



Vauxhall Connect

User guide

Introducing Vauxhall Connect

Vauxhall Connect is the new way to stay connected whilst on the road. Smart technology systems helping to keep you safe, following the most efficient route and up-to-date with the condition of your Vauxhall.

This guide shows you how to set up your account and subscribe to available services.

- Create a MyVauxhall account
- Add a vehicle to your account
- Subscribe to a service
- Activate Live Navigation

If your Vauxhall Retailer has previously set up your account and you have activated it, just download the MyVauxhall app and use the same user name and password to get started.





Vauxhall Connect

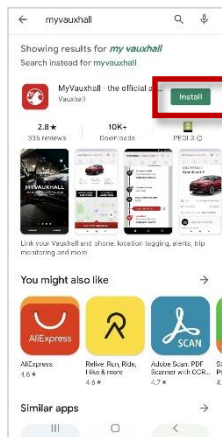
Create an account and link your vehicle

Create a new MyVauxhall account using the App

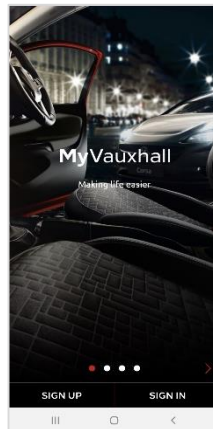
If your Retailer created your MyVauxhall website account, you will have received an email prompting you to activate.

If you activated your account you can use the same login details across all Vauxhall systems – including the MyVauxhall app – and steps 4, 5 and 7 may not apply.

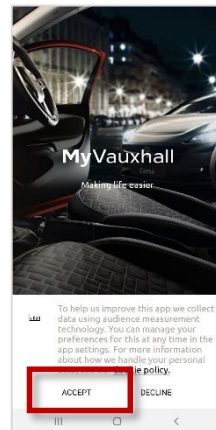
Step 1
Search MyVauxhall in the App/Play Store and Install.



Step 2
Open the App and SIGN UP to create a new account. If you already have an active MyVauxhall account use these details to SIGN IN.



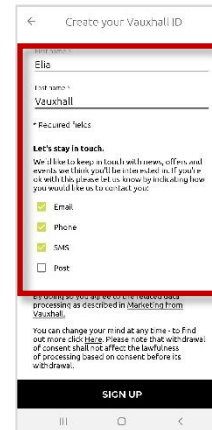
Step 3
The app collects information to help us improve your experience. If you are happy with this, click ACCEPT.



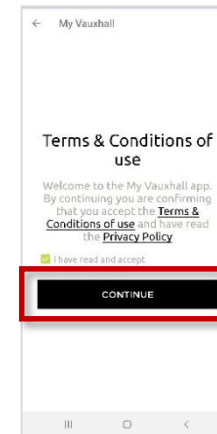
Step 4
Create your account by entering your personal details



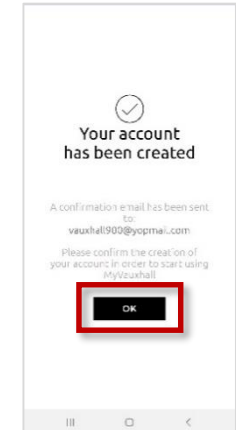
Step 5
We would like to stay in touch - if you're happy with this select your preferred methods of contact and SIGN UP



Step 6
Please read the Terms & Conditions of use and the Privacy Policy. Tick the check-box and CONTINUE



Step 7
Your account has been successfully created. If this is your first login you will be sent an email asking you to complete the activation, click OK to proceed to the login screen

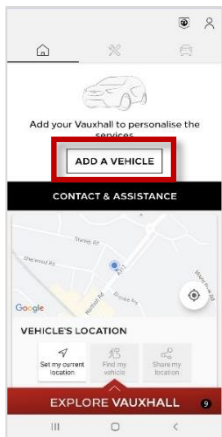


Link a vehicle to your account

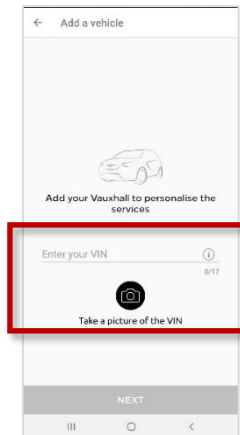
If your Retailer has set your account up, your vehicle should already be linked.
If you need to add a vehicle – or change the existing – follow the steps below.

Please note - you will need your Vehicle Identification Number (VIN) to link your vehicle to your account.
This can normally be found on the inside of the door pillar or on your V5 owners documentation.

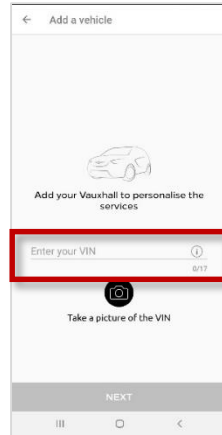
Step 1
Tap ADD A VEHICLE



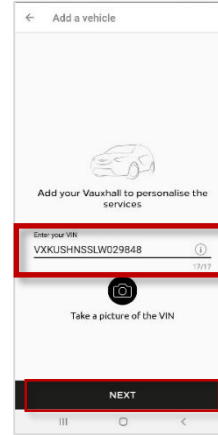
Step 2
Locate the VIN on your vehicle.
Scan the VIN using the 'Take a picture' function



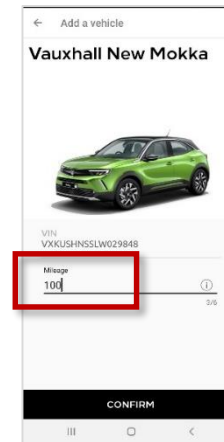
Step 3
Alternatively enter the VIN manually.
Please note the VIN only contains zero's and one's – not the letters O or I.



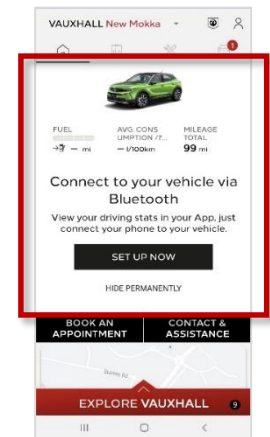
Step 4
Once the VIN meets the expected 17 digit requirements the NEXT tab will turn black and you can click through.



Step 5
Enter your vehicle's current mileage and CONFIRM.



Step 6
Your home-screen will now be populated with your vehicle information.



Your account is now ready for you to subscribe and activate the services you have available on your vehicle.



Vauxhall Connect

Subscribe to a service

Deactivate Privacy Mode

In order for the majority of the Vauxhall Connect services to function correctly, you will need to ensure that data sharing is made available in your vehicle.

Privacy Mode is activated as standard so will need to be deactivated.

For most Vauxhall vehicles equipped with a navigation system, follow these four steps.

For Grandland X customers, or if your vehicle is not equipped with a navigation system, press the e-Call & b-Call buttons together for 1 second to deactivate privacy mode.

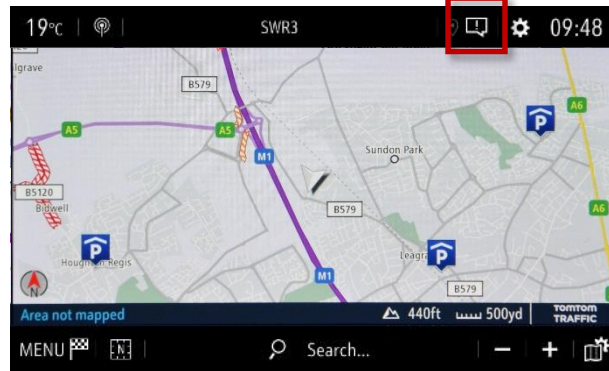
You will hear a tone and an automated voice will advise that privacy mode is 'deactivated'.

IMPORTANT

Privacy Mode must be deactivated in order for the e-call and b-call advanced functions to work. If left activated only minimal emergency functions are operational.

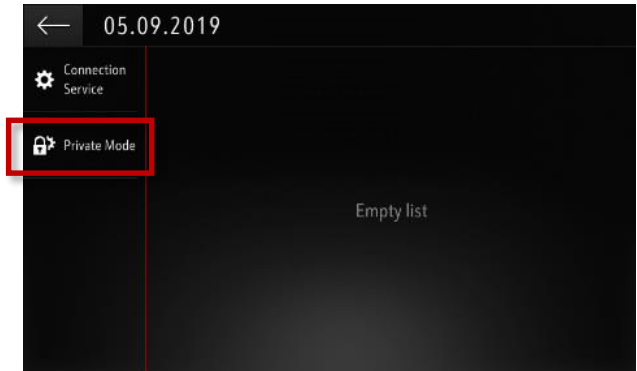
Step 1

From within the vehicle looking at the navigation screen, click on the icon in the upper right corner.



Step 2

Select 'Private Mode'.



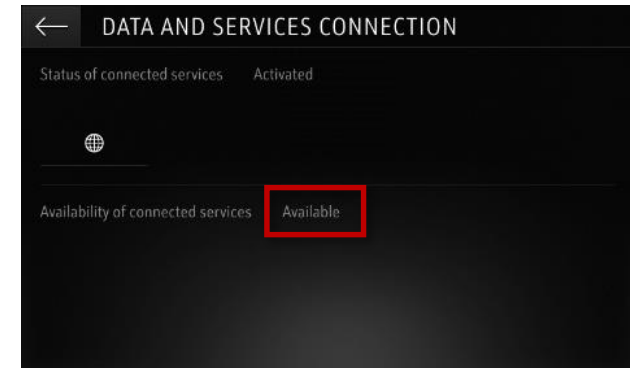
Step 3

Select 'Sharing data and vehicle position', then confirm your selection by clicking the tick icon.



Step 4

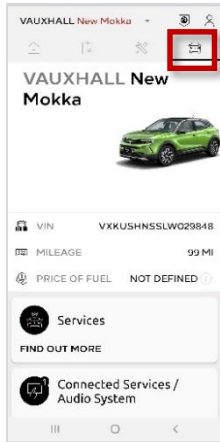
On the connection screen, 'Availability of connected services' will be 'Available'.



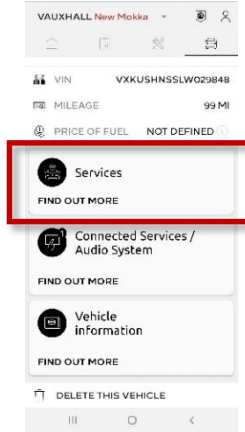
Subscribe to a Vauxhall Connect service

Now you're ready to subscribe to the services. Repeat the steps below as many times as required in order to activate the services available for your vehicle – Live Navigation and Vehicle Status & Information

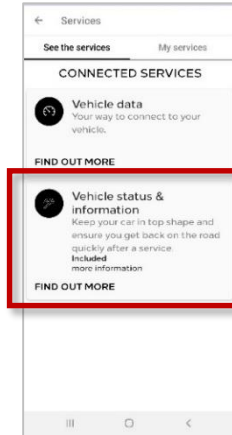
Step 1
Tap on the vehicle icon.



Step 2
Select SERVICES.



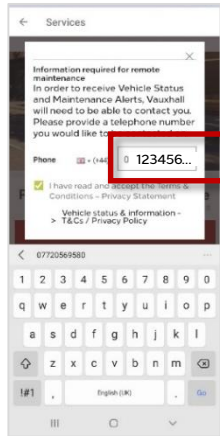
Step 3
Select the service you wish to activate.



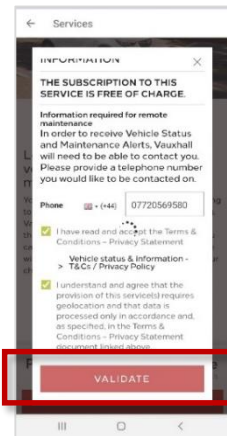
Step 4
This will take you to the Vauxhall Connect store. Tap ORDER to proceed.



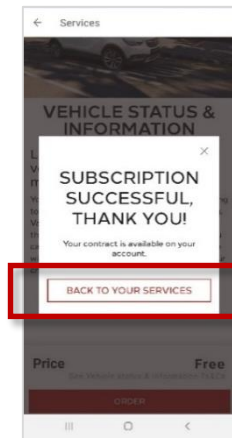
Step 5
If your service requires a telephone number to activate - enter it here.



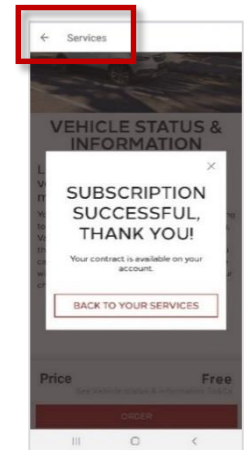
Step 6
Once you have read the terms & conditions of the service you are activating, tick the boxes and click VALIDATE.



Step 7
Once the subscription is complete tap BACK TO YOUR SERVICES to return to the main App.



Step 8
You can also tap the Services button at anytime to return to the App.



Some services will now be activated, however some services require a few additional steps. Read on to understand how to activate these services.

Validating Live Navigation

To ensure correct functioning of the Live Navigation service Privacy Mode must have been deactivated and you must have subscribed to the service – as described earlier.

To validate that Live Navigation is operational – enter your vehicle, start it up and wait until the infotainment system is ready.

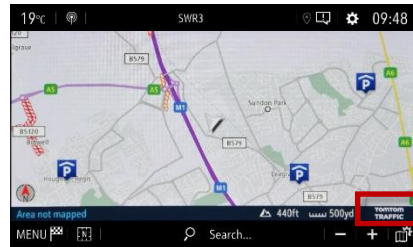
Check that the TomTom Traffic icon is showing in the bottom right of the screen. If it is, the functionality is live.

If not, follow the steps shown.

Important – when activating this service please make sure you are in an open area with good network coverage, avoiding garages and underground car parks.

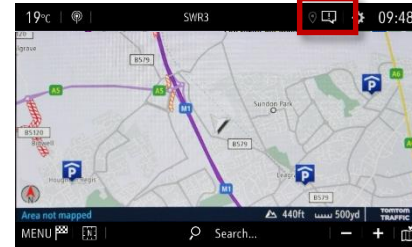
Step 1

In the navigation screen, check that the TomTom Traffic logo is showing bottom right



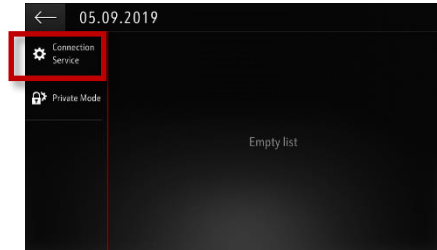
Step 2

If not, click the icon at the top right of the navigation system.



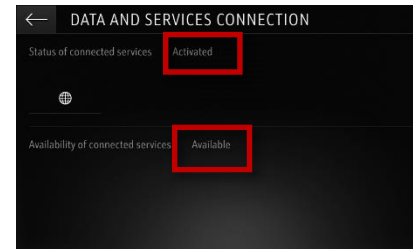
Step 3

To check the services are correctly set up click on 'Connection services'.



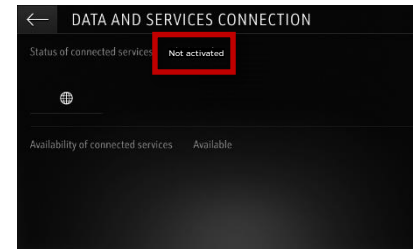
Step 4

On this screen, you should see 'Status of connected services' & 'Availability of connected services' as 'Activated' & 'Available'.



Step 6

If the 'Status of connected services' is showing as 'Not activated', please ensure you have deactivated Privacy Mode. Refer to page 7 of this guide.



Step 7

If the 'Availability of connected services' is showing as 'Not available', please ensure you have subscribed to the service. Refer to page 8 of this guide.

