloadable for free from Google Play or App Store (Android & iOS platform only). Available locally only on app stores of markets which were implemented by ŠKODA HQ.



Register

## ŠKODA ID

Registration and log in with ŠKODA ID is necessary to unlock full scope of services including enabling service lead inbox connection. Car is connected only if customer is registered with ŠKODA ID!



### ŠKODA CITIGO

From SOP CW41/2011



### ŠKODA ROOMSTER

From SOP CW13/2010



### ŠKODA FABIA

Fabia II from SOP CW13/2010  
Fabia III from SOP CW34/2014



### ŠKODA RAPID

From SOP CW27/2012



### ŠKODA OCTAVIA

Octavia II from SOP CW45/2008  
Octavia III from SOP CW45/2012



### ŠKODA YETI

From SOP CW18/2009



### ŠKODA KAROQ

From SOP CW45/2017

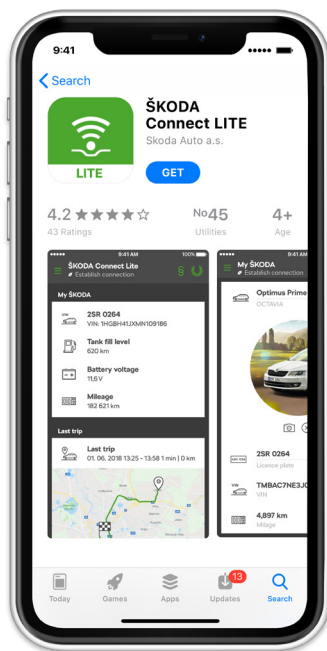


### ŠKODA Superb

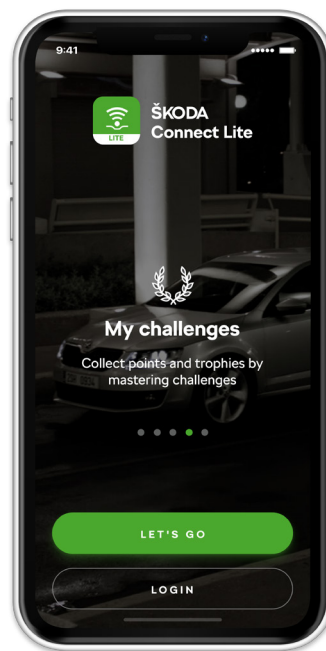
Superb II from SOP CW13/2008  
Superb III from SOP CW11/2015

# Connect LITE > Intro > Installation & Registration Process 1/2

## Install App



## Launch App



## Insert DataPlug



**Download and install the ŠKODA Connect LITE app from the app Store**



**Did you know?**  
The App is for free with no running cost (it uses customer DataPlan for transmitting a data).

**Sit in ŠKODA, open the app and follow installation guide**



**Did you know?**  
Installation process including registration will take up to 10 minutes and can be done by yourself.

**Plug DataPlug to the diagnostic port of car**



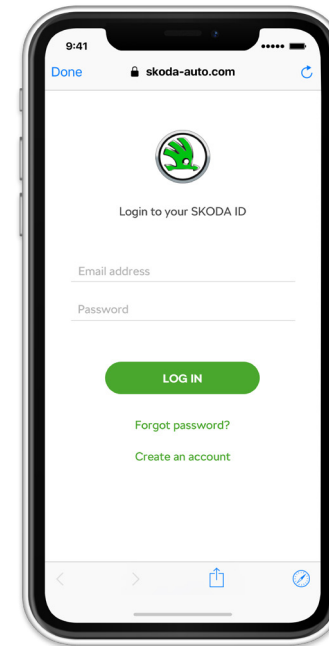
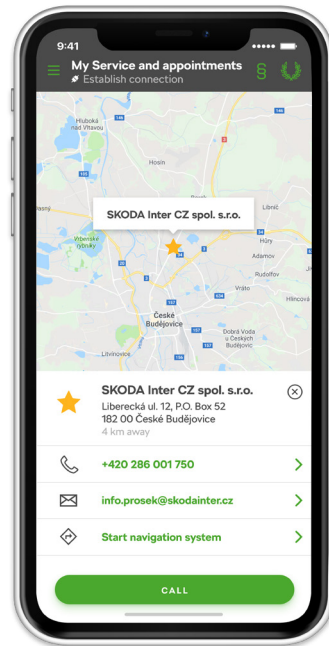
**Did you know?**  
In most ŠKODA models you can find diagnostic interface on the left side of the driver's footwell.

# Connect LITE > Intro > Installation & Registration Process 2/2

## Connect DataPlug

## Chose Dealer

## Log In



**Connect the DataPlug with the App by using a PIN**

**Select favourite Service Partner from list**

**Register or log in via ŠKODA ID In order to activate all App features**



**Did you know?**

Your smartphone is automatically connected with DataPlug everytime you enter the car with Bluetooth on.



**Did you know?**


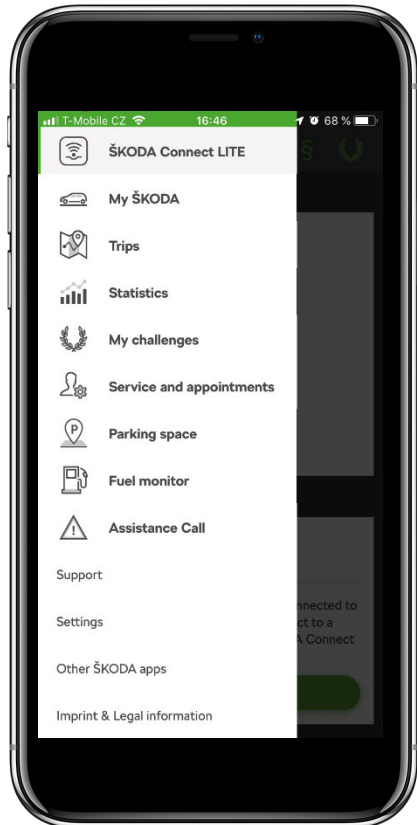
Connect LITE is new source of Service Lead Inbox and will generate service leads with same logic as ŠKODA Connect.



**Did you know?**


App development is agile and there will be several releases within a year bringing new features and reflecting market needs.





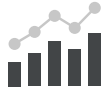
### My ŠKODA

Understand your ŠKODA and its service needs




### Trips

Manage and export digital logbook




### Statistics

Improve your driving style




### Challenges

Collect points and earn trophies




### Fuel Monitor

Optimize your fuel costs




### Service and appointments

Contact your ŠKODA service partner



### Parking Space

Find your ŠKODA



### Assistance Call

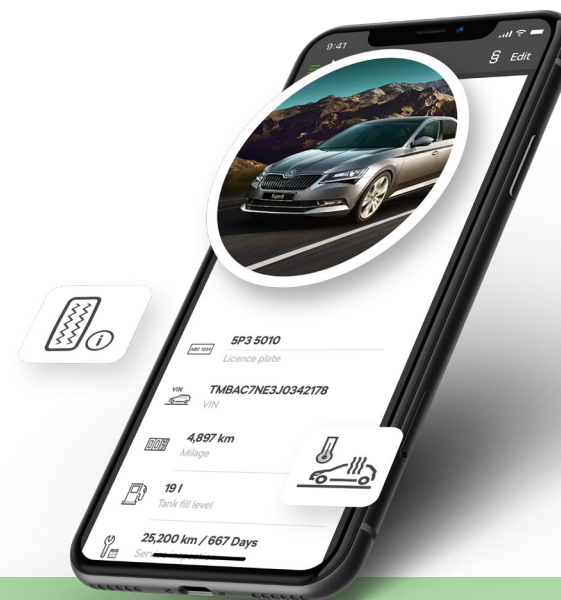
Contact the 24-hour service hotline



## My ŠKODA

### Understand your ŠKODA and its service needs

My ŠKODA shows you the most important information about your car, such as the mileage, fuel level, pending service intervals, current warning signs and lights and the appropriate explanations and recommendations for action.



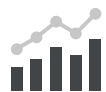
## Trips

### Manage and export digital logbook

Your digital logbook records all trips with start, destination, date, time, duration, distance and fuel costs per trip. You can analyse your driving style per each trip, display its statistics or export Electronic logbook for chosen time period.



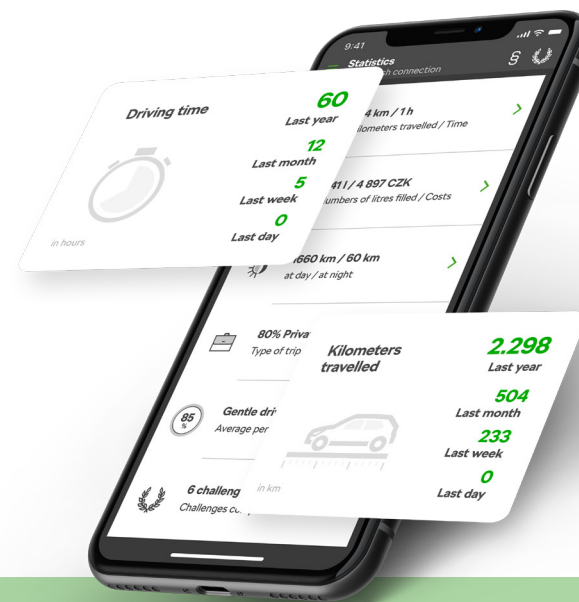




## Statistics

### Improve your driving style

Your driving style evaluation: Drive more efficiently and save fuel at the same time. Your driving style will be examined more precisely here: acceleration, braking behavior, speed, RPM and coolant temperature will be recorded and summarized for you at a glance in a graph.



## Challenges

### Collect points and earn trophies

Look forward to alternating tasks and challenges: in Challenges you can compare yourself to other ŠKODA drivers and collect points and trophies as you go. As soon as you have reached a certain score, you will go up to the next level and activate new challenges.

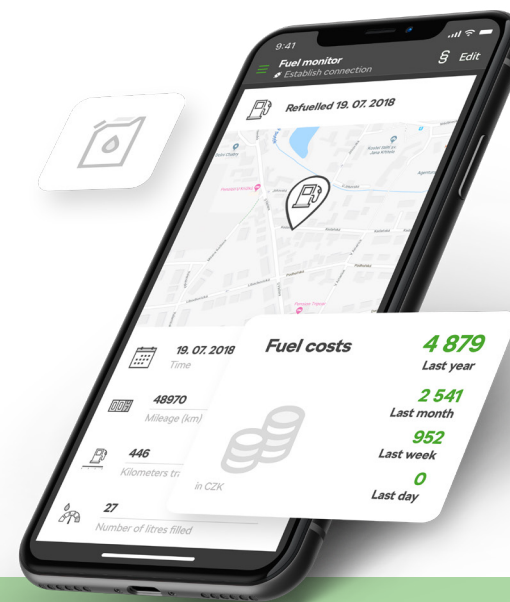




## Fuel Monitor

### Optimize your fuel costs

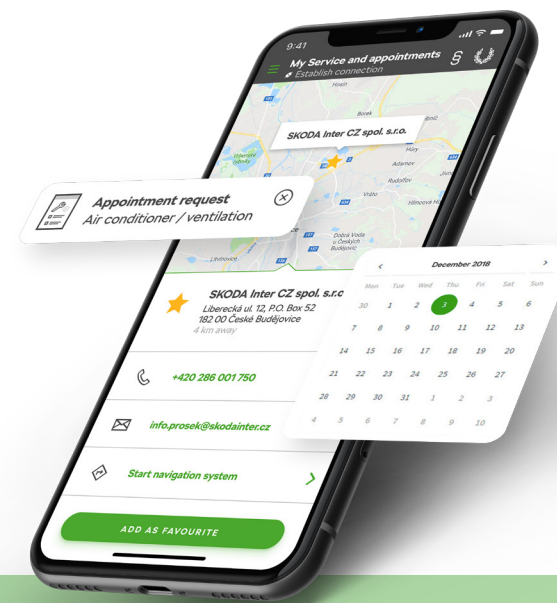
Records data every time you fill up and makes them available to you in a general overview. By this, you will always know when, where and how much you have filled up, how much it has cost and what your monthly fuel expenses are.



## Service and appointments

### Contact your ŠKODA service partner

Save your favourite service partner in order to access the necessary contact details quickly and easily at any time. You also have a direct connection to ŠKODA Service while on the road and a list of car dealers near you will be displayed.

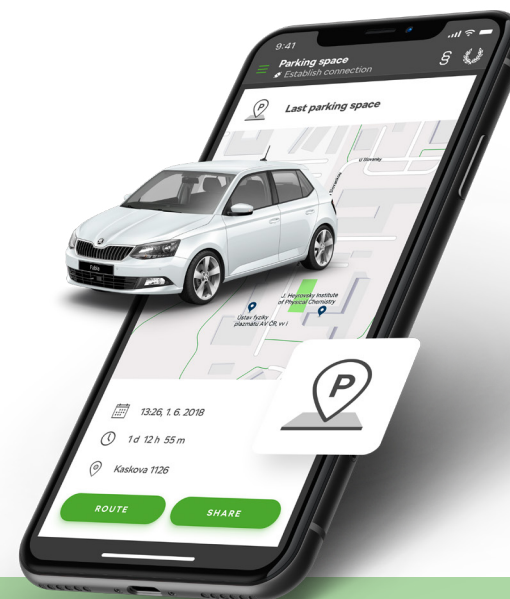




## Parking Space

### Find your ŠKODA

The Parking Space function offers vehicle location by automatically saving the last known location of your car and displays it on a map. It calculates duration of your parking and it can navigate you to your car or share the location with others.



## Assistance

### Contact the 24-hour service hotline

In case of a technical breakdown or even an accident, the app enables you to get directly in touch with the national 24-hour breakdown services at home or abroad, or the ŠKODA service hotline.



## Connection to Service Lead Inbox

- › Connect LITE is new source of Service Lead Inbox besides ŠKODA Connect
- › New category „ŠKODA Connect Lite“ in SLI was created to recognize lead origin
- › All relevant vehicle & customer details are included in appointment request as per ŠKODA Connect
- › Prerequisite of lead creation is to be registered via ŠKODA ID and have preferred partner chosen
- › Service leads can be triggered manually or automatically via app (see the following page)
- › A service lead can be generated if a warning message has been issued, service event has occurred or customer will specify his service need manually –all leads are event related

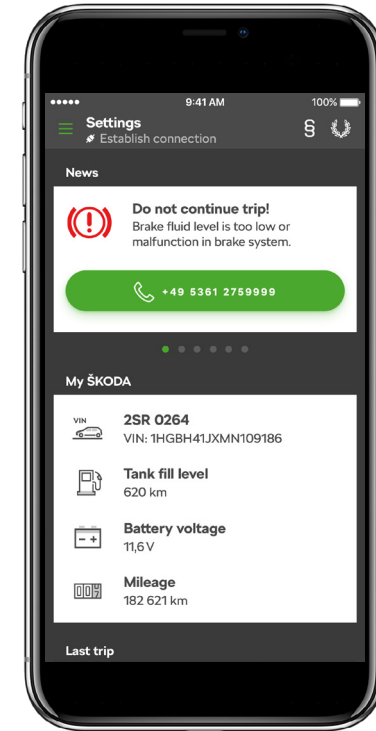
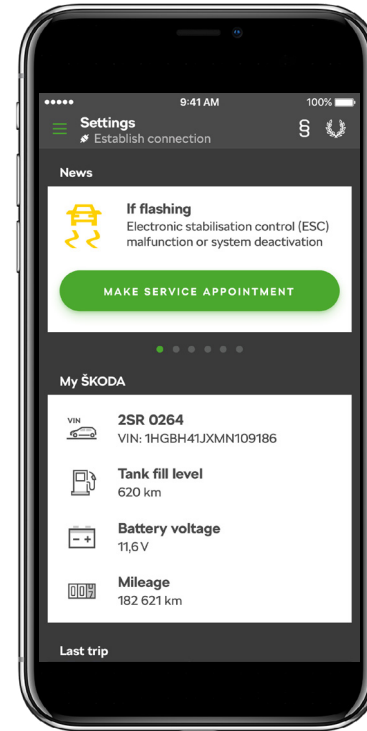
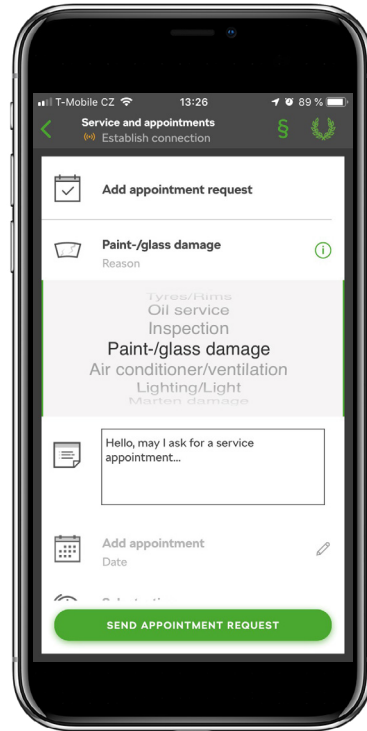
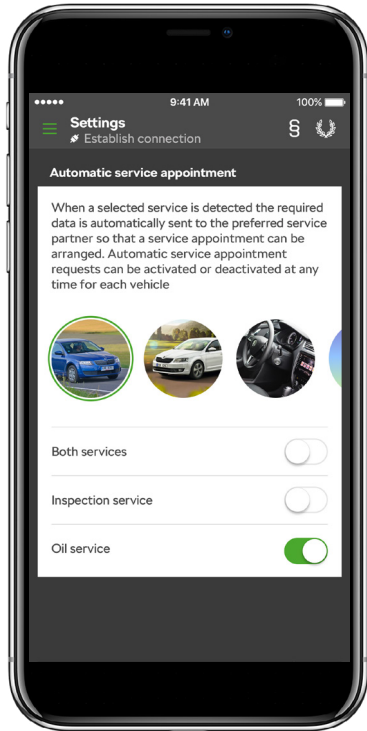
Portál obchodníků | Ukončit | ?  
Přihlášen jako [CZ25216C]/[DP2AMOE]
Service Lead Inbox

● TMBAC7NE3J0365413 (1)		Priorita: Naléhavé	Vstup dne: po 2019-06-10 10:36 LT	Termín: -
● TMBAC7NE3J0365413	Naléhavé	po 2019-06-10 10:36 LT	C	ŠKODA Connect Lite
				Nové
				-
				po 2019-06-10 10:36 LT
				-
				-
				-
				Stepan
				Obrusnik

**Hlavní data**
















<b>ID Lead</b>	200dd66f-9cdc-4c5b-9a79-fc78c58494ef	<b>Interval údržby servisní prohlídka</b>	Servis za 17900 km / Servis za 468 Dny
<b>Kategorie</b>	ŠKODA Connect Lite	<b>Interval údržby výměna oleje</b>	Servis za 17900 km / Servis za 468 Dny
<b>Popis kategorie</b>	-	<b>Výstražná hlášení</b>	-
<b>Popis</b>	Zákazník si chce sjednat termín k tématu „Ostatní“. Obrátte se na zákazníka. - Testovací Lead - Engine management system malfunction (electronic power control).		

Údaje o vozidle	Data zákazníka
<b>Stav km</b>	12110 km
<b>Značka</b>	C
<b>Model</b>	OCTAVIA STY TS110/1.4M6F
<b>Modelový rok</b>	2018
<b>Oslovení</b>	-
<b>Titul</b>	-
<b>Jméno</b>	Stepan
<b>Příjmení</b>	Obrusnik
<b>Přání kontaktu</b>	-
<b>Telefon</b>	+420720861386
<b>E-mail</b>	stepan.obrusnik@gmail.com



Service & oil inspection	Customer request	Yellow warning lights	Red warning lights
<p>Service inspection and oil service enquiry can be sent automatically to preferred service partner. (depends on app settings and it can be activated / deactivated any time)</p>	<p>Customer can send appointment request to his preferred partner manually by choosing reason for his appointment or by tapping on particular warning light sign in Assistance call menu.</p>	<p>In case of yellow warning messages, customer will be offered to make service appointment by his preferred partner. (service lead can only be requested manually)</p>	<p>In case of red warning messages, the number of our breakdown service will be shown in the app and customer will be directed to roadside assistance call. (service lead cannot be created here)</p>

# Connect LITE > Features Overview > Warning Lights Monitored

Yellow Warning Lights	PQ MODELS	MQB MODELS	Red Warning Lights	PQ MODELS	MQB MODELS
 Anti-lock brake system	✓	✓	 Brake Fluid Level	✓	✓
 Airbag	✓		 Braking Distance Reducer	✓	
 Particulate Filter	✓		 Alternator Charge Control	✓	
<b>EPC</b> Electric Throttle	✓		 Engine Coolant Level	✓	✓
 Bulbs	✓		 Engine Coolant Temperature	✓	
 ESP system	✓	✓	 Brake Booster	✓	
 Exhaust system	✓	✓			
 Diesel Pre-heat	✓				
 Warn Brake Linings	✓	✓			
 Tyre Pressure	✓	✓			

**PQ models:** Citigo, Fabia 2, Fabia 3, Rapid, Roomster, Yeti, Octavia 2, Superb 2  
**MQB models:** Octavia 3, Karoq, Superb 3



Connect all your customers and increase their loyalty.



### Be effective

More Service Leads will increase your turnover and data will help you to optimize your workshop and capacity planning.



### Exceed customer expectations

Boost satisfaction of your customers and familiarize them with digital products as a future upselling potential.



### Bind your customer

Become favourite Service partner, get direct customer contact thanks to Service Lead Inbox and increase your customer loyalty.



### Push your image

Say loud and proud: "My carpark is fully connected." It supports the dealer's image as a high tech service provider.





Enjoy being connected and discover new digital services.



### Connected to your vehicle

Understand your vehicle with simple installation, intuitive control and no additional running cost.



### Get driving feedback

Improve your driving habits, transparently document and optimize your fuel consumption.



### Manage your logbook

Download your trip logs for your own overview and submit it for tax reduction (\*depending on local law).



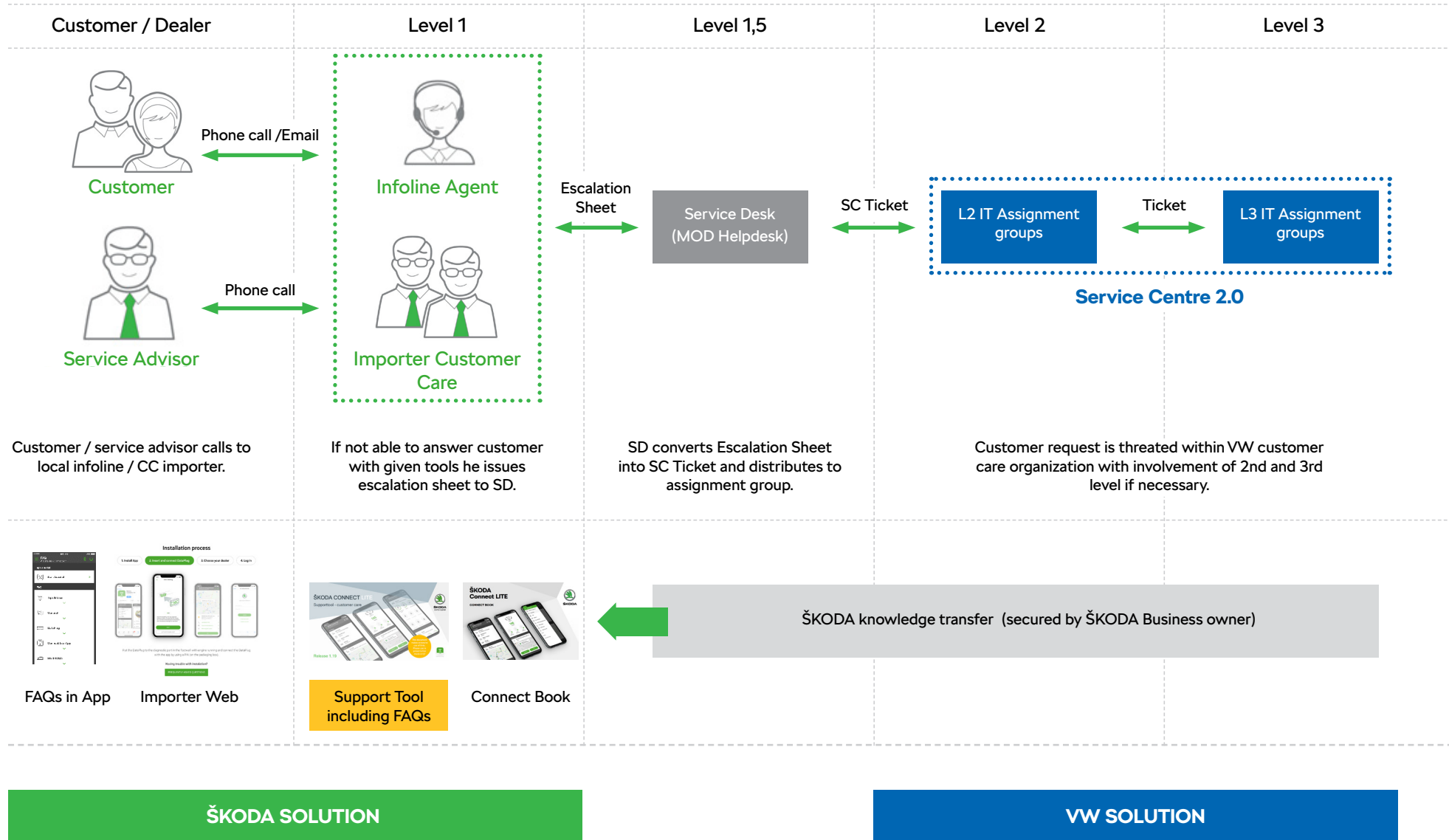
### Connect to ŠKODA Network

Get immediate support in case of malfunctions or maintenance needs - all ŠKODA Service partners in your area just a click away.





# Connect LITE > Support > Support Scheme



- > ŠKODA Connect LITE Support Tool is backbone for Customer Care and can be downloaded from B2B portal
- > This comprehensive and interactive document provides:

### 1 Assistance for customer dialogue

### 2 Demonstration of app features

### 3 Click dummies for installation & registration process

### 4 Frequently asked questions

<b>What is ŠKODA Connect LITE?</b>	ŠKODA Connect LITE is the intelligent, connected vehicle assistant. It connects you and your ŠKODA so that you are constantly informed about your vehicle, your driving style and your trips.
<b>What functions does ŠKODA Connect LITE offer?</b>	ŠKODA Connect LITE currently offers the following functions: Driving Style, Parking Space, My ŠKODA, Trip History, Assistance Call, Fuel Monitor, Service Partner and Challenges. \nYou can find further information on each function in the corresponding FAQ categories.
<b>What do I need in order to use ŠKODA Connect LITE?</b>	You will need the following components: A smartphone with an Android (version 5.0 or higher) or iOS operating system (version 11.0 or higher). The ŠKODA Connect LITE® app, available at the Play Store (Android) or the App Store (iOS). The ŠKODA Connect LITE® DataPlug (available at your ŠKODA dealership). A compatible ŠKODA model. More information about ŠKODA Connect LITE® and individual compatibility can be found at our homepage: <a href="http://www.connect-lite.com">www.connect-lite.com</a>

- > The Escalation Sheet Lite provides necessary information for improved orientation if the problem cannot be solved immediately and needs to be passed to the next levels of support.
- > This form is a questionnaire that contains information about the customer's problem. It is filled in by the Infoline agent/dealership employee in cooperation with customer and based on the customer's answers.
- > All required data (basic and technical data, problem description, etc.) must be filled in manually, then with using button "Send to central CONNECT HELPDESK" it is send as an attachment to the MOD Helpdesk via email.

1/4 - Customer Data (\* = mandatory fields)

Country\* Czech Republic (CZ)

Email Address (user name) of the customer\* test@email.cz

VIN (Vehicle Identification Number)\* TMBKR6NJ6EZ999999 17

Vehicle Model\* FABIA

Model year 2014

Vehicle Mileage\* 12345

Car radio or hands-free headset WITH BLUETOOTH available?

Cancel Next >

EU-EscalSheet-Lite 0.2.0 (EN) C:\\_RED-FOX\SKODA\_AUTO\SKODA\_Connect\_EU\_Escal... LITE

2/4 - General important questions (\* = mandatory fields)

Does the customer have any problems with the installation?  Yes  No

Does the customer have any problems with the application?  Yes  No

Does the customer have problems with the app features?  Yes  No

Does the customer have problems with the SKODA ID?  Yes  No

Problems with the installation

Does the customer have any problems with the installation of DataPlug to OBD II port in his vehicle?  Yes  No

Does the customer have any problems with the choosing of his preferred country?  Yes  No

Does the customer have any problems with the bluetooth connection between App and DataPlug?  Yes  No

Does the customer have any problems with the selection of his preferred partner?  Yes  No

Cancel OK

Please send a screenshot or picture, describing the error message, if possible attached to the final e-mail.

How did the problem arise?

What is the impact of the problem?

Since when does the problem occur?

Who is affected? (one user / group / everybody)

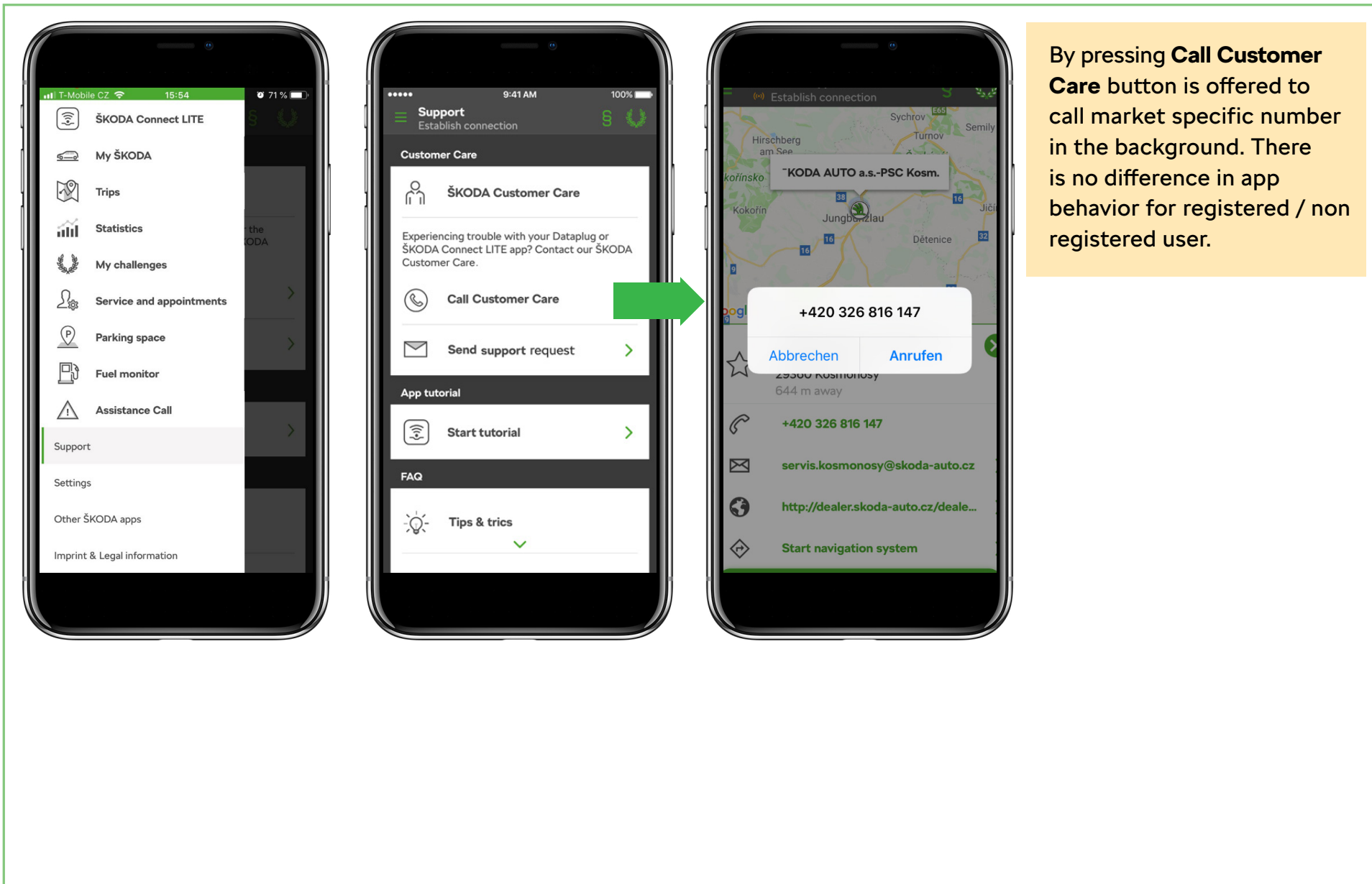
Have workarounds been conducted?

< Prev Next >

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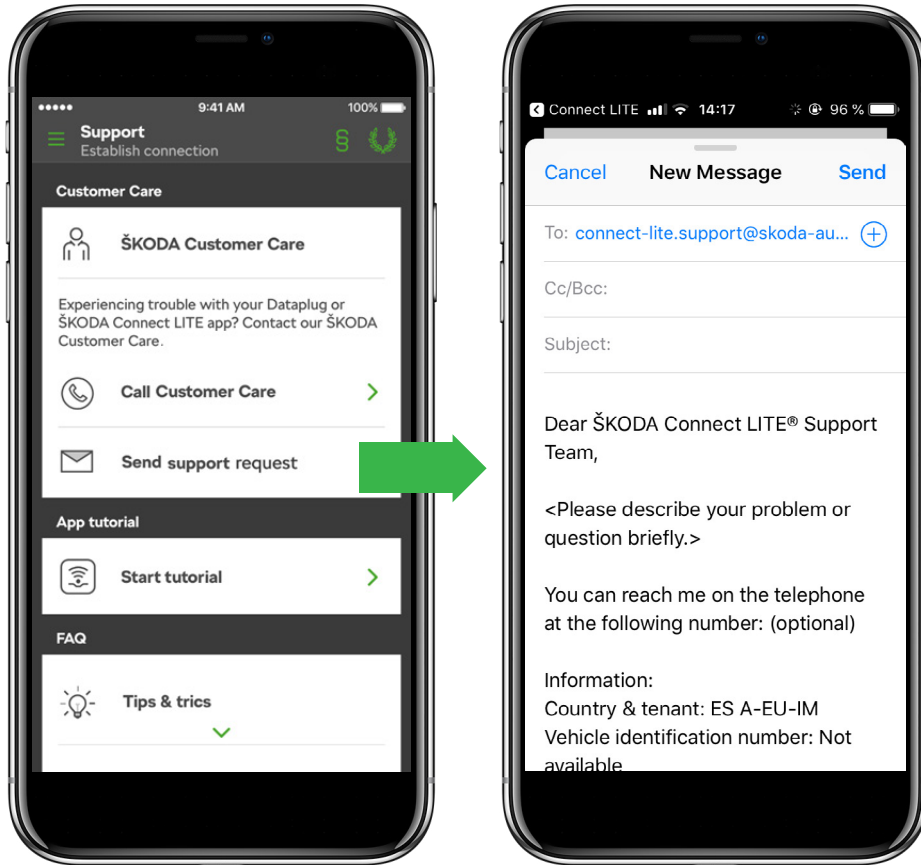


## Connect LITE › Support › Phone Call Request



By pressing **Call Customer Care** button is offered to call market specific number in the background. There is no difference in app behavior for registered / non registered user.

## Connect LITE › Support › Email Request (Non-Registered Customer)



By pressing **Send support request** button non-registered customer is directed to preferred email client with relevant market specific email pre-filled. Email generated has following format:

Dear Customer Care Center,

I am approaching you with request related to ŠKODA Connect LITE.

<Please describe your problem or question briefly.>

You can reach me on the telephone at the following number: (optional)

Information:

Country & tenant: CZ A-EU-IM

Vehicle identification number: Not available

Smartphone model: iPhone SE

Smartphone system & version: iOS 12.1.2

App version: 1.65.6.1

DataPlug serial number: Not available

DataPlug firmware: Not available

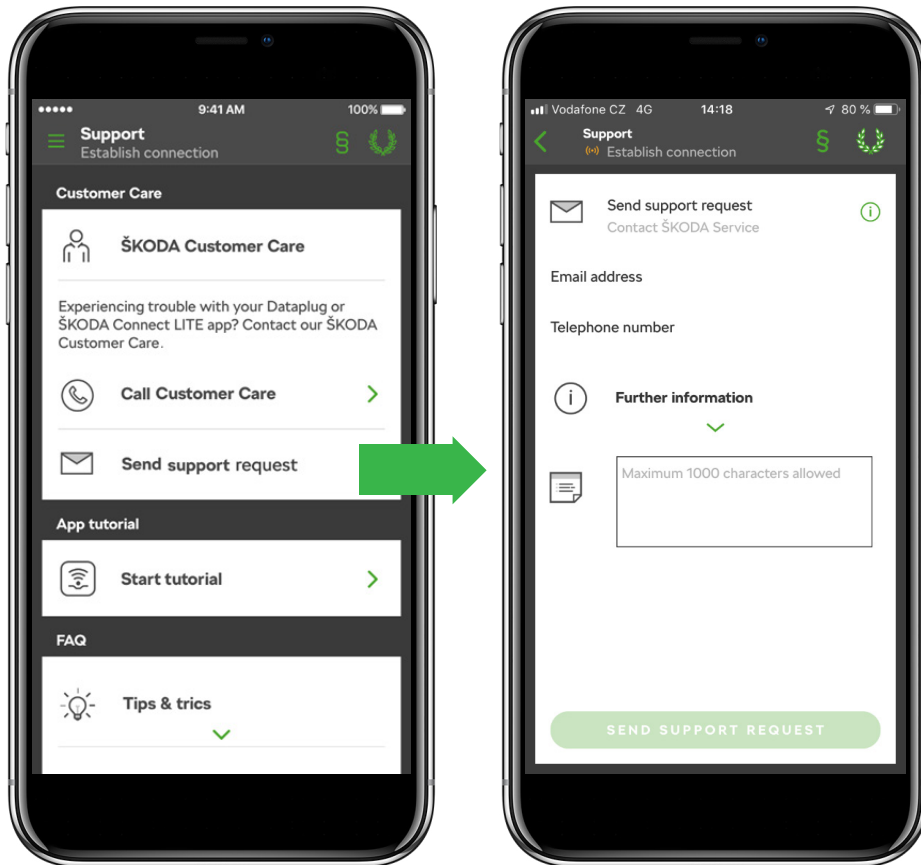
DataPlug version for mapping table: Not available

Signature





## Connect LITE › Support › Email Request (Registered Customer)



By pressing **Send support request** button registered customer is forwarded to Send support request screen with prefilled information and it is sent to market local CC center. Generated email has following format:

Dear Customer Care Center,

a support request 190300XXXXXX was started by the user USER NAME from the ŠKODA Connect LITE.

Problem description of the user:

Test it

Personal data

Salutation

First name, last name:

Email address:

MR

USER NAME

user.name@company.com

Telephone number:

Country & tenant:

Vehicle

Model:

Vehicle identification number:

PQ/MQB:

Smartphone

Model:

System & Version:

App

Version:

Serial number:

Data Plug

Firmware:

Version for mapping table:

+XXXXXXXXXX

CZ A-EU-IM

RAPID

TMBAR6NHXK4035295

MQB vehicle

iPhone 8s

iOS 12.1

1.65.XX

TOHKY001043

9.0.8.0

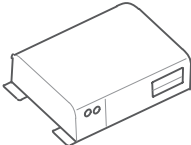
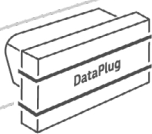














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# Connect LITE › ŠKODA Connect vs ŠKODA Connect LITE › General Comparison

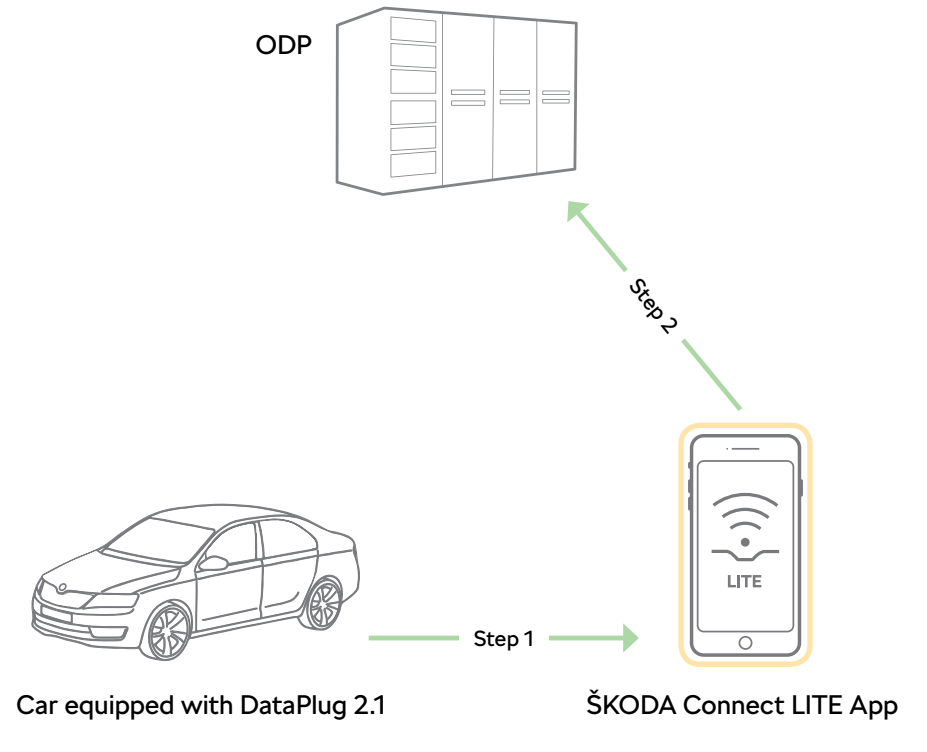
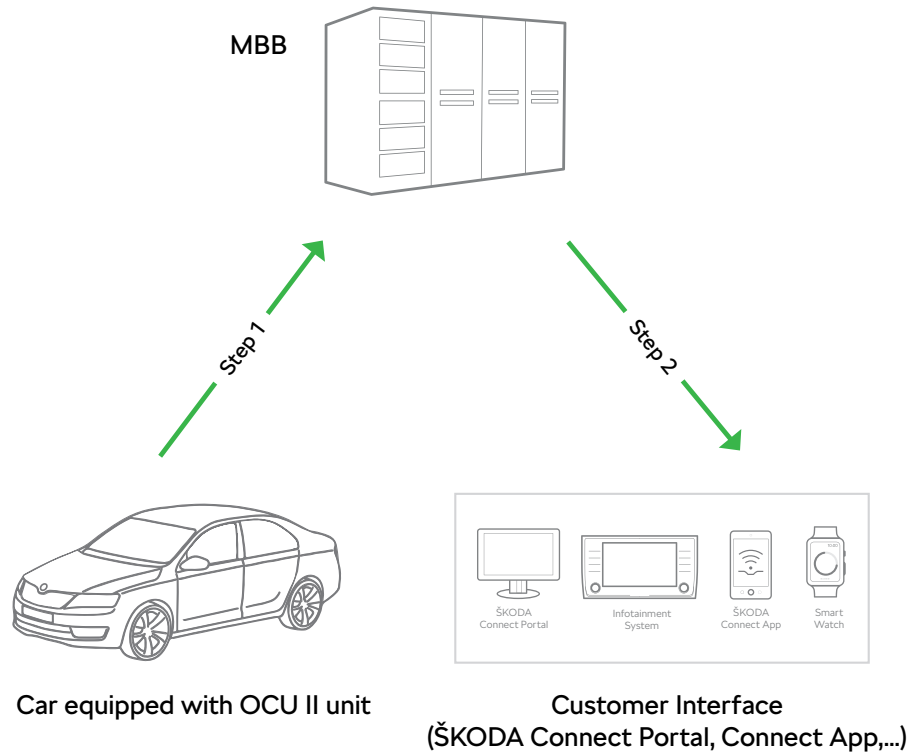
- › **ŠKODA Connect LITE** is the **solution for used cars** and LITE strictly targets cars which are not equipped by OCU Unit allowing ŠKODA Connect Services.
- › **There is only 1 customer frontend - ŠKODA Connect LITE as new application** in app store, there is no portal nor infotainment connection like for ŠKODA Connect.

	ŠKODA Connect	ŠKODA Connect LITE
Target Vehicles	New Cars	Used Cars from 2008
Hardware	Permanently integrated HW in vehicle - <b>OCU II Unit</b> built in by OEM factory 	Diagnostic interface in vehicle - <b>Data Plug 2.1</b> sold as ŠKODA Accessory 
Frontend	    <p>ŠKODA Connect Portal    Infotainment System    ŠKODA Connect App    Smart Watch</p>	    <p>ŠKODA Connect Portal    Infotainment System    <b>New ŠKODA app</b> ŠKODA Connect LITE App    Smart Watch</p>
Functions	   <p>Proactive Service    Remote Access    Infotainment Online</p>	   <p>Proactive Service    Remote Access    Infotainment Online</p>
	Available	Different Scope Not Available

# Connect LITE › ŠKODA Connect vs ŠKODA Connect LITE › Connectivity Comparison


## ŠKODA Connect

## ŠKODA Connect LITE



- |   |   |
|---|---|
| 1 | Vehicle communicates directly to backend via OCU II unit. |
| 2 | You can access your vehicle data on various frontends.    |

- |   |  |
|---|--|
| 1 | Vehicle communicates with your smartphone via Bluetooth. |
| 2 | Smartphone enriches the data and send it to the backend. |

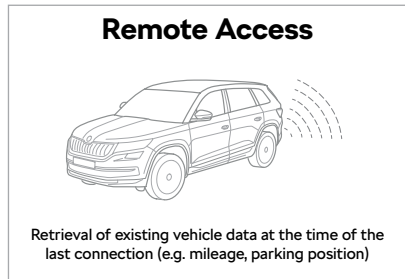
 Connect LITE connects your vehicle to smartphone, hence Connect LITE makes your vehicle connected only when your smartphone is in the car connected via Bluetooth to DataPlug. Your smartphone in car is necessary premise of being connected.

# Connect LITE > ŠKODA Connect vs ŠKODA Connect LITE > Features Availability Comparison



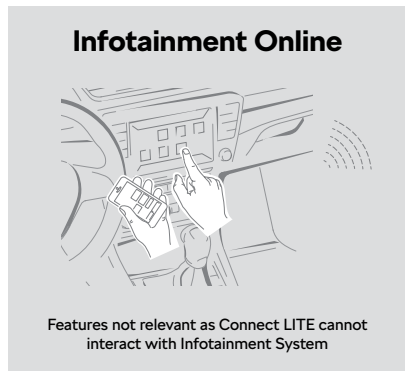
ŠKODA Connect (MOD2)			
Automatic Accident Notification	Breakdown Call	Info Call	Duration: Lifetime
Service Scheduling	Vehicle Health Report		

ŠKODA Connect LITE			
Automatic Accident Notification	Breakdown Call	Info Call	Duration: Lifetime
Service Scheduling	Vehicle Health Report		



Driving Data	Vehicle Status	Area Notification	Duration: 1 or 3 years
Speed Notification	Parking Position	Online Anti-Theft Alarm	
Honk & Flash	Online Auxiliary Heater		

Driving Data	Vehicle Status	Area Notification	Duration: Lifetime
Speed Notification	Parking Position	Online Anti-Theft Alarm	
Honk & Flash	Online Auxiliary Heater		



















Online Map Update	Weather & News	Gracenote	Duration: 1 years
Online POI Search (Voice)	Online POI Search (Text)	Online Destination Import	
Online Traffic Information	Online Route Import	My Points Of Interest	
Petrol Stations	Parking Spaces		

Online Map Update	Weather & News	Gracenote
Online POI Search (Voice)	Online POI Search (Text)	Online Destination Import
Online Traffic Information	Online Route Import	My Points Of Interest
Petrol Stations	Parking Spaces	

Available      Different Scope      Not Available

# Connect LITE > ŠKODA Connect vs ŠKODA Connect LITE > Features Detailed comparison

	ŠKODA Connect (MOD2)	ŠKODA Connect LITE
Proactive Service	 <b>Breakdown Call</b> Breakdown call at the touch of a button in the vehicle. The vehicle sends location and vehicle data to the roadside assistance call centre and establishes a voice call. The vehicle data that is sent means that the customer can get the help they require as soon as possible.	 <b>Assistance Call – Call Roadside Assistance</b> Breakdown call can be initiated by pressing a button „Call Roadside Assistance“ in Connect LITE app in Assistance Call dashboard. The Vehicle Data are not sent unlike in ŠKODA Connect.
	 <b>Info Call</b> In case of problems with ŠKODA Connect services or any product-related questions, the customer has the option to trigger a call by pressing a button on the three-button module. A voice call to the customer care call centre is then established.	 <b>Support – Call Customer Care</b> Info call can be initiated by pressing a button „Call Customer Care“ in the ŠKODA Connect LITE App in Support dashboard.
	 <b>Service Scheduling</b> The vehicle reports to the server that a service is required. The data is provided to the customer's preferred Service Partner. The preferred Service Partner has to proactively contact the customer about this.	 <b>Service and appointments</b> Vehicle reports oil and service due date and limited warning lights to the ŠKODA Connect LITE App, then customer can trigger SLI via pop-up notification or send appointment request manually.
	 <b>Vehicle Health Report</b> The vehicle sends information about the vehicle's condition (selected warning messages that are displayed in the instrument cluster or a service requirement) to the server either at regular intervals or on request. The current vehicle status can be displayed and/or archived in the Connect Portal and in the Connect App.	 <b>My ŠKODA</b> Vehicle sends information about vehicle's condition to connected smartphone. Details of vehicle's condition can be displayed in the ŠKODA Connect LITE App as only frontend. (no Connect Portal, etc.)
Remote Access	 <b>Driving Data</b> The customer can call up the latest vehicle usage data (e.g. average consumption or distance travelled).	 <b>Trips</b> Same logic as per ŠKODA Connect with logbook management and export features available.
	 <b>Vehicle Status</b> The customer can call up various vehicle data. This includes the mileage, maintenance information, range or fuel level, locking status of the doors and windows.	 <b>My ŠKODA</b> My ŠKODA shows you the information, such as the mileage, first registration, pending service intervals, current warning signs and lights. But it is not covering locking status of doors and windows like ŠKODA.
	 <b>Parking Position</b> The vehicle sends its location data to the server once the journey is complete. After using the Connect Portal or Connect App to call up the data, the customer can easily find their parked vehicle.	 <b>Parking Space</b> The App saves last known parking position of vehicle, when was smartphone connected, after disconnection the position is not further monitored. Customer can navigate himself or share his car location with others.
	 <b>Online Auxiliary Heater</b> Thanks to this service, the customer can remotely control the pre-heating or ventilation.	 <b>Auxiliary heater (Powered by Dffreezeze)*</b> Additional HW from Digades (3rd party supplier) necessary. Plug-in in app ready, HW readiness and availability in market responsibility.

\* Function not available with first release, additional HW equipment necessary.

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