VOLKSWAGEN GROUP
INFO SERVICES

Customer Information on Setting Privacy Mode (SPM) and Primary User Enrollment for Battery Electric Vehicles MOD4 (BEV) and FVA within Fleet Interface Data

General Information:

Within your Battery Electric Vehicles and FVA (excluding Audi BEVs) you, as a customer, have the opportunity to use Setting Privacy Mode (SPM) to ensure reliable data delivery. You can decide which HMI privacy settings will be available in your BEV fleet. This means, depending on the settings you choose within a newly signed order form, data can be continuously sent without being influenced by a change of privacy settings in the vehicle's HMI by the driver. This is possible for the battery electric vehicles of the brands VW Passenger Cars, VW Commercial Vehicles, SEAT, CUPRA, Škoda and FVA vehicles.

Specifics and order options of SPM and Primary User Enrollment:

For your BEV vehicles and FVA you have the option to assign your vehicles to different groups. Within the Order Form you can choose the preferred settings per group.

1. **Primary Group** - Primary User enrollment **allowed:** This is the group to which all vehicles infleeted will be allocated automatically within the infleeting process. Within this group Primary User Enrollment is allowed
2. **Secondary Group** - Primary User enrollment **not allowed:** Within this group Primary User Enrollment is not allowed. If you don't want to allow Primary User Enrollment for specific vehicles, you need to assign these vehicles after infleeting from the primary to this secondary Group.

1. Primary Group - Primary User enrollment **allowed**

By keeping vehicles in the primary group, you allow the enrollment of a primary user in these vehicles. This enables access to B2C Services such as infotainment, remote access, and charging functionalities while the vehicle is infleeted within Fleet Interface. Vehicles with a set primary user can only be infleeted into Fleet Interface when the enrollment of a Primary User is allowed.

Please be aware:

- **MOD4 vehicles**: For MOD4 vehicles and FVA: When allowing Primary User Enrollment, SPM (Setting Privacy Mode) cannot be applied and data delivery cannot be ensured, as the privacy mode can be changed by the driver. Privacy sliders can be changed by driver and "always online" option cannot be offered.
- **MOD5 vehicles***: The new Infotainment version (called MOD5) includes a separate privacy menu

Kommentiert [VS1]: MOD5

Kommentiert [VS2R1]: Check mit Sideletter

Kommentiert [MN3R1]: I don't think we can use a common milestone here. We need to distinguish between brands e.g. CW18/26 for Skoda is still MOD4. Also, there's the same question as in the sideletter regarding the use of CWs

for fleet vehicles. Continuous data flow can be ensured. **MOD5 vehicles are part of the DPM document.**

*For verification of Infotainment system/platform please refer to the Model overview on Fleet Interface - Documentation. (BEV vehicles with Start of Production with model year 2027 except Audi)

For BEV MOD4 and FVA vehicles assigned to the group "Primary User allowed" you can decide how a BEV shall behave concerning the Online-Mode of "vehicle- and usage data" as well as "location sending" by choosing one of the following options:

Primary User enrollment allowed	Vehicle Sliders (online = blue; offline = grey)[1]		Primary User can overwrite data transmission	Possible Target Group
	Vehicle-/ usage data[2]	Sending Location data[3]		
MOD4	Online each trip[4]		Yes	
MOD4	Online each trip[4]	Online each trip[4]	Yes	
FVA	Last Mode[5]	Last Mode[5]	Yes	

2. Secondary Group: Primary User enrollment **not allowed**

For BEV MOD4 and FVA vehicles assigned to the group "Primary User not allowed" you can decide how a BEV shall behave concerning the Online-Mode of "vehicle- and usage data" as well as "location sending" by choosing one of the following options in the Order Form:

- **Always online**: ensures that you, as a customer, **always receive the data you need directly from your vehicles,** without interruptions caused by drivers taking the vehicle offline by switching on the privacy mode. You can decide if only "vehicle- and usage data" (Option 2) should always be online or "Location Data" should as well be included (Option1).
- **Stay in last set mode**: Driver can change privacy settings within HMI. The configuration stays until further changes.
- **Reset to online each trip**: If driver changes privacy settings within HMI. The configuration changes back to default setting by leaving the car.

Setting Privacy Mode	Vehicle Sliders (online = blue; offline = grey)[1]		Can sliders be changed by driver?	Possible Target Group
	Vehicle-/ usage data[2]	Sending Location data[3]		
MOD4, FVA	Always online		No	Car Sharing Operators
MOD4	Always online	Always offline	No	Rental Car Operators
MOD4	Online each trip[4]		Yes	Pool Drivers
MOD4	Always offline (Sliders stay in last mode chosen by driver)		Yes	User Chooser
MOD4	Sliders stay in last mode chosen by driver		Yes	User Chooser

[1] Online= data can be transmitted to you; offline = no data can be transmitted to you

[2] Data packages: Odometer, Trip Data (excl. Position), Maintenance Data, Cruising Range Data, Energy Levels Data, Warning Lights Data

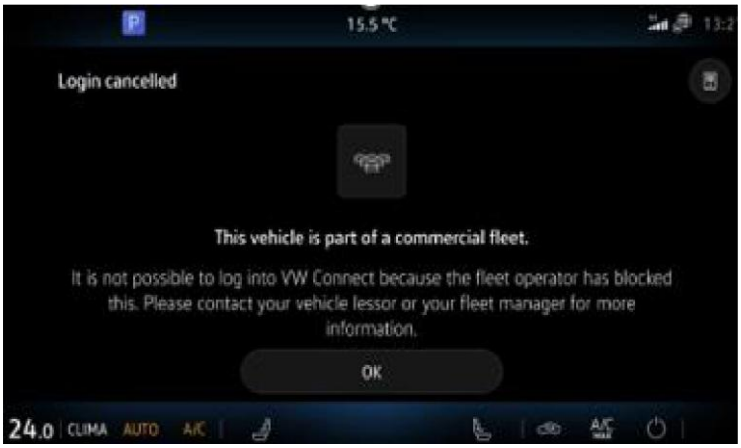
[3] Data packages: Position Data (Live GPS), Position (from Context "Trip Data (incl. Position)")

[4] Slider turns Online each "ignition off" again in case it has been switched to Offline during trip

[5] Slider stays in position until further changes

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Drivers attempting to start primary user enrollment within the infleeted vehicle via Fleet Interface will see the following message on the screen:



Illustrative only – may vary by brand

1. Volkswagen Passenger Cars & Volkswagen Commercial Vehicles

Customer Obligations:

In order to use the product fleet interface data with **Setting Privacy Mode (SPM),** it is necessary

for you, as a customer, to fulfil certain related obligations. These obligations will also be stated in the sideletter you must sign before being able to use **Setting Privacy Mode (SPM).**

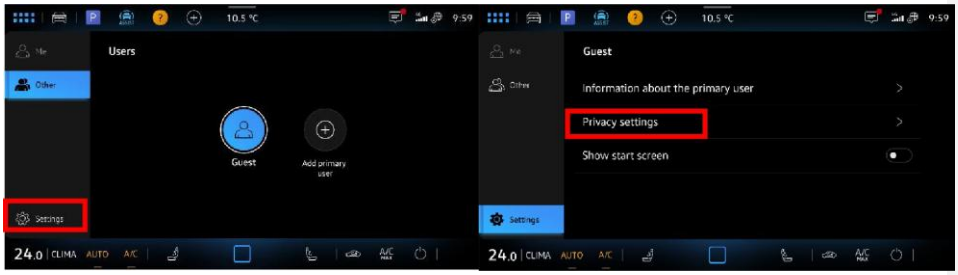
1) Defleet the vehicles after the end of use

As stated in the Framework Agreement you signed, B2B services need to be deactivated once a vehicle leaves your fleet/ the fleet of your customer
Please ensure this is always fulfilled

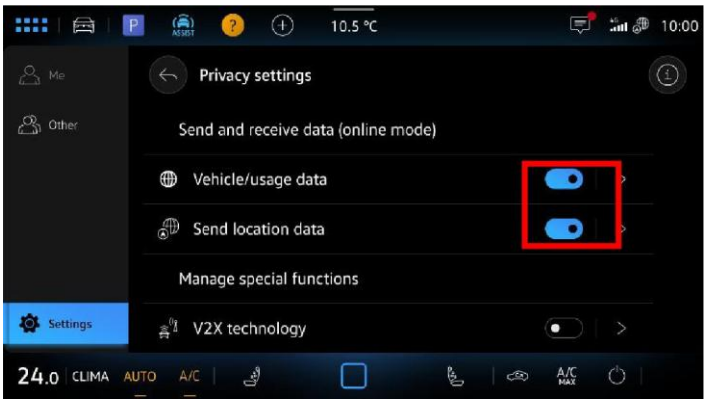
2) Inform your drivers or customers about what can be chosen within the HMI and the fact that we will be sending vehicle data on behalf of you for fleet management reasons (according to your default settings chosen with Setting Privacy Mode (SPM)).
The following information applies depending on the chosen settings.**

You can find the privacy settings via following clicks:

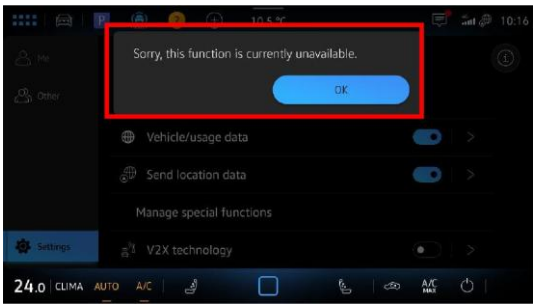
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Setting 1: Vehicle is always online, vehicle-/usage data as well as location data is always on:



Once trying to turn off one of the two affected sliders, the following pop-up appears:

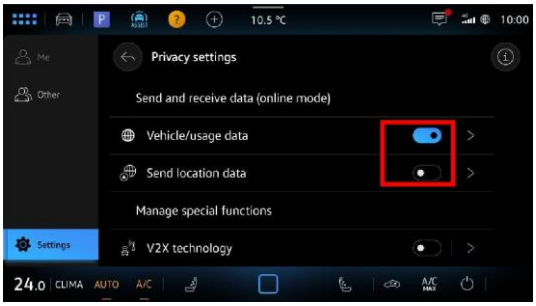


Sorry, this function is currently unavailable.

Please inform your drivers that this pop-up is a result of the settings chosen by the fleet manager. It is not modifiable, and data are constantly being sent on behalf of the fleet manager for fleet management reasons, in a suitable form.

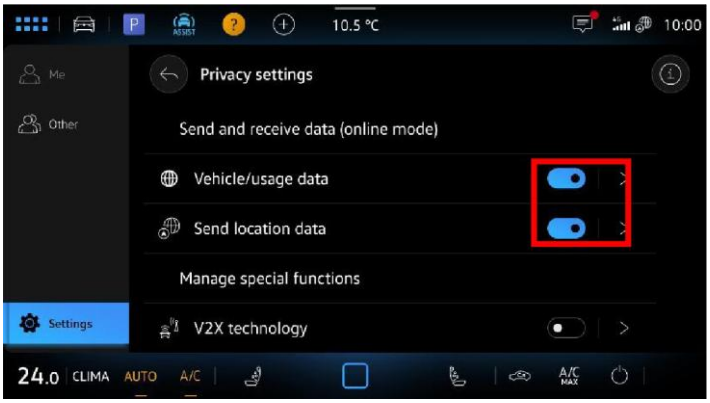
Setting 2: Vehicle is always online, but location data is turned off.

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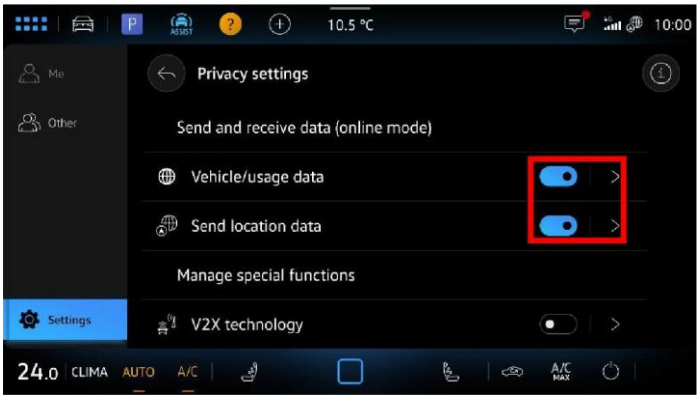
When trying to turn off one of the two affected sliders, the same pop-up as above appears. Please inform your drivers, in a suitable form, that this pop-up is a result of the chosen settings chosen by the fleet manager. It is not modifiable, and data, except location data, are constantly being sent on behalf of the fleet manager for fleet management reasons.

Setting 3: "Vehicle-/ usage data" and "sending location data" switch to Online-mode each trip, but can be turned off by driver:



Please inform your drivers, that this vehicle switches to online-mode at the start of each trip as a result of the settings chosen by the fleet manager, and data are constantly being sent on behalf of the fleet manager for fleet management reasons, in a suitable form.

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Setting 4: Vehicle is set online once, "Vehicle/usage data" and "sending location data" can be changed by driver and stay in last chosen model

Please inform your drivers, that for this vehicle, the driver can choose for both categories, "Vehicle-/ usage data" and "sending location data", whether the vehicle is on "online-mode" or not and if "online-mode" is chosen, that data are constantly being sent on behalf of the fleet manager for fleet management reasons, in a suitable form.

Furthermore, please note that the owner's manuals of the affected vehicles do not yet contain any indications of possible deviations in the functioning of the privacy settings due to the use of Fleet Interface. Please inform your drivers about this as well.

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2. Škoda, SEAT & CUPRA

Customer Obligations:

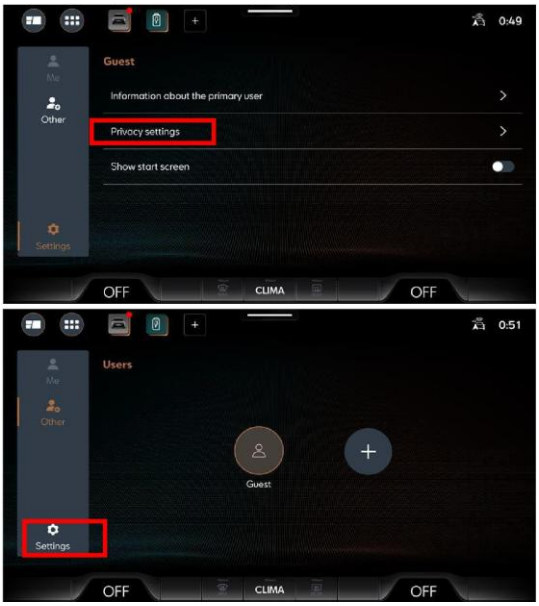
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3) Defleet the vehicles after the end of use

As stated in the Framework Agreement you signed, B2B services need to be deactivated once a vehicle leaves your fleet/ the fleet of your customer
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4) Inform your drivers or customers about what can be chosen within the HMI and the fact that we will be sending vehicle data on behalf of you for fleet management reasons (according to your default settings chosen with Setting Privacy Mode (SPM)).
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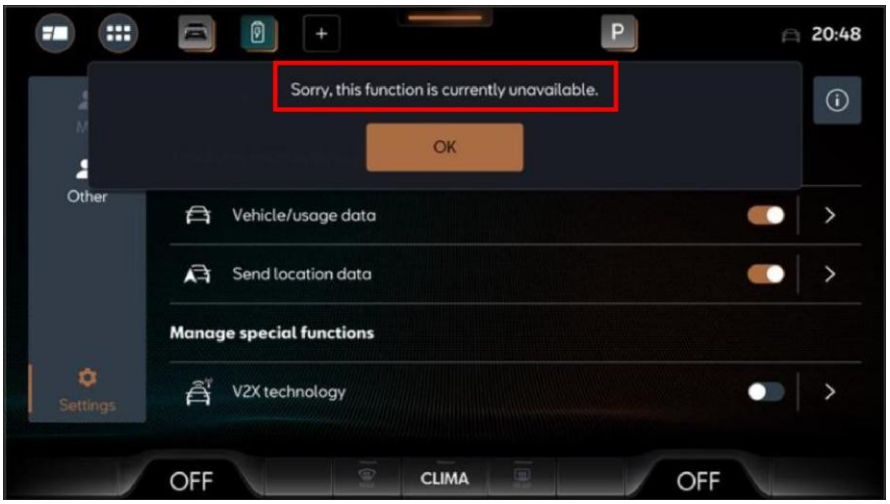


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Setting 1: Vehicle is always online, vehicle-/usage data as well as location data is always on:



Once trying to turn off one of the two affected sliders, the following pop-up appears:



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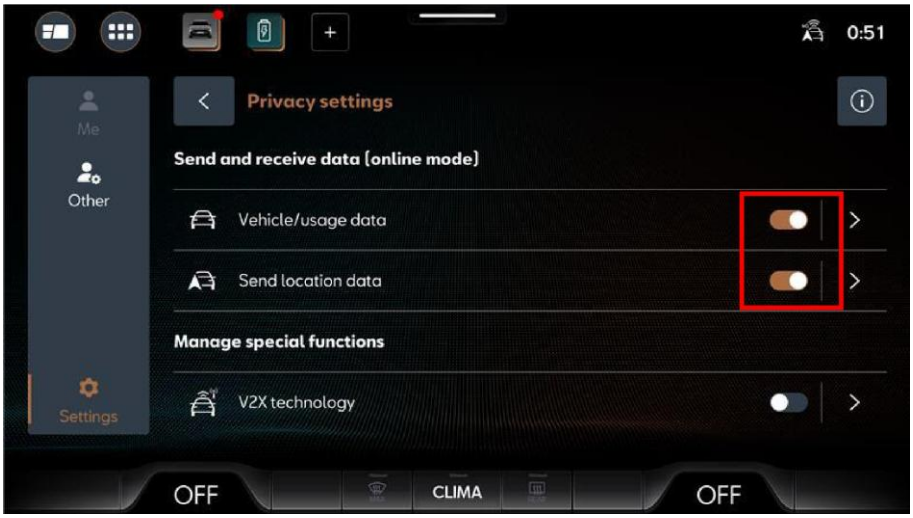
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Setting 2: Vehicle is always online, but location data is turned off



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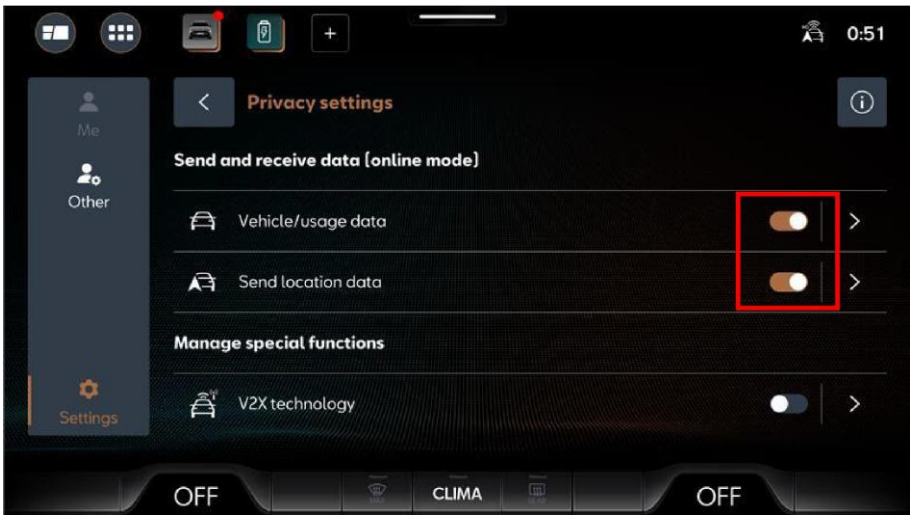
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