Thank you for choosing Volkswagen

By purchasing this Volkswagen, you have become the owner of a vehicle fitted with the most up-to-date technology and a multitude of convenience functions for your use and enjoyment.

Before using your vehicle for the first time, please read and observe the information in this owner's manual. It will quickly help you to become familiar with your vehicle and all of its functions as well as making you aware of dangers to yourself and others and of how these dangers can be avoided.

If you have any further questions about your vehicle, or if you think that the vehicle wallet has not covered everything, please get in touch with your Volkswagen dealership. They will always be happy to deal with your questions, suggestions or problems.

We hope you enjoy driving your new vehicle. Happy motoring.

Volkswagen AG

⚠ WARNING

Please observe the important safety instructions for use of child restraint systems on the front passenger seat *(→ Child seats)*

About this owner's manual

This owner's manual is valid for all model types and versions of your Volkswagen. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain markets. The scope of equipment fitted in your vehicle can be found in the sales documentation and you can contact your Volkswagen dealership for further information.

A passenger car is described in this owner’s manual.

Depending on the market-specific vehicle approval, the model version may also be a light commercial vehicle.

All data in this owner's manual correspond to the information available at the time of going to print. Because the vehicle is constantly being developed and further improved, there may be differences between your vehicle and the data in this owner's manual. No discrepancy in data, illustrations or descriptions shall form the basis for any legal claim.

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else. Volkswagen recommends restoring the Infotainment system to factory settings in order to delete all personal data.

— An alphabetical index is included at the end of this manual.
— A list of abbreviations at the end of the manual explains the abbreviations used.
— Directions and positions such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.
— Illustrations help with orientation and should be regarded as a general guide.
— This owner's manual was written for left-hand drive vehicles. In right-hand drive vehicles the controls may sometimes differ from those displayed in illustrations or described in the text.
— Values given in miles instead of kilometres or mph instead km/h refer to the country-specific instrument clusters or Infotainment systems.
— Short definitions appear in a different colour before some sections of this manual. They provide a summary of the function and use of a system or feature. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.
— Any technical changes that may be made to the vehicle after publication of this booklet are contained in asupplement that is included with the vehicle wallet.

Booklets in the vehicle wallet:

— Owner's manual
— Supplement (optional)
— *Other supplements*

Description of symbols

Refers to a section within a chapter that contains important information and safety notes ⚠ that should always be observed.

Indicates the end of a section.

Indicates situations in which the vehicle must be stopped as quickly as possible.

The symbol indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

→⚠ →⚠ →⚠ Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.

→ⓘ Cross reference to potential risks of damage to property in the same section or on the page specified.

⚠ DANGER

Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.

⚠ WARNING

Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.

⚠ CAUTION

Texts with this symbol indicate dangerous situations which could lead to slight or medium injuries if you do not observe the warning.

ⓘ NOTICE

Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.

Texts with this symbol contain additional information on the protection of the environment.

Texts with this symbol contain additional information.

Front view

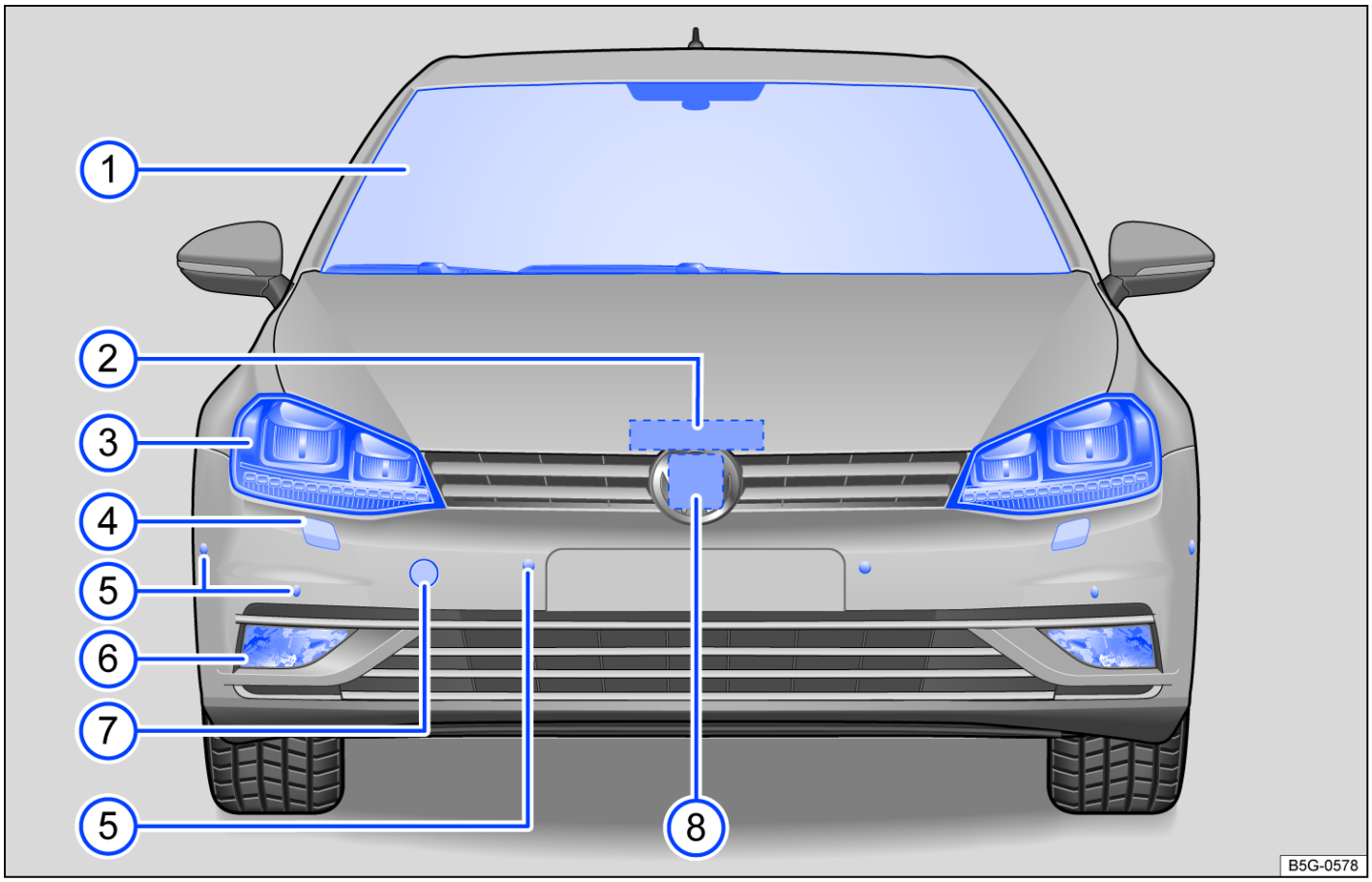


Fig. 1 Overview of the front of the vehicle.

Key to *Fig. 1*:

1. Windscreen:
   - with vehicle identification number
   - with windscreen heating *(→ Windscreen heating)*
   - with windscreen wiper *(→ Wipers)*
   - with camera window for assist systems *(→ Vehicle care, exterior)*
   - with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*
2. Bonnet opening lever *(→ In the engine compartment)*
3. Headlights
4. Headlight washer system *(→ Wipers)*
5. Sensors for assist systems *(→ Vehicle care, exterior)*
6. Lights in the bumper
7. Behind a cover: mounting for towing eye
8. Behind the Volkswagen badge: radar sensor for assist systems *(→ Vehicle care, exterior)*

Side view

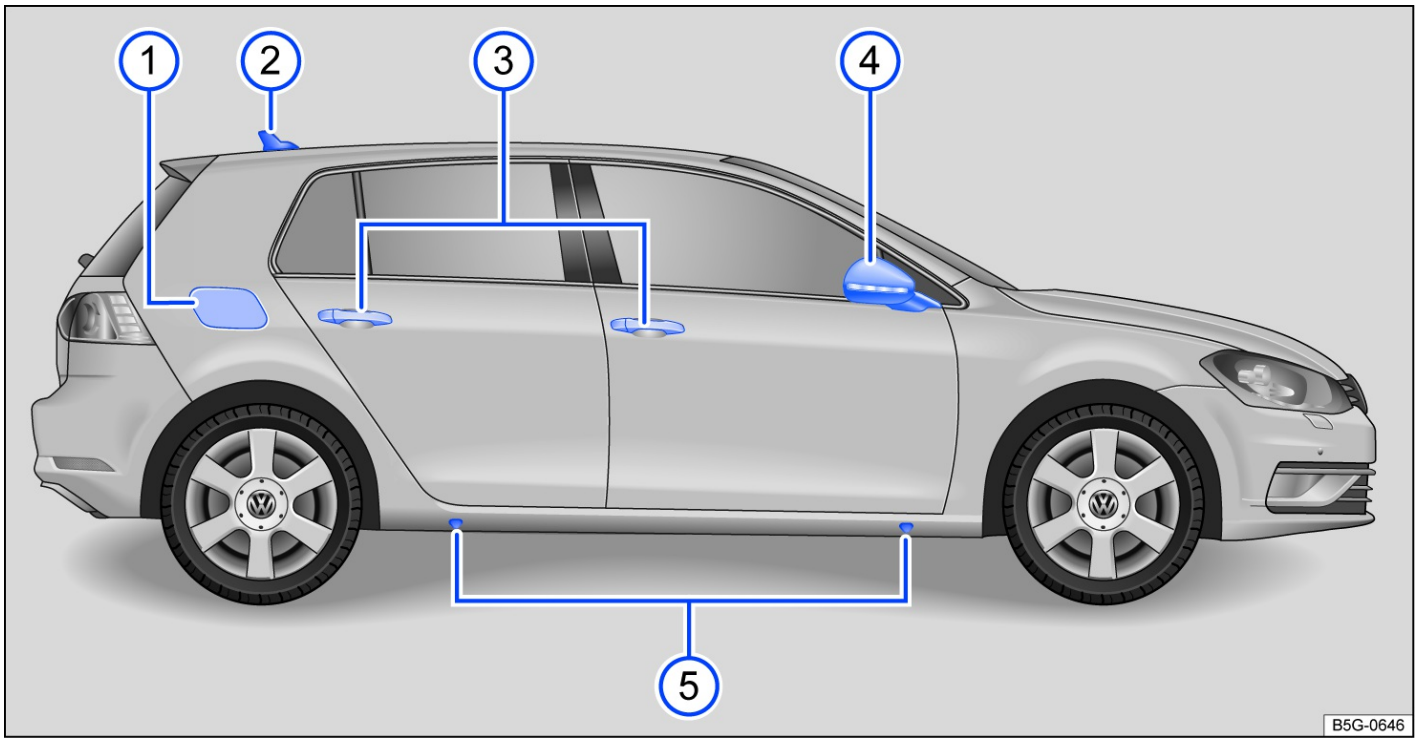


Fig. 1 Overview of the right side of the vehicle.

Key to *Fig. 1*:

1. Tank flap
2. Roof aerial *(→ Radio reception and aerials)*
3. Door release lever
4. Exterior mirrors *(→ Exterior mirrors)*
   — "Blind Spot" Monitor display
5. Jacking points

Rear view

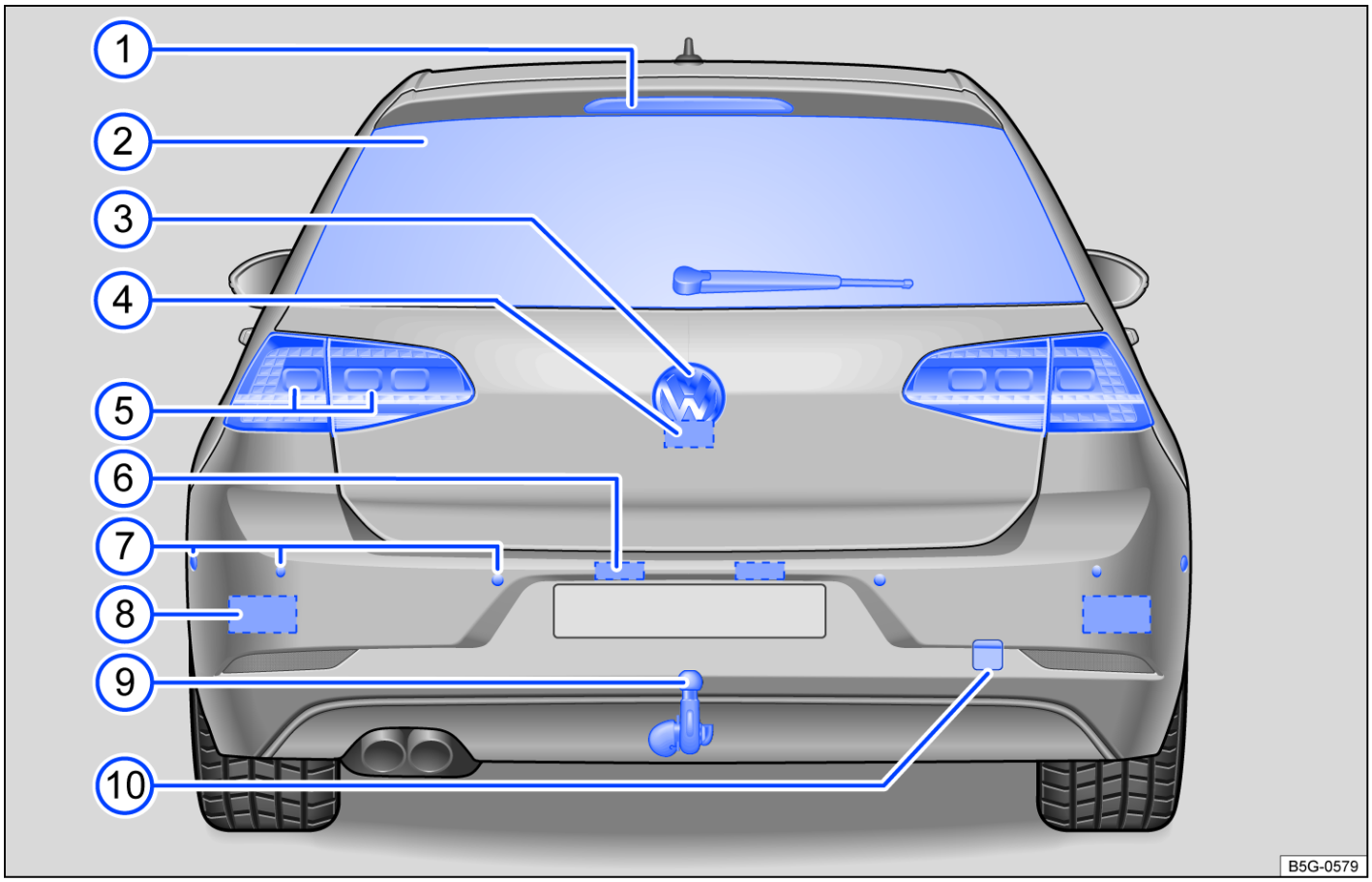


Fig. 1 Overview of rear of the vehicle

Key to *Fig. 1*:

1. High-level brake light
2. Rear window:
   - with rear window heating
   - with rear window wiper *(→ Wipers)*
3. Volkswagen badge for opening the boot lid
4. Camera area for parking systems , *(→ Vehicle care, exterior)*
5. Tail light clusters
6. Number plate light
7. Sensors for assist systems *(→ Vehicle care, exterior)*
8. Behind the bumper: radar sensor for assist systems *(→ Vehicle care, exterior)*
9. Towing bracket
10. Behind a cover: mounting for towing eye

Driver door

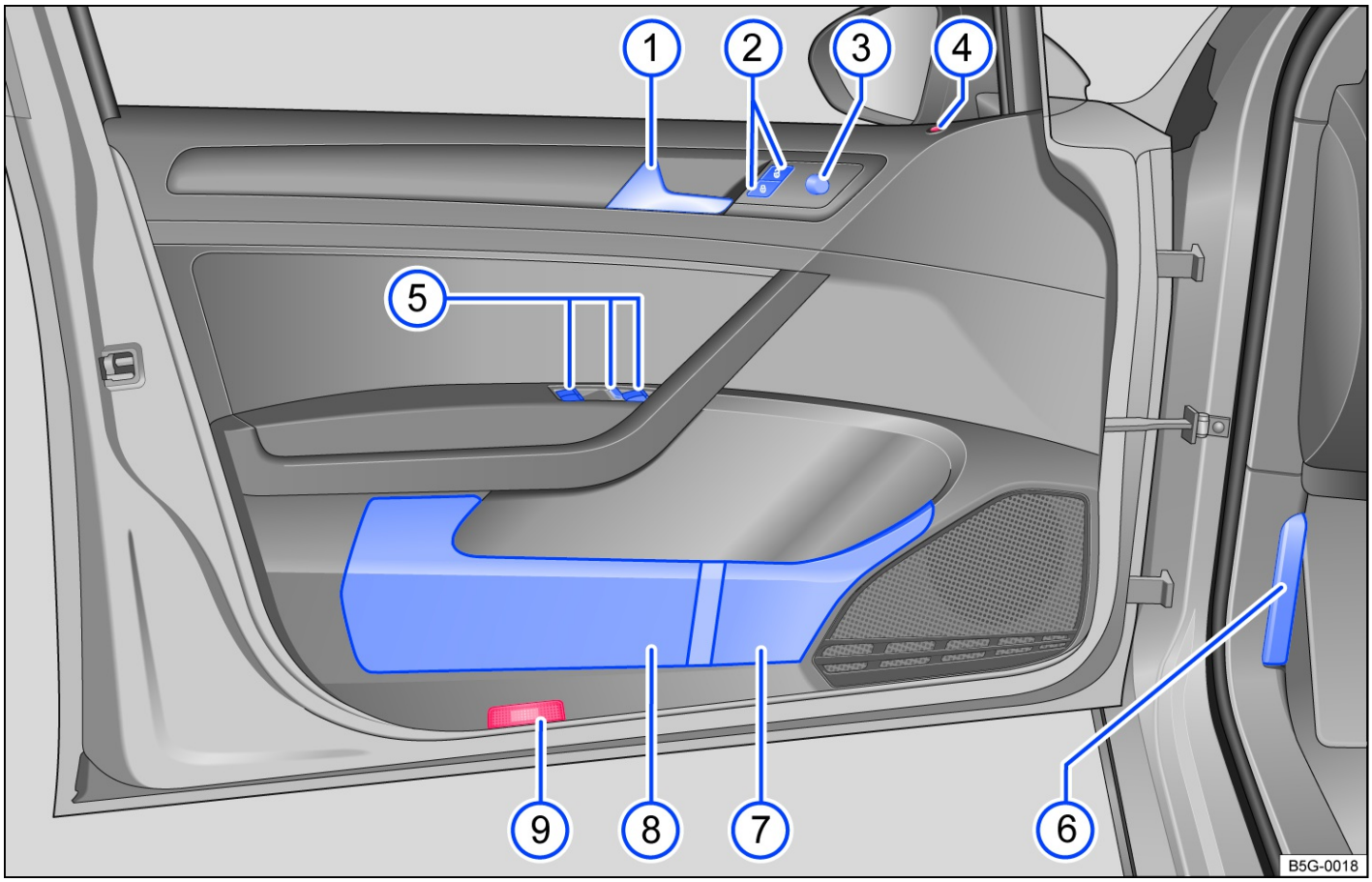


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

Key to *Fig. 1*:

1. Door release lever
2. Central locking button for locking and unlocking the vehicle *(→ Indicator lamp in the driver door)*
3. Rotary knob for exterior mirror adjustment and functions *(→ Exterior mirrors)*
   — With control function for trailer manoeuvring system (Trailer Assist)
4. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
5. Buttons for operating the electric windows
6. Bonnet release lever *(→ In the engine compartment)*
7. Stowage compartment:
   — with bottle holder
8. Stowage compartment:
   — with stowage facility for high-visibility waistcoat *(→ Emergency equipment)*
9. Reflector

Driver side

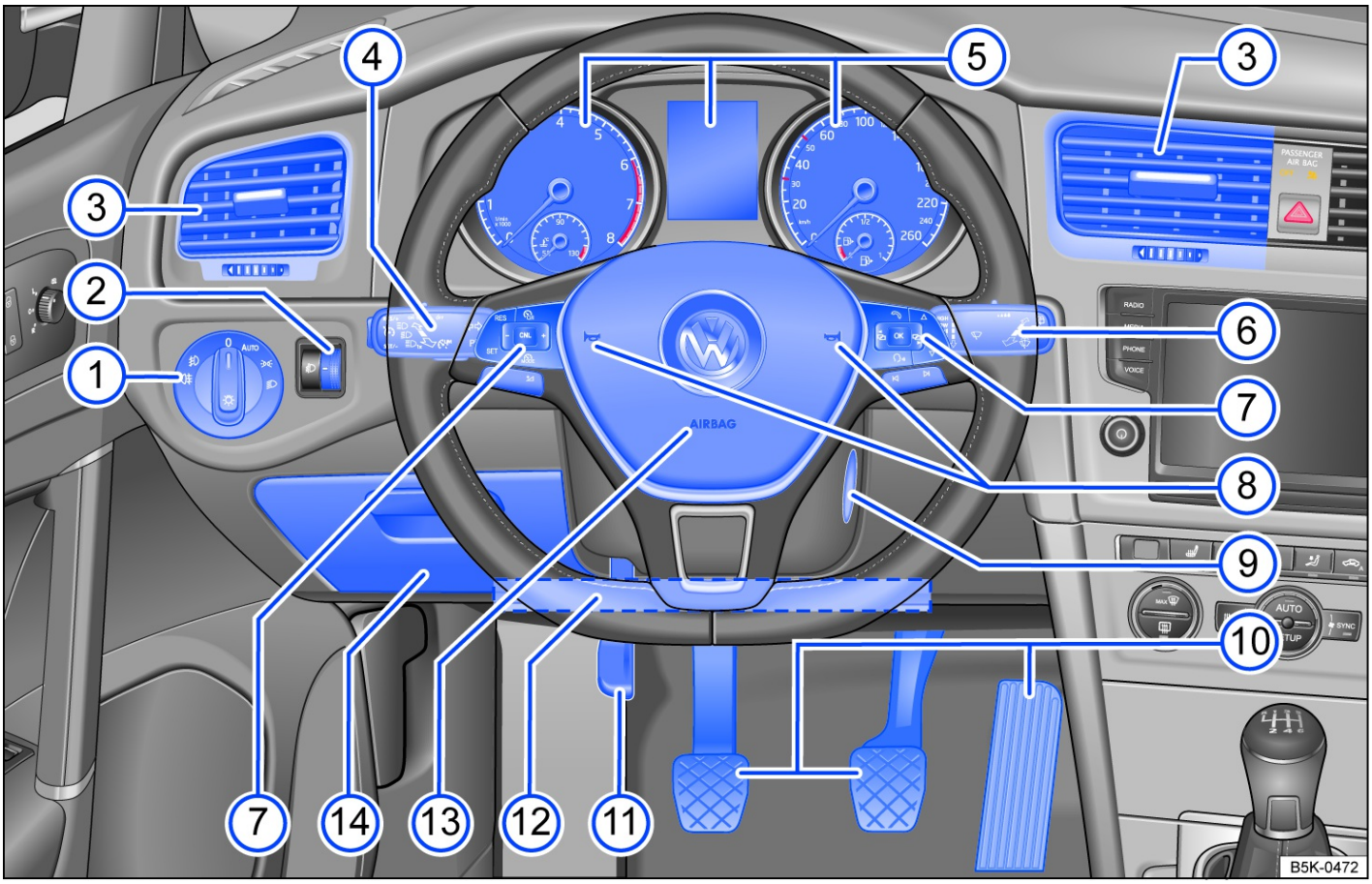


Fig. 1 Overview of the driver side (left-hand drive vehicles).

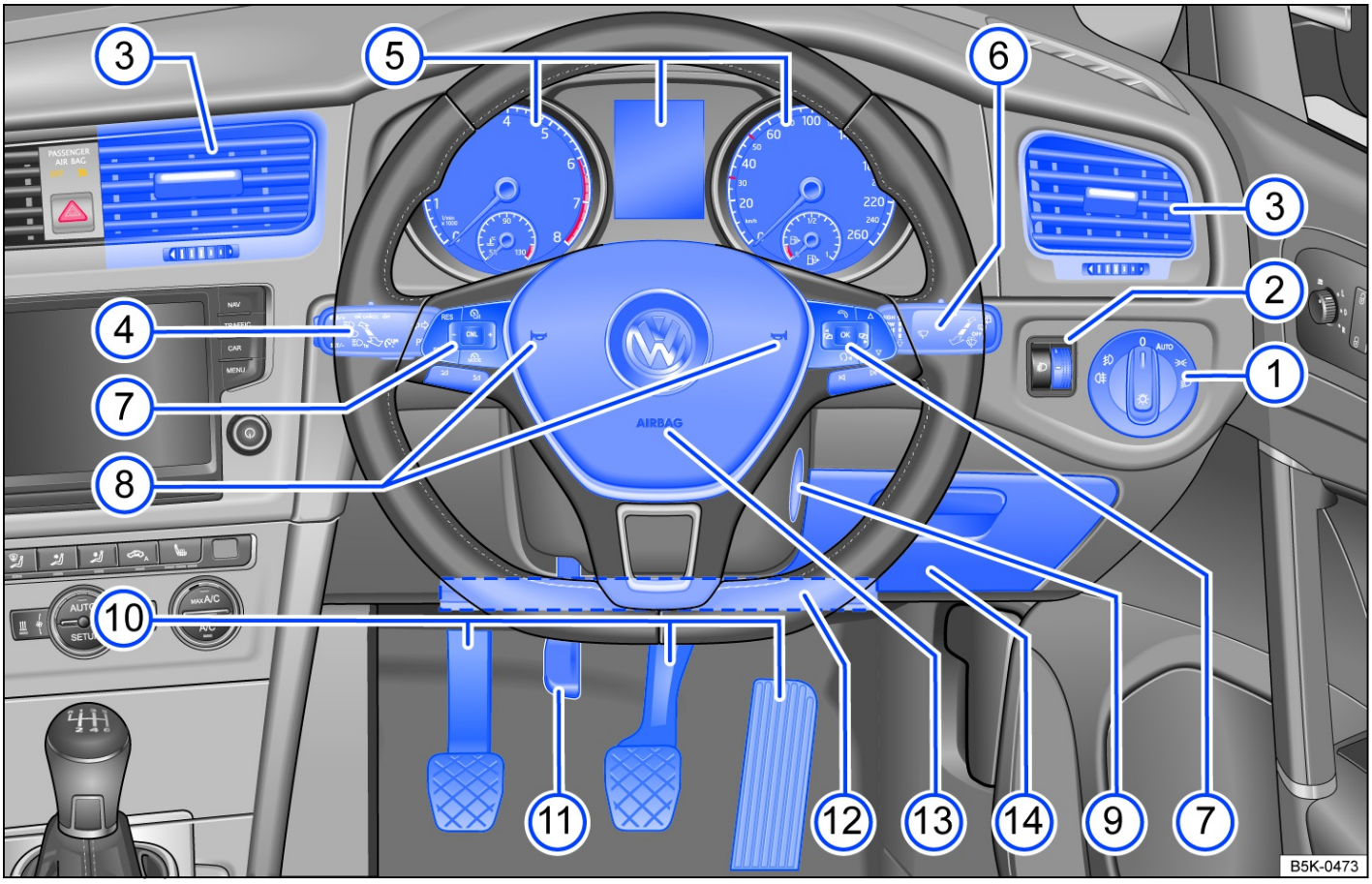


Fig. 2 Overview of the driver side (right-hand drive vehicles).

Key to *Fig. 1* and *Fig. 2*:

1. Light switch
2. Controls:
   - for headlight range control *(→ Headlight range control)*
   - for instrument and switch lighting *(→ Instrument and switch lighting)*
3. Vent
4. Turn signal and main beam lever *(→ Turn signals)*, *(→ Main beam)*
   - With switches and buttons for the driver assist systems
5. Instrument cluster
   - with warning and indicator lamps *(→ Symbols in the instrument cluster)*
6. Lever for wipers and washers
   - With buttons for operating the menus
7. Controls on the multifunction steering wheel:
   - for driver assist systems
   - for menu selection *(→ Menus and information displays)*
   - for accepting telephone calls OK
   - for audio, navigation ⏮ ⏭
   - for volume adjustment − +
   - for activating voice control (function may not be available depending on vehicle equipment)
   - for changing between the current and previous menu VIEW *(→ Digital instrument cluster)*
8. Horn
9. Ignition lock *(→ Ignition lock)*
10. Pedals *(→ Pedals)*
11. Lever for adjusting the steering column position
12. Location of the knee airbag
13. Location of the driver front airbag
14. Stowage compartment

Centre console

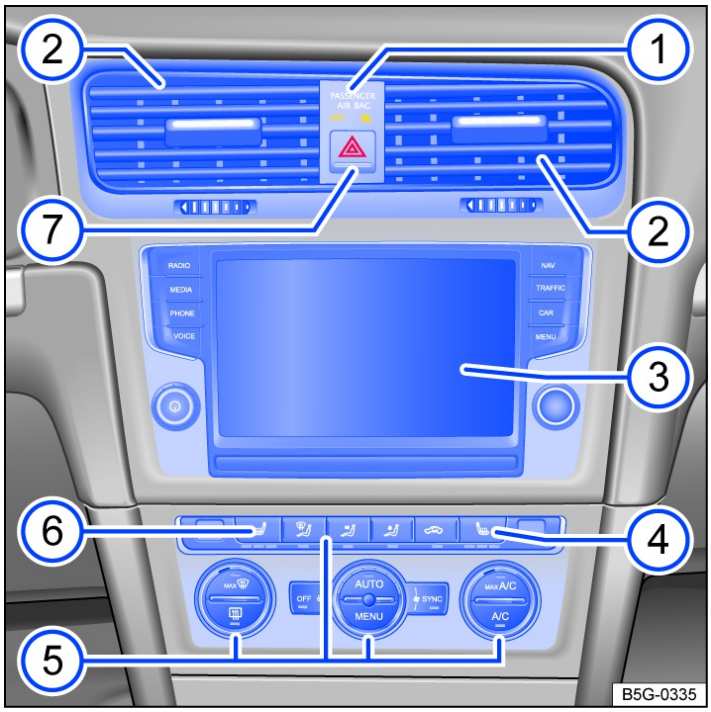


Fig. 1 Overview of the upper section of the centre console.

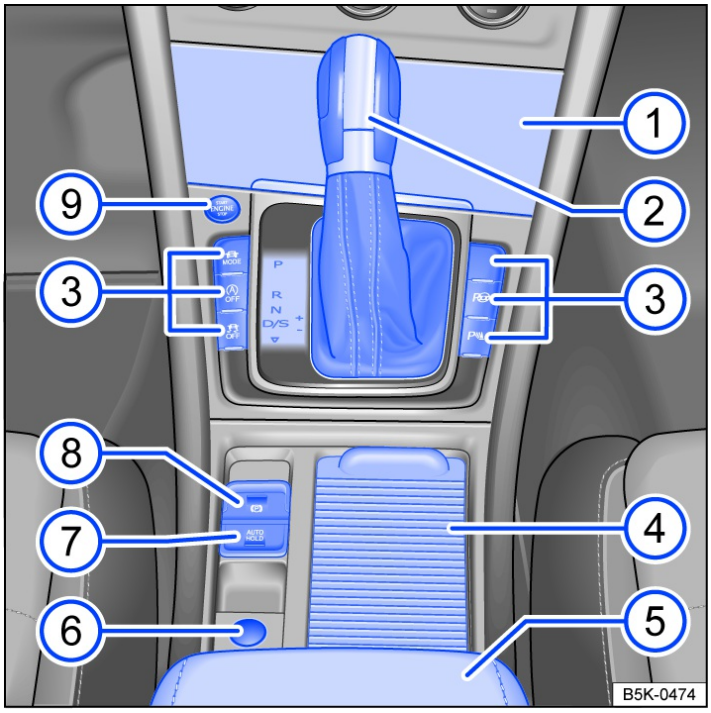


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

Key to *Fig. 1*:

1. Indicator lamp for the front passenger front airbag switch-off function OFF
2. Vent
3. Infotainment system
4. Button for right-hand seat heating
5. Controls for the air conditioning system, heating and fresh air system
   — with auxiliary heater

6 Button for left-hand seat heating and steering wheel heating

7 Hazard warning lights button ⚠

Key to *Fig. 2*:

1 Stowage compartment:

— with USB socket

— with function for wireless charging in accordance with QI standard

2 Lever:

— for DSG® dual clutch gearbox

— for manual gearbox *(→ Manual gearbox)*

3 Buttons:

— for start/stop system

— for assist systems for parking and manoeuvring

— for driving profile selection

4 Under a cover: drink holders

5 Centre armrest with stowage compartment:

— With phone interface

6 Cigarette lighter or 12-volt socket *(→ Ashtray and cigarette lighter)*, *(→ Sockets)*

7 Button for Auto Hold function *(→ Auto Hold function)*

8 Electronic parking brake

9 Button for starting and switching off the engine(Press & Drive)

Front passenger side

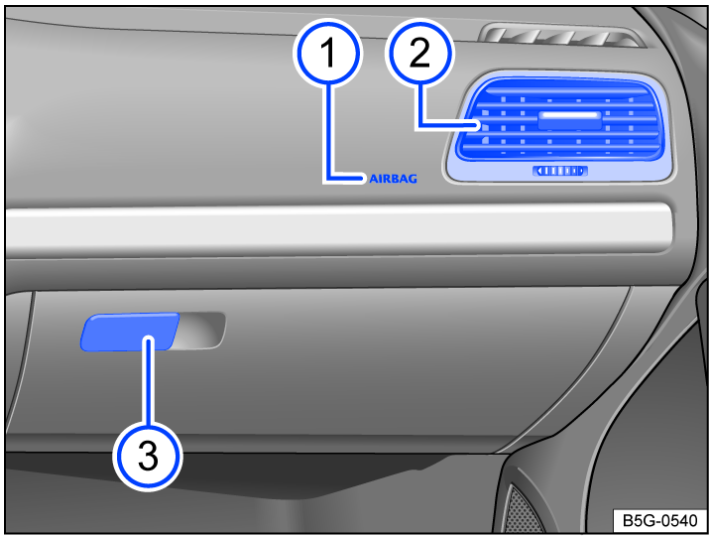


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

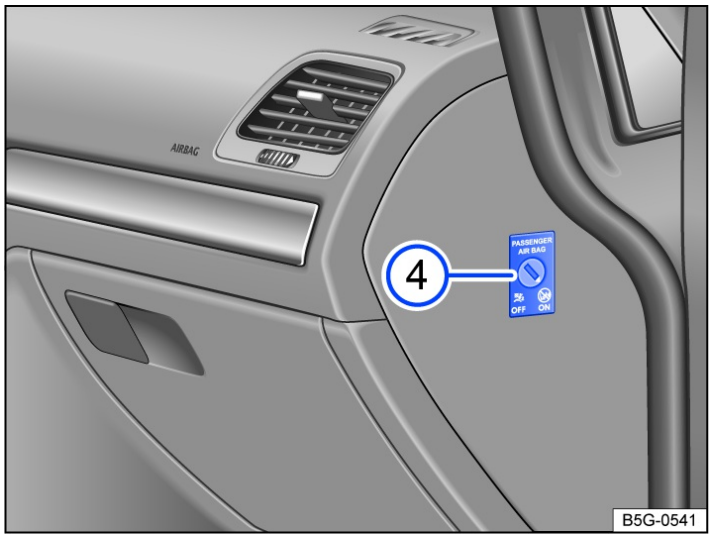
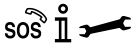


Fig. 2 With open front passenger door (left-hand drive vehicles): key-operated switch in the dash panel (mirrored for right-hand drive vehicles).

Key to *Fig. 1* and *Fig. 2*:

1. Location of front passenger front airbag in the dash panel
2. Vents
3. Glove box:
   - with opening lever
   - with media drives for the Infotainment system Infotainment system
   - with card reader Infotainment system
   - with vent for cooling the glove box
   - with holder for memory cards
   - with holder for pens, coins and plastic cards
   - with mounting for glasses compartment
   - with vehicle wallet
4. Key switch for switching off the front passenger front airbag

Controls in the roof

Symbol	Meaning
	Buttons for interior and reading lights .
	Switch for glass roof *(→ Glass roof)*.
	Buttons for emergency call service, information call and breakdown call .

Symbols in the instrument cluster

The warning and indicator lamps indicate various warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out once the engine is running or the vehicle is in motion.

For details on indicator lamps that light up in the light switch, see Chapter “Lights” *(→ Dipped beam)*.

⚠ WARNING

Failure to observe illuminated warning lamps and text messages can lead to your vehicle breaking down in traffic, and can cause accidents and serious injury.

- Never ignore any illuminated warning lamps or text messages.
- Stop the vehicle as soon as possible and when safe to do so.

Symbol	Meaning
	STOP Do not drive on! Central warning lamp → *Priority 1 warning*
	Fasten seat belt → *Warning lamp*
	Electronic parking brake → *Electronic parking brake is switched on*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Low brake fluid level → *Brake fluid level*
	Depress the brake pedal. → *Brake request*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Fault in engine coolant system → *Coolant*
	STOP Do not drive on! Steering fault → *Fault in steering*
	STOP Do not drive on! Alternator fault → *Alternator fault*
	Collision warning → *Advance warning*
	Fault in the selective catalytic reduction system → *Fault in the selective catalytic reduction system*
	AdBlue® level too low → *AdBlue® level too low*
	Selective catalytic reduction system fault → *Fault in the selective catalytic reduction system*
	Urgent natural gas system check due → *Urgent natural gas system check*
	Central warning lamp → *Priority 2 warning*

	Fault in airbag or belt tensioner system → *Fault in airbag or belt tensioner system*
	Airbag or belt tensioner system switched off with diagnostic tool → *Airbag or belt tensioner system deactivated with diagnostic tool*
	Front passenger front airbag switched off → *Front passenger front airbag switched off*
	Front passenger front airbag switched on → *Front passenger front airbag switched on*
	Emergency call system fault → *Emergency Call Service is faulty*
	Emergency call system operation restricted → *Emergency Call Service is restricted*
	Electronic parking brake fault → *Electronic parking brake fault*
	Check the brake pads → *Brake pad wear indicator*
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *ESC or TCS is taking corrective action*
	Lit up: Electronic Stability Control (ESC) switched off for system reasons → *ESC switched off for system reasons*
	Electronic Stability Control (ESC) switched off for system reasons → *ESC switched off manually*
	Traction control system (TCS) switched off → *TCS switched off manually*
	ESC Sport switched on → *ESC Sport switched on*
	Anti-lock brake system (ABS) fault → *ABS failure or fault*
	Engine oil level too low → *Engine oil level too low*
	Engine oil system fault → *Engine oil system fault*
	Fuel tank almost empty → *Tank almost empty*
	Water in the diesel fuel → *Water in diesel fuel*
	Vehicle lighting failure → *Vehicle lighting failure*
	Rear fog light switched on → *Switching the fog lights on and off*
	Rain/light sensor fault → *Rain/light sensor fault*, → *Fault in rain and light sensor*
	Fault in wipers → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Fault in steering → *Fault in steering*
	Do not drive on! Low tyre pressure → *Low tyre pressure*
	 Do not drive on! Fault in the Tyre Pressure Monitoring System → *Fault in the Tyre Pressure Loss Indicator*
	Collision warning is deactivated → *Switching on and off*
	Adaptive Cruise Control (ACC) not available → *The ACC is not available.*

	Lane Assist switched on, not active → *Driving with the lane keeping system*
	Fault in the "Blind Spot" Monitor → *Blind Spot Monitor is not working*
	Fault in engine management system → *Fault in engine management system*
	Exhaust system fault → *Emissions-relevant fault*
	Diesel engine is getting pre-heated → *glow plug system or engine management system*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	AdBlue® level too low → *or Fault in the selective catalytic reduction system*
	Selective catalytic reduction system fault → *or Fault in the selective catalytic reduction system*
	Natural gas system check due → *Natural gas system check*
	Gearbox fault → *Clutch is slipping*, → *Gearbox overheated*
	Adaptive chassis control fault → *Fault in adaptive chassis control (DCC)*
	Ball head of the towing bracket is not locked → *Ball coupling on the towing bracket is not locked*
	Depress the brake pedal. → *The engine will not start*
	Auto Hold function active → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Speed stored, regulation active → *Displays*, → *Displays*, → *Starting control*
	Lane Assist active → *Driving with the lane keeping system*
	Natural gas mode → *Vehicle in natural gas mode.*
	Main beam or headlight flasher → *Switching main beam on and off*
	Engine coolant temperature low → *Coolant (natural gas)*
	Outside temperature colder than +4°C (+39°F) → *Displays*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Displays*
	Service due → *Service interval display*
	Main-beam control active → *Switching on main-beam control*, → *Switching on advanced main-beam control*
	Distance warning → *Distance warning*
	Speed regulation is switched on → *Displays*
	Fault in the cruise control system → *Fault in the CCS.*

	The ACC is regulating, no vehicle detected in front → *Starting control*
	The ACC is regulating, vehicle in front detected → *Starting control*
	Speed limiter active . → *Displays*
	AdBlue® level too low → *or AdBlue® level low*
	SCR system malfunction → *or Fault in the selective catalytic reduction system*
	SCR system malfunction → *or Fault in the selective catalytic reduction system*
	Eco driving profile → *Characteristics of the driving profiles*
	Comfort mode → *Characteristics of the driving profiles*
	Normal driving profile → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Sport mode → *Characteristics of the driving profiles*
	Mobile phone connected via Bluetooth® → *Displays*
	Mobile phone battery charge level → *Displays*
	Note about information in the vehicle wallet→ *Note about information in the owner's manual*

Introduction to the topic

The vehicle is equipped either with an analogue or a digital instrument cluster.

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

- Never press the buttons on the instrument cluster while the vehicle is in motion.
- Any settings for the instrument cluster display and displays in the Infotainment system should be made only when the vehicle is stationary in order to reduce the risk of accidents and serious injuries.

Analogue instrument cluster

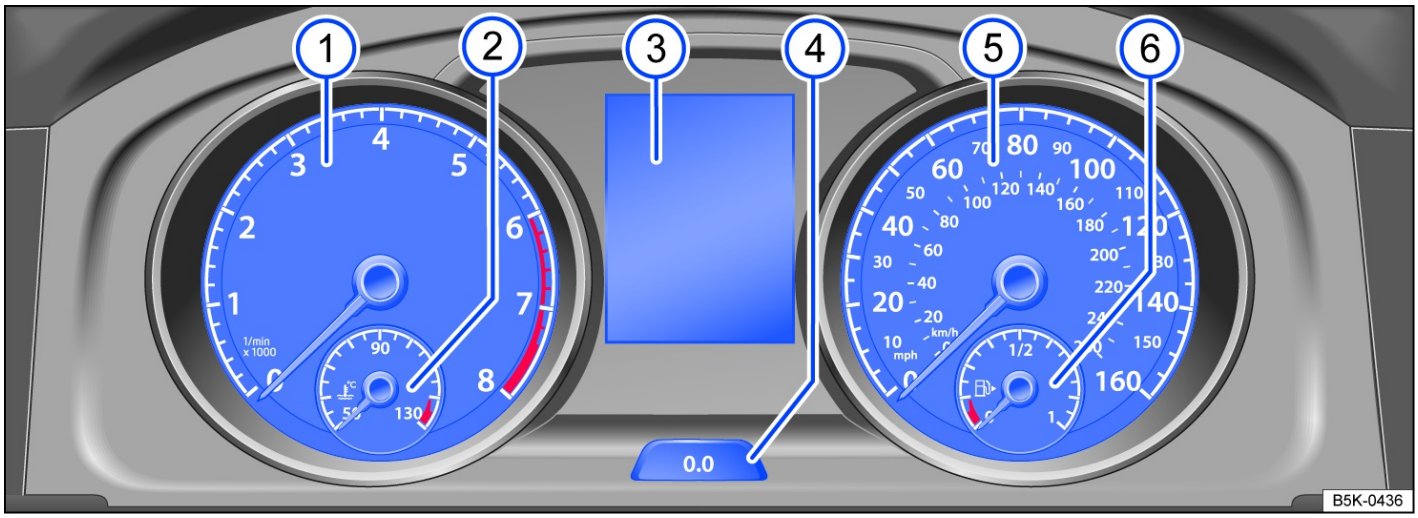


Fig. 1 Analogue instrument cluster in the dash panel.

Descriptions of the instruments → *Fig. 1*:

1. Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.
2. Coolant temperature display *(→ Coolant temperature display)*.
3. Displays *(→ Displays)*.
4. Reset, set and display button.
5. Speedometer.
6. Fuel gauge *(→ Fuel gauge)*.

Digital instrument cluster (Active Info Display)

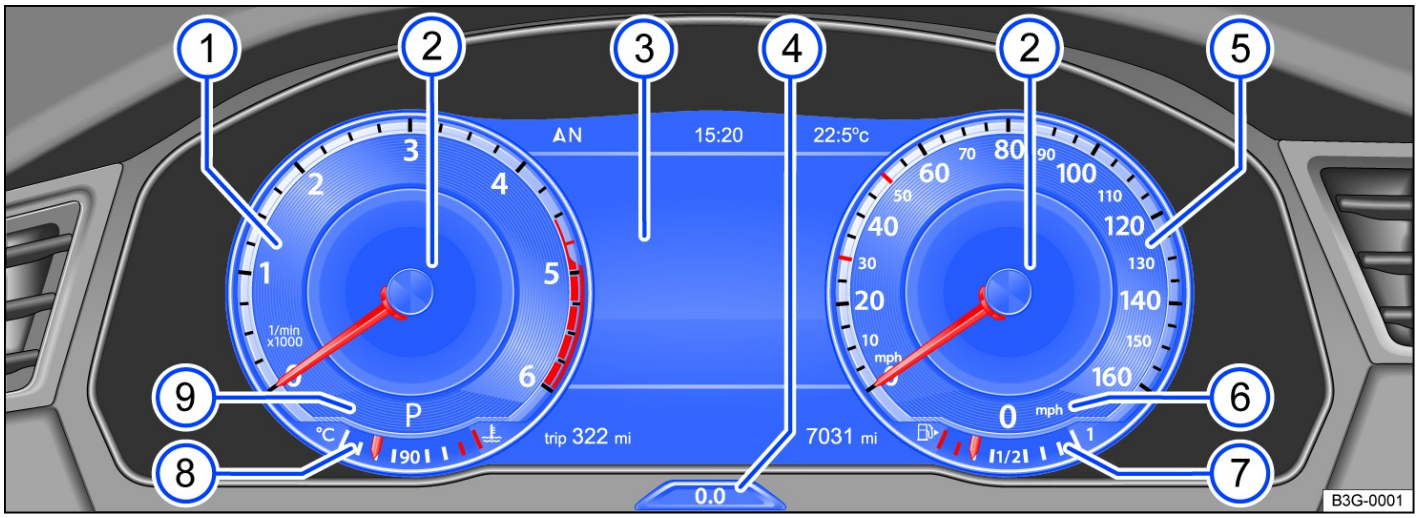


Fig. 1 Active Info Display in the dash panel.

The Active Info Display is a digital instrument cluster with high-resolution TFT colour display. To complement the standard dials such as the rev counter and speedometer, users can choose from various "information profiles" to view additional data.

Descriptions of the instruments → *Fig. 1*:

(1) Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.

(2) Display of information profiles. The content shown depends on which information profile has been selected. The example above shows the “Classic” profile with no additional information shown (not in Golf GTI, Golf GTD or Golf R).

(3) Displays *(→ Displays)*.

(4) Reset, set and display button *(→ Displays)*.

(5) Speedometer.

(6) Digital speed display.

(7) Fuel gauge *(→ Fuel gauge)*.

(8) Coolant temperature display *(→ Coolant temperature display)*.

(9) Current gear or selector lever position *(→ Manual gearbox)* or .

Information profiles

To select various topical information profiles, go to the Views menu in the display of the instrument cluster *(→ Menus and information displays)*. The Active Info Display shows additional information in the centre of the dials → *Fig. 1* (2) depending on the information profile you have selected. The following information profiles are available:

— Classic. No additional information (not for Golf GTI, Golf GTD and Golf R).

— Gear & speed. Digital display of the speed and current gear or selected position.

— Consumption and range. Current consumption is shown graphically and average consumption is shown digitally in the rev counter. The remaining range is shown digitally in the speedometer.

— Efficiency. Average consumption is shown digitally and current consumption is shown graphically in the rev counter. In the speedometer, the symbol eco is shown if the current driving style is fuel-efficient, and a graphic display helps the driver save fuel.

— Navigation. If route guidance is *active*: the remaining distance to the set destination and an estimated time of arrival are shown in the rev counter, and arrows to aid navigation are shown in the speedometer. If route guidance is *inactive*: the current altitude is shown in the rev counter, and a compass is shown in the speedometer.

— Driver assistance. Graphic representation of various driver assist systems, or digital display of the driving time in the rev counter. The speedometer shows arrow navigation or a compass.

Navigation map in the Active Info Display

With some vehicle equipment levels, the Active Info Display is able to display a detailed map. To display this map, select the Navigation menu item in the instrument cluster *(→ Menus and information displays)*.

The navigation map can be shown in two sizes. If the larger map version is selected, the Active Info Display dials will be smaller. To select the preferred map size:

— Press the OK button on the multifunction steering wheel to switch between map sizes as required *(→ Menus and information displays)*.

— OR: press the △ or ▽ arrow button on the multifunction steering wheel to select the required map size. A frame appears around the selected option.

— Confirm the selection by pressing the OK button on the multifunction steering wheel.

Depending on the equipment level, navigation is shown on two screens or only one. The navigation map can be displayed on the Active Info Display and Infotainment system, or only on the Infotainment system display. In the latter case, only navigation arrows are shown on the Active Info Display.

Rev counter

Rev counter

The start of the red zone on the dial indicates the maximum engine speed that may be used in each gear when the engine is warm and after it has been run in properly.

You should change up a gear or move the selector lever toD/S or lift your foot off the accelerator before the needle reaches the red zone.

NOTICE

- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- The needle on the rev counter should only briefly point into the red area, as engine damage may otherwise be incurred.

Changing up a gear early will help to save fuel and reduce engine noise.

Fuel gauge

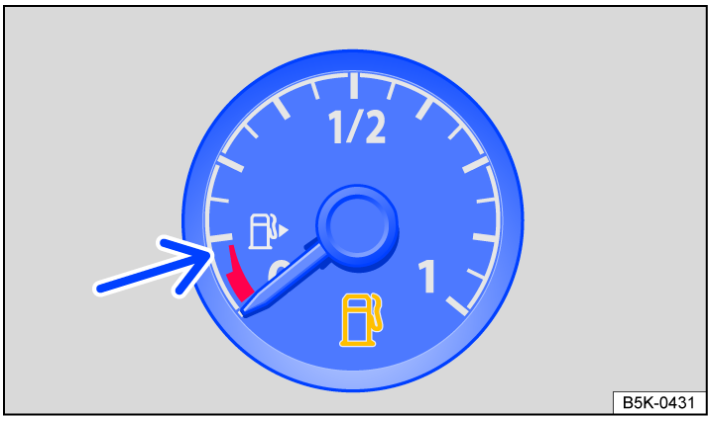


Fig. 1 Schematic diagram: Fuel gauge in the analogue instrument cluster.



Fig. 2 Fuel gauge in the digital instrument cluster.

Tank almost empty

The indicator lamp lights up yellow. The reserve volume, red marking, is being consumed → *Fuel gauge*.

— Fill the tank as soon as possible.

When the indicator lamp lights up, the auxiliary heater and the fuel-powered supplementary heater switch off automatically.

Vehicle in natural gas mode.

The indicator lamp lights up green. The vehicle is in natural gas mode.

The green indicator lamp will go out when the natural gas tank is empty.

— Refuel with natural gas as soon as possible.

Things to note in vehicles with natural gas engine

If the vehicle is parked for an extended period directly after refuelling, the pointer for the natural gas fuel gauge may not indicate exactly the same fuel level as shown directly after refuelling when the engine is restarted. This does not mean that there is a leak in the system, but rather that for technical reasons the pressure has been decreased in the natural gas fuel tank following a cooling phase directly after refilling.

Water in diesel fuel

The indicator lamp lights up yellow.

— Switch off the engine and seek expert assistance.

WARNING

Driving when the fuel level is too low can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- When the fuel level is too low, the fuel supply to the engine could be irregular, especially when driving up or down hills and inclines.
- The steering, all driver assist systems and brake support systems will not function if the engine “sputters” or stops completely due to a lack of fuel or irregular fuel supply.
- Always refuel when the fuel tank is still 1/4 full. This reduces the risk of running out of fuel and breaking down.

NOTICE

Do not run the fuel tank empty. Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

The small arrow next to the petrol pump symbol in the fuel gauge shows you the side of the vehicle on which the tank flap is located.

For vehicles with a natural gas engine, the fuel level indicator on the petrol tank can only show the correct level after a delay, depending on the refill amount.

Coolant temperature display

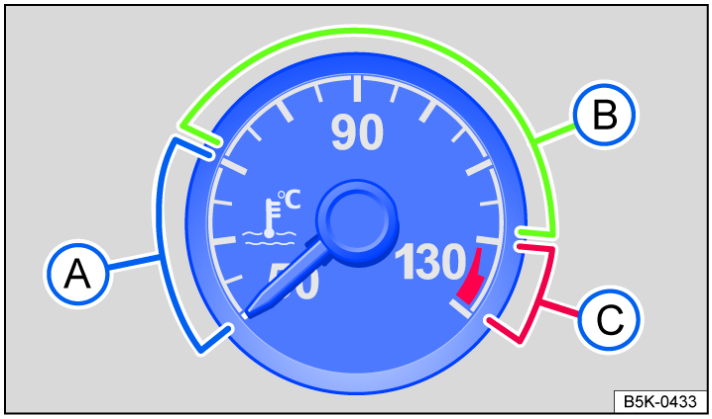


Fig. 1 Schematic diagram: Coolant temperature display in the analogue instrument cluster.

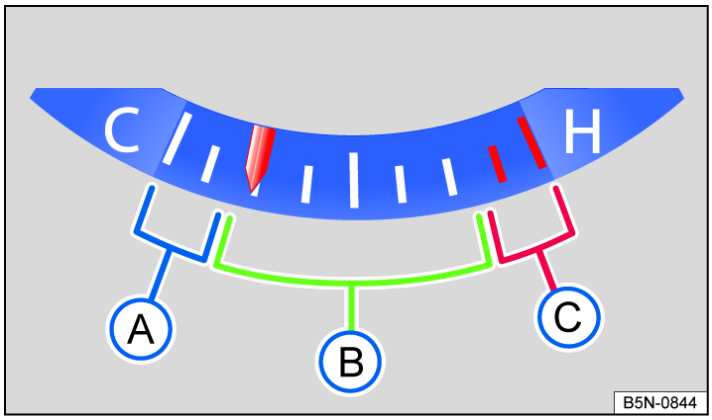


Fig. 2 Schematic diagram: Coolant temperature display in the Active Info Display.

(A) Cold area. The engine has not yet reached operating temperature. Avoid high engine revs and heavy engine loads until the engine is warm.

(B) Normal area.

(C) Warning area. The temperature may also rise to the hot area when the engine is working hard, especially at high ambient temperatures.

Coolant

The indicator lamp flashes red.

The coolant level is not correct or there is a fault in the coolant system.

Do not continue driving!

— Stop the vehicle, switch off the engine and allow it to cool down.

— Check the coolant level *(→ Coolant)*.

— Seek expert assistance if the warning lamp does not go out although the coolant level is adequate.

Coolant (natural gas)

The indicator lamp lights up blue.

The engine coolant temperature for natural gas engines is low. The motor has not reached operating temperature.

— Avoid high revs and high engine loads for as long as the warning lamp is lit up.

Displays

Possible information on the instrument cluster display

Depending on the vehicle equipment level, various kinds of information can be provided on the display in the instrument cluster:

— Open doors, bonnet and boot lid.

— Warning and information messages.

— Mileage displays.

— Time *(→ Clock)*.

— Radio and navigation information Infotainment system.

— Telephone information Infotainment system.

— Outside temperature.

— Compass display.

— Selector lever position.

— Gear-change indicator *(→ Gear-change indicator)*.

— Driving data display (multifunction display) and menus for various settings *(→ Driving data display (multifunction display))*.

— Service interval display *(→ Service interval display)*.

— Speed warning *(→ Menus and information displays)*.

— Speed warning for winter tyres.

— Start/stop system status display .

— Road signs detected by the Dynamic Road Sign Display system *(→ Dynamic Road Sign Display)*.

— Status display for Active Cylinder Management (ACT®) *(→ Driving economically)*.

— Economical mode eco.

— Engine code (EC).

— Display of driver assist systems.

— Personalisation: welcome and user selection *(→ Personalisation)*.

Open doors, bonnet and tailgate

The instrument cluster display indicates if any doors, the bonnet or boot lid are open once the vehicle has been unlocked, and while the vehicle is in motion. In some cases, a signal tone is also given. Different instrument cluster designs may have different displays.

Selector lever position (DSG® dual clutch gearbox)

The gear selected is displayed on the side of the selector lever and on the display in the instrument cluster. The instrument cluster display may show which gear has been selected if the selector lever is in D/S position or in Tiptronic mode.

Outside temperature display

If the outside temperature falls below approximately +4°C(+39°F), the temperature display also shows a snowflake symbol❄. This symbol remains lit up until the outside temperature rises above +6°C (+43°F) →⚠.

In the following situation, the temperature displayed may be higher than the actual outside temperature as a result of the heat radiated from the engine.

— When the vehicle is stationary.

— When the auxiliary heater is being used.

— When travelling at very low speeds.

The measuring range is between -45°C (-49°F) and +76°C (+169°F).

Telephone information

If a mobile telephone is connected via Bluetooth®, the Bluetooth® symbol is shown in the instrument cluster display.

In addition, the symbol shows the charge level of the mobile phone battery

Gear-change indicator

While the vehicle is in motion, the instrument cluster may show which gear should be selected to reduce fuel consumption *(→ Gear-change indicator)*.

Mileage displays

The *odometer* registers the total distance travelled by the car.

The *trip recorder* (trip) shows the distance travelled since the trip recorder was last reset.

— Briefly press the 0.0 button in the instrument cluster to reset the trip recorder to 0 *(→ Analogue instrument cluster)* or *(→ Digital instrument cluster)*.

Speed warning for winter tyres

A display in the instrument cluster indicates when the set maximum speed has been exceeded *(→ Menus and information displays)*.

Speed warning settings can be made in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Compass display

Depending on the vehicle equipment, the instrument cluster display shows the vehicle's current direction of travel in short form, e.g. NW for northwest, when the ignition is switched on.

The graphic compass display is also available when the Infotainment system is switched on and route guidance is not active.

Economical mode eco

When driving, the instrument cluster display shows whether the vehicle is in an economical mode eco.

Engine code

Press and hold the 0.0 button in the instrument cluster (for approximately 15 seconds) to show the vehicle's engine code (EC) in the instrument cluster display. The ignition should be switched on but the engine should not be running *(→ Analogue instrument cluster)* or *(→ Digital instrument cluster)*.

⚠ WARNING

Streets and bridges can be iced over at outside temperatures above freezing point.

- The snowflake symbol indicates that there is a risk of black ice.
- There may also be black ice on the road at outside temperatures above +4 °C(+39 °F) when the snowflake symbol is not displayed.
- You should never rely solely on the outside temperature display!

Different instrument clusters are available, which means that the versions and displays may vary. In displays without warning or information texts, faults are indicated exclusively by the indicator lamps.

Some displays in the instrument cluster may be overridden by sudden alerts, e.g. incoming telephone calls.

Depending on the vehicle equipment level, some settings and displays may also appear in the Infotainment system.

If several warnings are present, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified.

If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Driving data display (Multifunction display)

The driving data display (multifunction display) shows a variety of travel and fuel consumption data.

Switching between displays

Vehicles without multifunction steering wheel:

— Press the rocker switch TRIP on the wiper lever .

Vehicles with multifunction steering wheel:

— Press the △ or ▽ button .

Switching between recorders

Vehicles without multifunction steering wheel:

— Press the rocker switch OK/RESET on the wiper lever .

Vehicles with multifunction steering wheel:

— Press the OK button on the multifunction steering wheel .

Since start **recorder**

The memory will be deleted if the journey is interrupted for more than two hours.

Since refuelling **recorder**

Display and storage of the collected driving and consumption values. The memory is deleted when the tank is refilled.

Long-term **recorder**

The memory collects driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1,999.9 km or 9,999.9 km distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Clearing a driving data recorder

Select the memory that you wish to delete.

Vehicles without multifunction steering wheel:

— Press the rocker switch OK/RESET on the wiper lever .

Vehicles with multifunction steering wheel:

— Press the OK button on the multifunction steering wheel .

Selecting displays

You can select which driving data you want to display in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

∅Average consumption **display**

The average fuel consumption is displayed after around 300 metres.

Range **display**

Approximate distance in km that can still be covered with the same driving style.

CNG quality **display (not available in all countries)**

Vehicles with natural gas engine: the quality of CNG is determined while refuelling and is displayed in percentage values from 70% to 100% .

SCR range **or** Range **display**

Approximate distance (in km) that can be travelled with the remaining quantity of AdBlue® under current driving conditions. This display appears only when the remaining range reaches 2,400 km and cannot be cancelled.

ØAverage speed **display**

The average speed is displayed after around 100 metres.

Convenience consumers

List of active convenience systems which can increase energy consumption, e.g. the air conditioning.

Setting the speed warning

Vehicles without multifunction steering wheel:

- Select the display Warning at --- km/h or Warning at --- mph.
- Press the OK/RESET button on the windscreen wiper lever to save the current speed and activate the warning system.
- Within approximately five seconds, set the speed using the TRIP button on the multifunction steering wheel. Then press the OK/ RESET button or wait a few seconds. The speed is now saved and the warning is activated.
- To deactivate, press the OK/ RESET button again. The stored speed will be deleted.

Vehicles with multifunction steering wheel:

- Select the display Warning at --- km/h or Warning at --- mph.
- Press the OK button on the multifunction steering wheel to store the current speed and activate the warning.
- Within about five seconds, use the buttons △ or ▽ on the multifunction steering wheel to adjust the speed. Then press the OK button or simply wait a few seconds. The speed is now saved and the warning is activated.
- To deactivate, press the OK button again. The stored speed will be deleted.

The warning can be set for speeds from 30 km/h (18 mph) to 250 km/h (155 mph).

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

Warning and information messages

The system runs a check on certain components and functions in the vehicle when the ignition is switched on or while the vehicle is in motion. Malfunctions are indicated by red and yellow warning symbols with information messages on the instrument cluster display. An acoustic warning is also given in certain cases. The appearance of the text messages and symbols can vary depending on the version of the instrument cluster.

In addition, a list of current malfunctions can be opened manually. To do so, choose Vehicle status or Vehicle in the menu *(→ Menus and information displays)*.

⚠ Priority 1 warning

The red central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Do not drive on! Danger. Check the fault and correct the cause. Seek expert assistance if necessary.

⚠ Priority 2 warning

The yellow central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Malfunctions and insufficient service fluids can damage the vehicle and cause it to break down. Check the fault as soon as possible. Seek expert assistance if necessary.

Note about information in the owner's manual

You will find further information on the warning in the owner's manual.

Information message

Information about various procedures within the vehicle.

If several warnings are present, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified.

If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Driver Alert System (recommendation for rest breaks)



Fig. 1 On the instrument cluster display: Driver Alert System symbol.

The Driver Alert System informs the driver if their driving shows signs of tiredness.

Function and operation

The Driver Alert System determines the driving behaviour at the beginning of a journey and uses it to evaluate the tiredness of the driver. This is compared to the behaviour of the driver while actually driving. If the system detects driver fatigue, an acoustic warning signal will sound and a symbol will be displayed on the instrument cluster display together with a supplementary text message → *Fig. 1*. The message in the instrument cluster display is displayed for about five seconds and may be repeated once. The last displayed message is saved by the system.

The message on instrument cluster display can be deactivated as follows:

Vehicles without multifunction steering wheel

— Press the OK/RESET button in the wiper lever.

Vehicles with multifunction steering wheel

— Press the OK button on the multifunction steering wheel.

Function conditions

The driving behaviour can be evaluated only when the speed is above 60 km/h(37 mph) up to approximately 200 km/h (125 mph).

Switching on and off

The Driver Alert System can be switched on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Function limitations

The Driver Alert System has system-related limitations. The following conditions can limit the function of the Driver Alert System, or prevent it from working altogether:

— Speeds less than 60 km/h (37 mph).

— Speeds of more than 200 km/h (125 mph).

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Sporty driving style.

— Towing a heavy or long trailer *(→ Trailer towing)*.

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

— The driver seat belt is unfastened and the driver door is open.

— The vehicle has been stationary for longer than 15 minutes.

The Driver Alert System is automatically reset in the event of an extended period of slow driving (speed less than 60 km/h (37 mph)). If the speed is increased again, the system evaluates the driving behaviour once more.

⚠ WARNING

The intelligent technology used in the Driver Alert System cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the extra convenience afforded by the Driver Alert System tempt you into taking any risks when driving. During a long trip, plan regular and sufficient breaks.

- The driver is responsible at all times for their fitness to drive.
- Never drive a vehicle when you are tired.
- The system cannot always detect the driver's level of alertness. Observe the information in the section “Function limitations”.
- In certain situations, the system may wrongly interpret intentional driving manoeuvres as a lack of alertness from the driver.
- No urgent warning will be given in the event of the phenomenon known as “microsleep”.
- Observe the information in the instrument cluster display and respond according to the commands.

The Driver Alert System has been developed for use only while driving on motorways and good roads.

If there is a system fault, proceed to a qualified workshop immediately to have the system checked.

Dynamic Road Sign Display

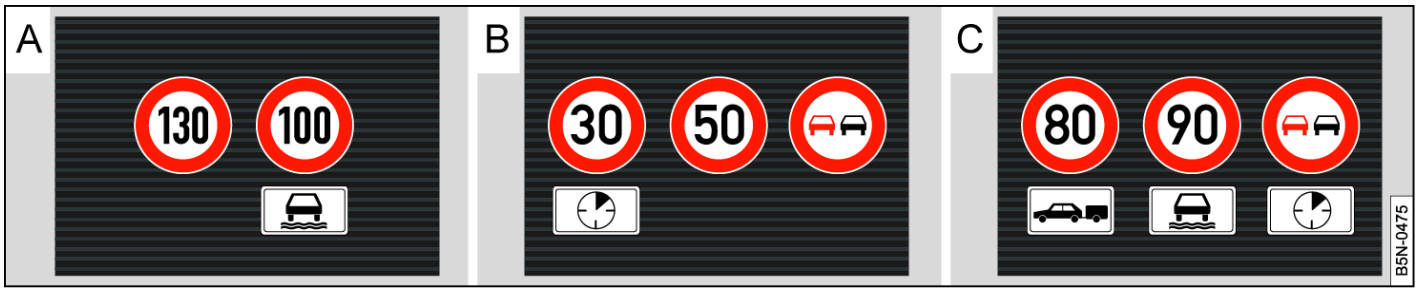


Fig. 1 On the instrument cluster display: examples of recognised speed limits and overtaking restrictions with accompanying additional signs.

Dynamic Road Sign Display uses a camera in the base of the interior mirror to monitor standard road signs and informs the driver of any detected speed limits or overtaking restrictions. Within the limits of the system, the system also displays additional signs, e.g. temporary restrictions or restrictions in wet conditions. In some cases the system can also display the current speed limits on non-signposted routes.

Displays

In addition to speed limits and overtaking restrictions, Dynamic Road Sign Display also detects the road sign which indicates that all restrictions have been lifted on motorways and main roads in Germany. In all other countries in which the system is operated, the current speed limit is displayed instead.

The road signs detected by Dynamic Road Sign Display are displayed on the instrument cluster → *Fig. 1* and in some cases also on the Infotainment system, depending on which version is installed in the vehicle.

No road signs available.
: The system is in the initialisation phase. OR: the camera has not detected any regulatory or warning signs.

Error: Dynamic Road Sign Display
: System fault. Go to a qualified workshop.

Speed warning currently not available.
: Fault in the Dynamic Road Sign Display system speed warning. Go to a qualified workshop.

Dynamic Road Sign Display: Clean the windscreen!
: The area around the camera on the windscreen is dirty. Clean the windscreen.

Dynamic Road Sign Display is currently restricted.
: No data transmission from the Infotainment system. Check whether valid map data is loaded in the Infotainment system. OR: the vehicle is located in an area that is not covered by the map stored in the Infotainment system.

No data available.
: Dynamic Road Sign Display is not supported in the country in which you are currently travelling.

Switching on and off

Continuous display of road signs in the instrument cluster can be switched on and off in the vehicle settings in the Infotainment system.

Display of road signs

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs with the accompanying additional signs → *Fig. 1* B:

1st position:

The road sign that currently applies for the driver is shown on the left-hand side of the display, e.g. a speed limit of 130 km/h (80 mph) → *Fig. 1* A.

2nd position:

Road signs that do not always apply (e.g. 100 km/h (60 mph) “when wet”) are shown in second place.

Additional sign:

if the windscreen wiper is active while the vehicle is in motion, a road sign with the additional “when wet” sign that now applies will be moved left to the first position, for example.

3rd position:

A further road sign may be displayed in the third position, e.g. “overtaking not permitted at certain times” *→ Fig. 1* C.

Speed warning

If the Dynamic Road Sign Display detects that an applicable speed limit has been exceeded, it can issue an acoustic warning signal or display a message on the instrument cluster display.

The speed warning can be set or completely deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The settings can be adjusted in increments of 5 km/h (3 mph) within a range between 0 km/h (mph) and 15 km/h (9 mph) above the permitted maximum speed.

Trailer mode

In vehicles with a factory-fitted towing bracket and a trailer with an electrical connection to the vehicle, the display of road signs that may apply to the vehicle when towing a trailer, e.g. applicable speed limits and no-overtaking signs, can be activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between 60 km/h (40 mph) and 130 km/h (80 mph). If a higher speed is set than is permitted for driving with a trailer in the country in which you are currently travelling, Dynamic Road Sign Display automatically issues a warning at the usual speed limit, e.g. at 80 km/h (50 mph) in Germany.

If the speed warning for the trailer is deactivated, Dynamic Road Sign Display issues warnings as if the vehicle was being driven without a trailer.

Function limitations

Dynamic Road Sign Display is subject to system-related limitations. The following conditions can restrict the function of Dynamic Road Sign Display, or prevent it from working altogether:

— Poor visibility, e.g. due to snow, rain, fog or heavy spray.

— Glare, e.g. from oncoming traffic or sunlight.

— High speeds.

— A covered or dirty camera.

— Road signs located outside of the camera's field of view.

— Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.

— Non-standard road signs.

— Damaged or bent road signs.

— Variable road signs on gantries (changeable road sign display using LEDs or other light sources).

— Out-of-date map material in the Infotainment system.

— Vehicles with road sign stickers, e.g. speed restrictions on trucks.

⚠ WARNING

The intelligent road sign recognition system technology cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the extra convenience afforded by Dynamic Road Sign Display tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Poor visibility, darkness, snow, rain and fog can cause traffic signs to be not displayed or be incorrectly displayed by the system.
- If the camera's field of view is dirty, covered or damaged, the function of the Dynamic Road Sign Display system may be impaired.

WARNING

Driving recommendations and traffic symbols displayed by the Dynamic Road Sign Display system may differ from the current traffic situation.

- Not all road signs can be recognised by the system and displayed correctly.
- Road signs on the road and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.

NOTICE

Availability of the Dynamic Road Sign Display function is limited in waypoint mode (waypoint navigation) of the Infotainment system.

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

Time

— To set the time (on all vehicle clocks), press and hold the 0.0 button in the instrument cluster while the doors are closed until the word Time appears on the instrument cluster display *(→ Analogue instrument cluster)* or *(→ Digital instrument cluster)*.
— Release the 0.0 button. The time is shown in the instrument cluster display and the hour setting is marked.
— Then press the 0.0 button repeatedly until the required hour value is displayed. Press and hold the 0.0 button to scroll through quickly.
— Once you have set the hour, wait until the minutes display is marked in the instrument cluster display.
— Then press the 0.0 button repeatedly until the required minute value is displayed. Press and hold the 0.0 button to scroll through quickly.
— Release the 0.0 button to finish setting the clock.

The time can also be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Lap timer

With the appropriate equipment the lap timer can be shown on the instrument cluster display *(→ Menus and information displays)*.

The lap timer has the option of timing your own laps manually in the vehicle on a race track, to store the times and to compare them with best times.

The following higher-level menus can be displayed:

— Lap timer

— Lap (with the current lap number)

— Statistics

Switching between the menus

— Press the △ or ▽ button on the multifunction steering wheel.

The following list shows an example of how the menus in the instrument cluster display are structured. The actual scope of the menus and the names of the individual menu options vary according to the instrument cluster design and the vehicle electronics.

Menu displays and functions

Lap timer menu

Start

Starts the lap timer.

Since start

Timing starts when the vehicle drives off. If it is already in motion, timing starts when the vehicle has meanwhile come to a standstill.

Statistics

An overview of the laps driven until now are displayed.

Lap menu

Stop!

Active timing is interrupted. This will not end the lap.

Continue

Paused timing resumes.

Split time:

A split time will be displayed for approximately five seconds. Active timing continues parallel to this.

New lap

Timing of the current lap will then be interrupted and a new lap will begin. The time of the completed lap will be carried over to the statistics.

Abort lap

The timing is ended and disregarded. The current lap is not entered into the statistics.

End

Timing is ended. The lap is entered into the statistics.

Statistics menu

Back

Return to the previous menu.

Reset

This resets all stored statistics data.

In the Statistics menu, the lap times most recently achieved are shown. If the maximum number of 99 laps or the maximum time of 99 hours, 59 minutes and 59 seconds has been reached, new timing can only be started after the statistics have been reset.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

- Make lap timer settings and access statistics only when the vehicle is stationary.
- When the vehicle is in motion, use the lap timer only in driving situations which are easy to control.

Button for driver assist systems

Depending on the vehicle equipment, the button for driver assist systems is located on the turn signal and main beam lever or on the multifunction steering wheel. The driver assist systems can be switched on and off in the Assist systems menu using the button.

— Press the button to open the Assist systems menu.

— Select the driver assist system and switch it on or off. A “tick” indicates that a driver assist system is switched on.

— Mark and confirm your selection by pressing the OK/RESET button on the wiper lever, or by pressing the OK button on the multifunction steering wheel.

Alternatively, you can also switch the driver assist systems on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Service interval display

Service events are displayed on the instrument cluster and in the Infotainment system.

Versions and displays can vary as different versions of the instrument cluster and Infotainment system are available.

In vehicles with fixed oil change service, services take place at predefined intervals.

The service intervals are calculated on an individual basis in vehicles with flexible oil change service. An oil change service must be carried out only when required by the vehicle. The individual conditions in which the vehicle is used and the driver's personal driving style are taken into account. The service reminder is displayed 30 days before the calculated service is due. The distance is rounded to the nearest 100 km and the remaining time is rounded to full days.

Service notification

If a service or inspection is due soon, a service alert will appear when the ignition is switched on.

The number of kilometres or amount of time shown correspond to the maximum number of kilometres or maximum time that can still be driven before the next service.

Service event

For a scheduled service or a scheduled inspection, an acoustic signal will be given when the ignition is switched on and the spanner symbol will be displayed for several seconds on the instrument cluster display. One of the following displays will also appear:

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules

You can access the current scheduled service event when the ignition is switched on, the engine is not running, and the vehicle is stationary:

— Press the 0.0 button in the instrument cluster and keep it pressed until the Service text appears in the display.

— Release the 0.0 button. The current scheduled service will be shown in the display.

The service information can be displayed in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Resetting the service interval display

If the service or the inspection was not performed by a Volkswagen dealership, the display can be reset as follows:

— Switch off the ignition.

— Press and hold down the 0.0 button in the instrument cluster.

— Switch on the ignition again.

— Release the 0.0 button when one of the following messages appears on the instrument cluster display: Reset oil service? or Reset inspection?.

— Press the 0.0 button in the instrument cluster for confirmation.

Do not reset the service interval display between service intervals otherwise incorrect data may be shown.

If the oil change service was manually reset, the service interval display then also changes to a fixed service interval in vehicles with flexible oil change service.

The Service message disappears after a few seconds with the vehicle motor on or by pressing the OK/RESET button in the wiper lever or the OK button in the multi-function steering wheel.

If the 12-volt vehicle battery was disconnected for long periods in vehicles with flexible service, the system cannot calculate the time at which the next service is due. The information shown in the service interval display may therefore be incorrect. In this case, observe the maximum permissible maintenance interval.

Introduction to the topic

Some menu options can only be opened when the vehicle is stationary.

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never operate the menus on the instrument cluster display while the vehicle is in motion.

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Instrument cluster menus

The range of content and layout of the menus and information displays depend on the vehicle electronics and the level of vehicle equipment.

Qualified workshops can program and modify other functions depending on the vehicle equipment level. Volkswagen recommends using a Volkswagen dealership for this purpose.

Some menu options can only be opened when the vehicle is stationary.

Driving data *(→ Driving data display (multifunction display))*.

Assist systems.

Navigation.

Audio.

Telephone.

Vehicle status *(→ Warning and information messages)*.

Views *(→ Digital instrument cluster)*.

Personalisation (user selection) *(→ Personalisation)*.

Operation using the multifunction steering wheel

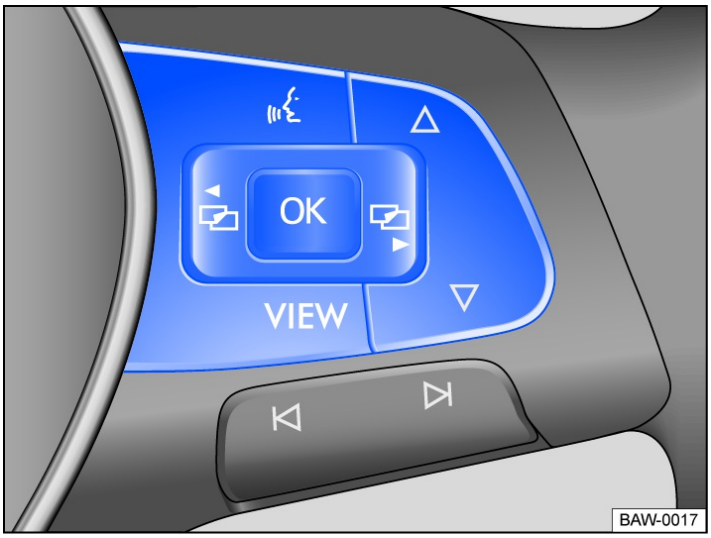


Fig. 1 Right-hand side of the multifunction steering wheel: controls for using the menus and information displays in the instrument cluster.

If any priority 1 warnings are displayed, you will be unable to open any menus *(→ Warning and information messages)*. You can confirm and hide some warnings using the OK button on the multifunction steering wheel → *Fig. 1*.

Selecting the menu or Infotainment system display

— Switch on the ignition.

— Personalisation: select user.

— If a message or the vehicle pictogram is displayed, press the OK → *Fig. 1* button, several times if required.

— Press the ◁ or ▷ button to display a menu or browse through a menu → *Fig. 1*.

— To open the menu or information display shown, press the OK button → *Fig. 1* or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

— In the displayed menu, press the arrow keys △ or ▽ → *Fig. 1* until the desired menu option is marked. A frame appears around the selected option.

— Press the OK button → *Fig. 1* to make the required changes. A tick indicates that the particular system or function is active.

Returning to menu selection

— Press the ◁ or ▷ button → *Fig. 1*.

VIEW button on the multifunction steering wheel

Vehicles with analogue instrument cluster:

— The VIEW button → *Fig. 1* allows you to change between the current and previous menus.

Vehicles with Active Info Display:

— Press the VIEW button → *Fig. 1* to open the Views menu on the instrument cluster display. Various information profiles can be selected in the Views menu.

If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Operating using the wiper lever

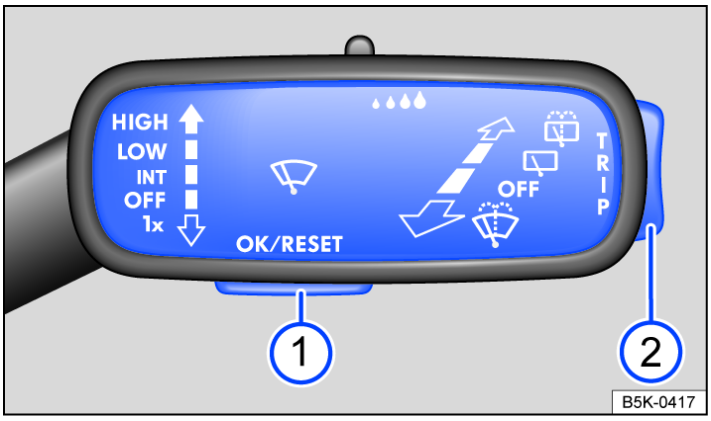


Fig. 1 On the right of the steering column: buttons on the wiper lever (illustration).

If any priority 1 warning messages are displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden using the → *Fig. 1* (1) button.

Selecting the menu or Infotainment system display

— Switch on the ignition.

— Personalisation: select user.

— If a message or the vehicle pictogram is displayed, press the → *Fig. 1* (1) button, several times if required .

— To display the menus *(→ Menus and information displays)* or to return from a menu or an information display to the menu selection, hold down the rocker switch → *Fig. 1* (2).

— To browse through the menus, press the rocker switch up or down.

— To open the displayed menu or information display, press the → *Fig. 1* (1) button or wait until the menu or information display opens automatically after a few seconds .

Changing settings in menus

— In the menu displayed, press the rocker switch → *Fig. 1* (2) upwards or downwards until the desired menu option is marked. A frame appears around the selected option.

— Press the → *Fig. 1* (1) button to make the required changes . A tick indicates that the particular system or function is active.

Returning to menu selection

In the menu, select the Back menu option to exit the menu.

If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Introduction to the topic

The Infotainment system combines key vehicle systems in a central operating unit, e.g. menu settings, radio or navigation system.

General information on operation

The following section contains relevant information on the settings that can be adjusted in the Vehicle settings menu.

Systems settings and vehicle information display

Depending on version, information can be displayed by pressing the button MENU and opening the Vehicle menu or after pressing the CAR button, opening the Settings menu and touching the corresponding function buttons:

— Vehicle settings (setup) *(→ Vehicle settings menu)*.

— Think Blue. Trainer *(→ Think Blue. Trainer.)*.

— Depending on equipment: performance monitor *(→ Performance monitor)*.

— Depending on equipment: lap timer *(→ Lap timer in the Infotainment system)*.

— Auxiliary heater settings.

— Active Info Display.

— Active media.

— Driving data.

— Vehicle status.

— Convenience consumers.

— Radio station selection.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.

- Always drive carefully and responsibly.

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings (time, date, personal convenience settings and programming) and user accounts have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

Vehicle settings menu

You can switch individual functions and systems on and off and adjust the settings in the vehicle settings of the Infotainment system.

Opening the Vehicle settings **menu**

— Switch on the ignition.

— Switch on Infotainment system if necessary.

— Depending on the version, press the button or function button MENU and *(→ Infotainment system controls and displays)* open the Vehicle menu in the Infotainment system.

— OR: Press the CAR button or function button, depending on the version.

— Depending on the version, open the Settings menu.

— Touch the corresponding function button to open additional menus in the Settings menu, or to adjust settings in the menu points.

If the checkbox in the function button is ticked ☑, the respective function is switched on.

Touch the ⮌ function button to return to the previous menu.

Performance monitor

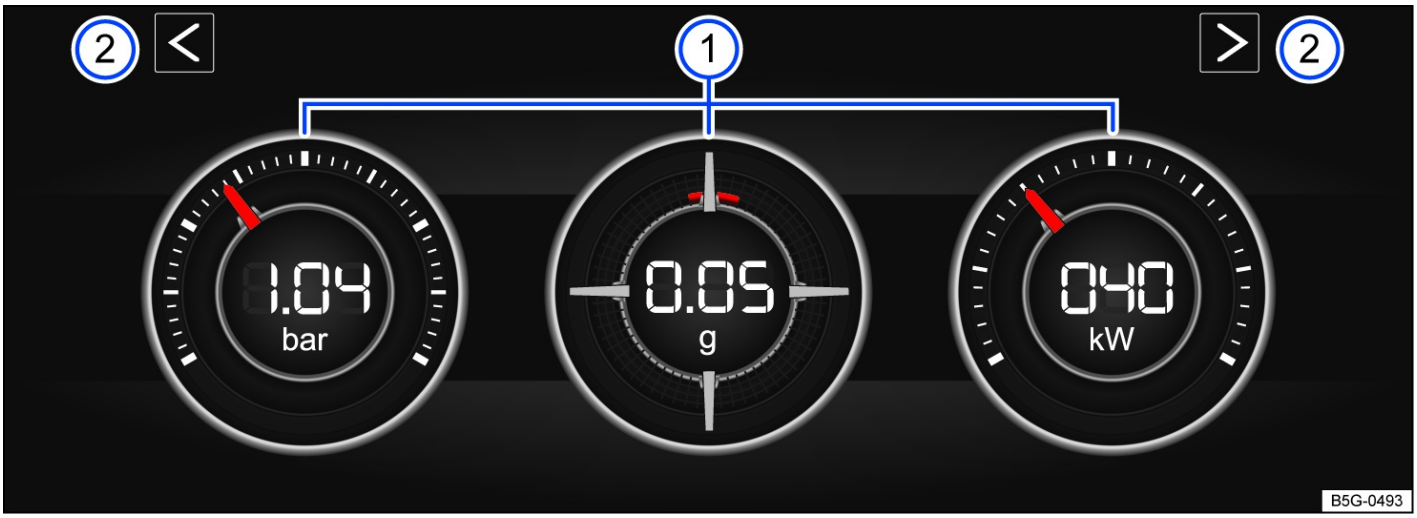


Fig. 1 On the Infotainment system display: performance monitor.

Key to → *Fig. 1*:

(1) Display areas.

(2) Arrow buttons for changing to the lap timer.

The performance monitor is a display for sporty driving. The digital instruments display real-time values for engine power, temperature and acceleration that are determined by sensors on the vehicle. This provides the driver with an overview of driving dynamics.

Opening the performance monitor

— Press the MENU button or function button on the Infotainment system.

— Touch the Vehicle function button.

— Touch the Selection function button.

— Touch the Sport function button.

If you would like to switch between the performance monitor and the lap timer *(→ Lap timer in the Infotainment system)*, touch one of the arrow buttons on the left and right above the instruments → *Fig. 1* (2).

Selecting instruments and setting units

The display can show a maximum of three instruments at the same time. Each instrument can be selected for each display area → *Fig. 1* (1) (left, middle, right).

To change between instruments, swipe vertically over the display. The currently selected instrument will then disappear and a new instrument will appear.

The units of measurement can be adjusted for some instruments in the Infotainment system *(→ Vehicle settings menu)*.

The following instruments can be displayed:

— Charge pressure display: the charge pressure display → *Fig. 1* (1) (left) shows the pressure in the charge air system between the turbocharger and engine (in the unit “bar”). The further to the right the needle on the scale, the higher the engine power output.

— Accelerometer (G-meter): the accelerometer (G-meter) → *Fig. 1* (1) (centre) shows the acceleration value in the centre (in the unit “g”). The red marking in the grid-type area shows the acceleration level and the direction of the acting force (in the opposite direction according to physical laws). If you drive to the left, for example, the red marking will move in the right

area of the instrument (and vice versa). If you accelerate, the red marking will move down. If you brake, the red marking will move up. The level of acceleration is indicated by the position of the red marking which moves outwards. If the acceleration increases, the red marking will move away from the centre area.

— Power display: the power display → *Fig. 1* (1) (right) shows the current engine power output as a digital value and on the surrounding scale (in kW).

— Coolant temperature display: the needle may move further in a clockwise direction under high engine loads and with high outside temperatures. This is no cause for concern as long as the indicator lamp in the instrument cluster display does not light up or flash *(→ Coolant temperature display)*.

— Oil temperature display: the needle is in the middle area under normal driving conditions. If the needle is in the bottom left area, this means that the engine has not yet reached its operating temperature. Avoid excessively high speeds and acceleration when the engine has not yet reached its operating temperature. The needle may move further in a clockwise direction under high engine loads and at high outside temperatures. This is no cause for concern as long as the indicator lamp in the instrument cluster display does not light up or flash.

Adapting the display areas to the driving situation

Choose the three possible instruments corresponding to your individual driving style and the driving situation.

WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.
- Always drive carefully and responsibly.

NOTICE

When starting from cold, avoid high engine speeds, driving at full throttle and over-loading the engine.

Due to the principle of performance determination used in the vehicle, the physical accuracy of the displayed values is not guaranteed.

Lap timer

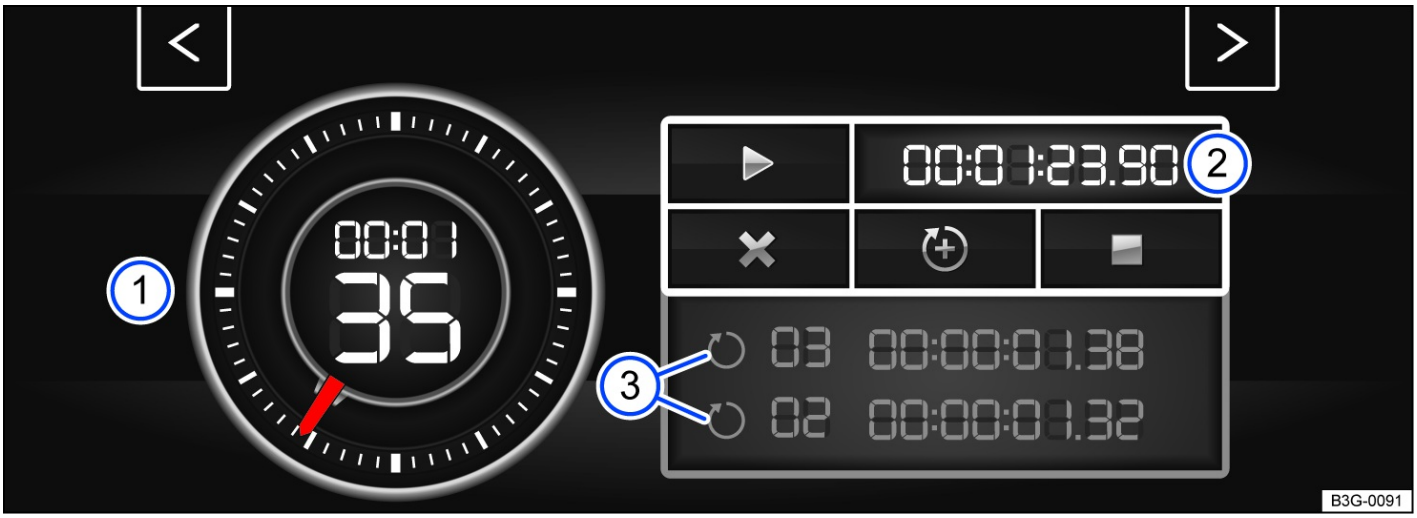


Fig. 1 On the Infotainment system display: lap timer with stopwatch, function button and lap times.

The lap timer provides you with the option of timing your own laps manually in the vehicle on a race track, storing the times and comparing them with previously measured best times.

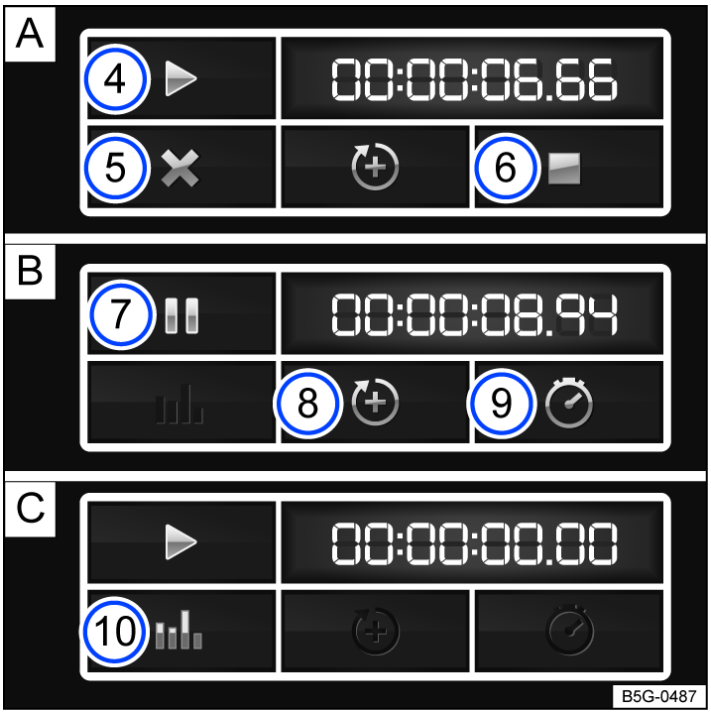


Fig. 2 Function button on the Infotainment system display: time measurement for A paused, B current and C completed lap.

Key to → *Fig. 1* and → *Fig. 2*:

1. Stopwatch.
2. Function button with current lap time.
3. Stored lap times.
4. Start or continue time measurement (possible only when the ignition is switched on). Press Start to start time measurement. Time measurement starts automatically as soon as the vehicle moves forwards. A new first lap can be started when the data in the statistics have been reset.
5. Cancel current lap. The lap time is deleted. --: --:--.-- is displayed in the statistics.
6. End time measurement.
7. Pause time measurement or cancel current lap (when time measurement is running).
8. Start new lap. The last lap time is stored and a new lap starts. The overall time of the laps driven is shown in the statistics.
9. Display split time. The stopwatch stops for a few seconds and the split time is displayed.
10. Display statistics after ending or aborting time measurement (number of laps, overall time, fastest and slowest slaps, average value of all lap times, all lap values). Press Reset to reset the statistics.

A maximum of 99 laps and a maximum time of 99 hours, 59 minutes and 59 seconds can be recorded. If one of these limits has been reached, the data in the statistics must be deleted before a further time measurement.

Opening the lap timer

— Press the CAR button or function button, depending on the version of the Infotainment system.

— Touch the Vehicle function button.

— Touch the Selection function button.

— Touch the Sport function button. The performance monitor is displayed.

— Touch one of the arrow buttons in the performance monitor to change to the lap timer.

You can change between the lap timer and performance monitor at any time using the arrow buttons.

Measuring lap times

The stopwatch measures the lap time in two areas:

The red needle and the numerical value in the centre show the running time in seconds. The smaller display in the inner area shows minutes and hours.

The display on the right side shows the current lap time with an accuracy of 1/100 seconds. There is no difference between the stopwatch and lap times if there are not yet any laps with split times stored in the lap timer.

⚠ WARNING

Avoid operating the lap timer when the vehicle is in motion if possible.

- Make lap timer settings and access statistics only when the vehicle is stationary.
- When the vehicle is in motion, use the lap timer only in driving situations which are easy to control.

Personalisation

The personalisation function allows personalised vehicle settings, such as air conditioning system, instrument cluster or lighting settings, to be saved in a user account. Four user accounts are available. Users are identified using the vehicle key upon unlocking the vehicle. One user account is assigned to each vehicle key.

Changes to the settings will be assigned to the active user account and saved upon locking the vehicle or changing the user account.

Welcome and user account selection

When personalisation is activated, the name of the current user account appears on the instrument cluster display for approximately ten seconds after you switch on the ignition.

During this time, you can select a user account using the buttons on the wiper lever or multifunction steering wheel.

When you select a user account, the saved vehicle settings are activated.

User management and settings

When the ignition is switched on, you can use the Personalisation menu in the Infotainment system for user management and to adjust the settings. The menu can be opened via the vehicle settings in the Infotainment system.

Switching user account

Select a user account in the Personalisation menu or in the Vehicle status menu.

Manually assigning vehicle keys to user accounts

You can assign a vehicle key to the currently active user account. For this purpose, select Manual key assignment.

Automatically assigning vehicle keys to user accounts

If you have selected Automatic key assignment, the following vehicle key is assigned to the user account upon changing the user account:

— Vehicles without Keyless Access: vehicle key used to unlock the vehicle.

— Vehicles with Keyless Access: vehicle key that is identified first by the personalisation function when the driver door is opened.

Personalised vehicle settings

— Opening and closing (single door unlocking, window convenience opening, etc.).

— Seat settings.

— Light and vision (daytime running lights, cornering lights, convenience turn signals etc.).

— Air conditioning system settings.

— Active assist systems.

— Driving profile selection.

— Multifunction display and instrument cluster (selection of displays).

— Infotainment system (display brightness and station sorting).

A new vehicle key will be assigned to the current user account. To assign the vehicle key to a different user account, select the user account you want and manually assign it to the vehicle key.

General notes

Preparing for a journey and driving safety

Observe the following information both before and during every journey to ensure your own safety, and the safety of all passengers and other road users → ⚠:

- ✓ Check that all lights and turn signals are working properly.
- ✓ Check the tyre pressure and fuel level *(→ Tyre pressure)*, *(→ Fuel gauge)*.
- ✓ Check the washer fluid level *(→ Washer fluid)*.
- ✓ Make sure that you have a good, clear view through all of the windows *(→ Vehicle care, exterior)*.
- ✓ Air intake to the engine must not be obstructed. The engine must not be covered by blankets or insulating materials *(→ In the engine compartment)*.
- ✓ Secure all objects and luggage in the stowage compartments or the luggage compartment .
- ✓ Ensure that you are able to operate the pedals freely at all times.
- ✓ Secure any children travelling in the vehicle in a restraint system suitable for their weight and size .
- ✓ Adjust the front seats, head restraints and mirrors properly in accordance with the size of the occupants , .
- ✓ Wear shoes that provide good grip for your feet when using the pedals.
- ✓ The floor mat in the footwell on the driver side must leave the pedal area free and must be securely fastened.
- ✓ Assume a correct sitting position before setting off and maintain this position while driving. This also applies to all passengers .
- ✓ Fasten your seat belt correctly before setting off and keep it properly fastened throughout the journey. This also applies to all passengers .
- ✓ Each vehicle occupant must sit in a seat of their own and must have their own seat belt.
- ✓ Never drive if your driving ability is impaired, e.g. by medication, alcohol or drugs.
- ✓ Do not allow yourself to be distracted from the traffic, e.g. by passengers, telephone calls, opening menus and making adjustments to settings.
- ✓ Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- ✓ Observe traffic regulations and speed limits.
- ✓ Take regular breaks when travelling long distances – at least every two hours.
- ✓ Secure animals in the vehicle using a system that is suitable for their weight and size.

Driving abroad

In some countries, special safety standards and regulations apply that the vehicle may not comply with. Volkswagen recommends that you visit your Volkswagen dealership before travelling abroad to find out about any legal requirements and the following issues at your destination:

- ✓ Does the vehicle need any technical modifications for driving abroad, e.g. masking or switching the headlights over?
- ✓ Are the necessary tools, diagnostic equipment and spare parts available for service and repair work?
- ✓ Are there any Volkswagen dealerships in the destination country?
- ✓ Are the correct service fluids that comply with Volkswagen specifications available in the destination country *(→ Service fluids)*?
- ✓ Does the navigation function in the factory-fitted Infotainment system work with the navigation data available in the destination country?
- ✓ Are special tyres necessary for travelling in the destination country?
- ✓ Is a fire extinguisher a requirement in your destination country?
- ✓ Which requirements must be observed regarding high-visibility waistcoats?
- ✓ Is fuel of sufficient quality available ?

Checks when filling the tank

Do not perform any work on the engine or in the front compartment unless you know exactly how to carry out the tasks, are aware of the general safety procedures and have the correct equipment, service fluids and suitable tools to hand *(→ In the*

engine compartment). In any other case, all work must be carried out by a qualified workshop. Make sure that the following are checked regularly:

✓ Washer fluid level *(→ Washer fluid)*.

✓ Engine oil level .

✓ Coolant level .

✓ Brake fluid level *(→ Brake fluid)*.

✓ Tyre pressure *(→ Tyre pressure)*.

✓ Vehicle lighting necessary for traffic safety:

- ✓ Turn signals.
- ✓ Side lights, dipped beam headlights and main beam headlights.
- ✓ Tail light clusters.
- ✓ Brake lights.
- ✓ Rear fog light.
- ✓ Number plate light.

Information on changing bulbs .

DANGER

Please observe important safety information about the front passenger front airbag *(→ Child seats)*.

WARNING

Driving under the influence of alcohol, drugs, medication or narcotics can cause serious accidents and fatal injuries.

- Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This could cause you to lose control of the vehicle.

WARNING

Always observe current traffic regulations and speed limits, and think ahead when driving. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

Servicing the vehicle regularly is not only about vehicle maintenance – it also ensures that your vehicle remains roadworthy and in perfect working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines. Some work may have to be carried out before the due date of the next service if the vehicle is subjected to heavy-duty operating conditions. Heavy-duty conditions are, for example, regular stop and go driving or driving in areas with high levels of dust. Further information can be obtained from your Volkswagen dealership or qualified workshop.

Introduction to the topic

Number of seats

The vehicle has a total of five seats: two at the front and three at the rear.

Each seat is equipped with a seat belt.

WARNING

Assuming an incorrect sitting position in the vehicle can increase the risk of severe or fatal injuries during a sudden driving or braking manoeuvre, in the event of a collision or accident, or if the airbags are triggered.

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.

- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Always secure children in the vehicle in an authorised child restraint system which is suitable for their height and weight and .
- Always keep your feet in the footwell while the vehicle is in motion. Never place your feet on the seat or dash panel, for example, and never ride with your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

The dangers of assuming an incorrect sitting position

If the seat belts are not worn or are worn incorrectly, the risk of severe or fatal injuries increases. Seat belts can only provide optimal protection if the seat belt routing is correct. Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

The following list contains examples of sitting positions that can be dangerous for all vehicle occupants.

Whenever the vehicle is in motion:

— Never stand in the vehicle.

— Never stand on the seats.

— Never kneel on the seats.

— Never tilt the backrest too far to the rear.

— Never lean against the dash panel.

— Never lie on the seats in the passenger compartment and on the rear bench seat.

— Never sit on the front edge of a seat.

— Never sit sideways.

— Never lean out of a window.

— Never put your feet out of a window.

— Never put your feet on the dash panel.

— Never place your feet on the seat cushion or seat backrest.

— Never travel in a footwell.

— Never sit on the armrests.

— Never travel on a seat without wearing the seat belt.

— Never travel in the luggage compartment.

⚠ WARNING

Every incorrect sitting position in the vehicle increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- All vehicle occupants must maintain a correct sitting position and wear their seat belt properly while the vehicle is in motion.
- Sitting in an incorrect position, not fastening the seat belt, or not leaving adequate space between the occupants and the airbags could result in critical or fatal injuries, especially if the airbags deploy and strike an occupant who has assumed an incorrect sitting position.

Correct sitting position

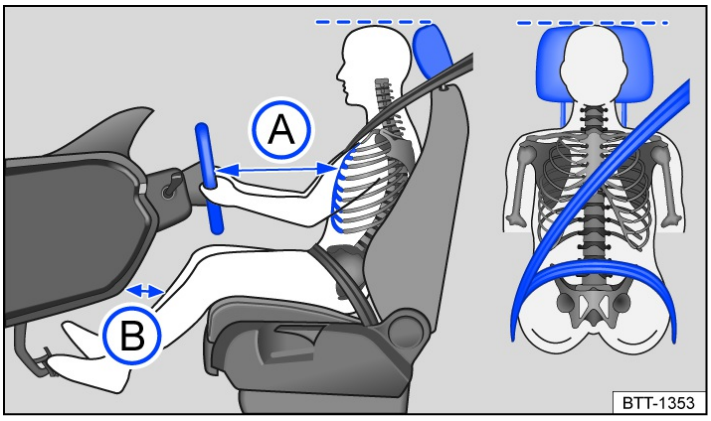


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

The following describes the correct sitting positions for the driver and passengers.

If any vehicle occupants cannot assume a correct sitting position due to their physical build, they should contact a qualified workshop to find out about possible special modifications. The seat belts and airbags can only provide a maximum level of protection if a correct sitting position is assumed. Volkswagen recommends using a Volkswagen dealership for this purpose.

Volkswagen recommends the following seating position for your own safety and to reduce the level of injury in the event of a sudden braking manoeuvre or an accident:

The following applies to all vehicle occupants:

— Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible at all times → *Fig. 1*.

— For small people, push the head restraint all the way down, even if the head is then located underneath the top edge of the head restraint.

— For tall people, push the head restraint up as far as it will go.

— Keep both feet in the footwell while the vehicle is in motion.

— Adjust and fasten seat belts properly .

Additional points for the driver:

— Move the backrest into an upright position so that your back rests fully against it.

— Adjust the seat so that the distance between the steering wheel and your breastbone is at least 25 cm(around 10 inches) → *Fig. 1* (A) and the circumference of the steering wheel can be held at the sides with both hands and your arms slightly bent.

— The steering wheel must always point towards the breastbone and not towards the face.

— Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly bent and so that the distance from the dash panel to your knees is at least 10 cm (around 4 inches) → *Fig. 1* (B).

— Adjust the height so that you can reach the highest point of the steering wheel.

— Always leave both feet in the footwell to help ensure you maintain control of the vehicle at all times.

— Adjust and fasten seat belts properly .

Additional points for the front passenger:

— Move the backrest into an upright position so that your back rests fully against it.

— Push the front passenger seat as far back as possible so that the airbag can provide maximum protection if it is deployed.

Introduction to the topic

Check the condition of all seat belts regularly. If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, the seat belt in question should be replaced immediately by a qualified workshop →⚠. The qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Incorrectly fastened or unfastened seat belts increase the risk of severe or fatal injuries. Seat belts will only offer the optimum level of protection when they are fastened and used properly.

- Seat belts are the most effective means of reducing the risk of serious and fatal injuries in the event of an accident. Seat belts must always be fastened properly when the vehicle is in motion to protect the driver and all vehicle occupants.
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.
- While the vehicle is in motion, secure all children travelling in the vehicle in a restraint system suitable for their weight and height. They must also wear correctly fastened seat belts .
- Only start driving when all passengers have correctly fastened their seat belts.
- Always insert the latch plate only into the buckle of the associated seat, and ensure that it engages properly. Using a buckle that does not belong to the seat that you are occupying reduces the level of protection and can lead to severe injuries.
- Avoid allowing foreign bodies or liquids to enter the slot for the seat belt buckle. This could prevent the belt buckle and seat belt from working properly.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never travel when children or babies are being carried on somebody's lap and fastened with the same belt.
- Never travel wearing loose, bulky clothing (such as an overcoat over a jacket). This could prevent the seat belts from fitting and functioning properly.

⚠ WARNING

Damaged seat belts are very dangerous and can cause severe or fatal injuries.

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.
- Have damaged seat belts immediately replaced by new seat belts that have been approved by Volkswagen for the vehicle. Seat belts subjected to stress and stretched during an accident must be replaced by a qualified workshop. Renewal may be necessary even if there is no apparent damage. The belt anchorages should also be checked.
- Never try to repair, modify or remove the seat belts yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a qualified workshop.

Warning lamp



Fig. 1 On the instrument cluster display: warning lamp.

A acoustic signal will be given for a few seconds if the seat belts are not fastened as the car pulls off and reaches a speed of more than approximately 25 km/h (15 mph), or if the seat belts are unfastened while the vehicle is in motion. The red → *Fig. 1* warning lamp will also flash.

The red warning lamp does not go out until the driver and front passenger fasten their seat belts while the ignition is switched on.

WARNING

Incorrectly fastened or unfastened seat belts increase the risk of severe or fatal injuries. Seat belts will only offer the optimum level of protection when they are fastened and used properly.

Frontal collisions and the laws of physics

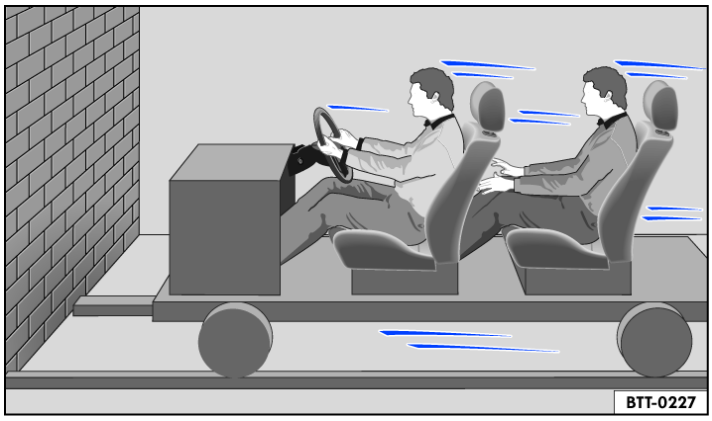


Fig. 1 Unbelted occupants in a vehicle heading for a brick wall.

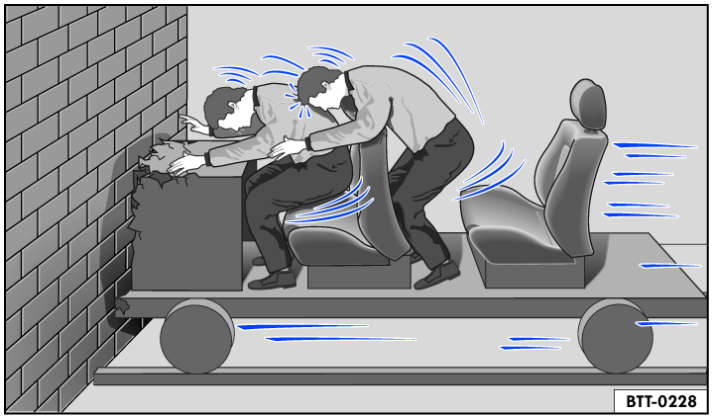


Fig. 2 Unbelted occupants in a vehicle heading for a brick wall.

The physical principles involved in a frontal collision are relatively simple. As soon as the vehicle is in motion, both the moving vehicle and its occupants gain “kinetic energy”→ *Fig. 1*.

The higher the vehicle speed and the heavier the weight of the vehicle, the greater the amount of energy that will be released in the event of an accident.

However, the most significant factor is the speed of the vehicle. For example, if the speed doubles from around 25 km/h to around 50 km/h (15 mph to 31 mph), the kinetic energy increases by a factor of four.

The amount of kinetic energy depends on the speed of the vehicle and the weight of the vehicle and passengers. The higher the speed and the heavier the weight, the greater the amount of energy that will be released in the event of an accident.

Passengers not wearing seat belts are not “connected” to the vehicle. In the event of a frontal collision, they will continue to move forwards at the same speed at which the vehicle was travelling before impact, until something stops them. Because the passengers in our example are not restrained by seat belts, the entire amount of kinetic energy will only be released at the point of impact against the wall → *Fig. 2*.

In the event of an accident at speeds between about 30 km/h (19 mph) and 50 km/h (31 mph), forces act on the body which can easily exceed one tonne (1,000 kg or about 2,200 lbs). These forces are even greater at higher speeds.

This example applies not only to frontal collisions, but to all accidents and collisions.

What happens to vehicle occupants who have not fastened their seat belts

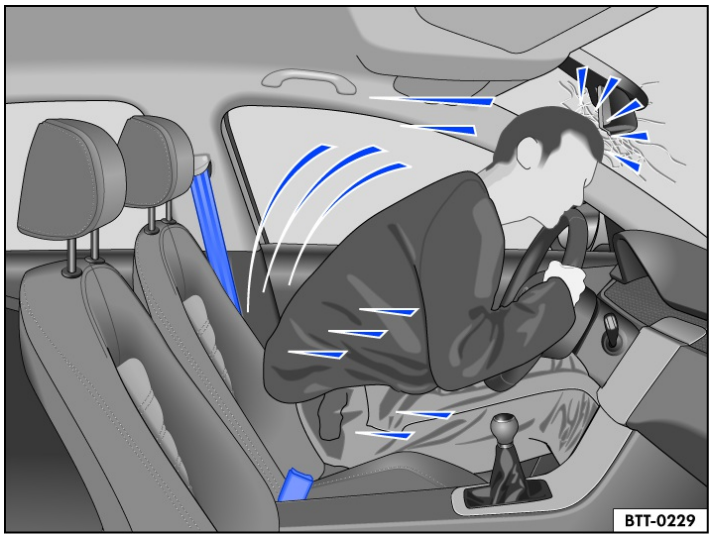


Fig. 1 An unbelted driver is thrown forwards.

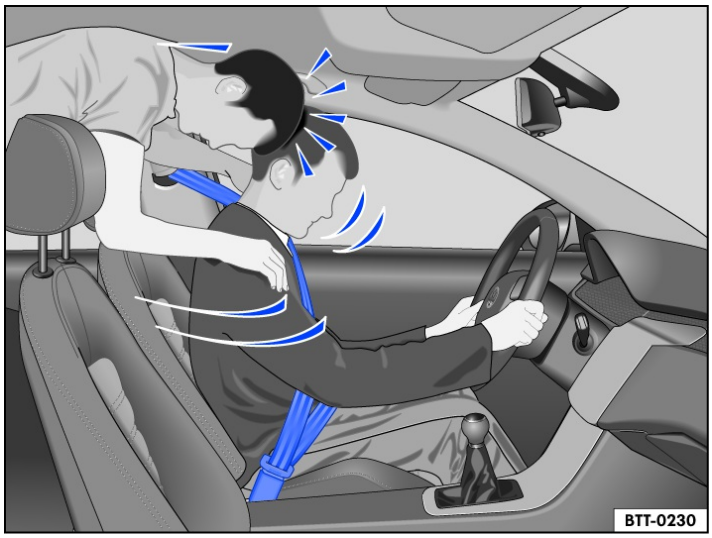


Fig. 2 The unbelted rear passenger is thrown forwards, hitting the belted driver.

Many people believe that they can brace their weight with their hands in a minor collision. This is not true.

Even at low speeds, the forces acting on the body in a collision are so great that it is not possible to brace oneself with arms and hands. In a frontal collision, vehicle occupants who have not fastened their seat belts will be thrown forward and will make unchecked contact with parts of the vehicle interior, e.g. the steering wheel, dash panel, or windscreen → *Fig. 1*.

The airbag system is not a substitute for the seat belts. When triggered, the airbags only provide additional protection. Airbags are not triggered in all kinds of accidents. Even if the vehicle is equipped with an airbag system, all vehicle occupants, including the driver, must fasten their seat belt and wear it correctly while the vehicle is in motion. This reduces the risk of severe or fatal injuries in the event of an accident – regardless of whether an airbag is fitted for the seat.

Each airbag can only be triggered once. To achieve best possible protection, seat belts must always be worn properly. This also ensures that protection is provided in accidents in which the airbag is not triggered. Any vehicle occupants not wearing a seat belt can be thrown out of the vehicle and sustain more severe or even fatal injuries as a result.

It is also important for the rear seat occupants to wear seat belts properly, as they could otherwise be thrown forwards violently in an accident. Rear passengers who are not wearing seat belts endanger not only themselves and the driver, but also other people in the vehicle → *Fig. 2*.

Seat belt protection

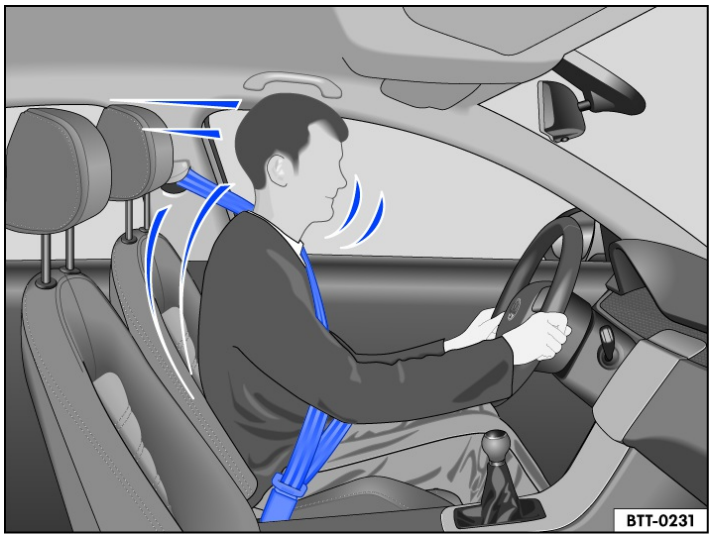


Fig. 1 Driver restrained by a properly positioned seat belt during a sudden braking manoeuvre.

Correctly fastened seat belts can make a major difference. When fastened properly, seat belts hold the vehicle occupants in the correct sitting positions and considerably reduce the kinetic energy in the event of an accident. Seat belts also help to prevent uncontrolled movements that could lead to severe injuries. In addition, wearing seat belts properly reduces the risk of being thrown from the vehicle → *Fig. 1*.

Passengers wearing seat belts correctly benefit greatly from the ability of the belts to reduce the kinetic energy. The front crumple zones and other passive safety features (such as the airbag system) are also designed to reduce kinetic energy. The amount of energy generated will thus decrease, thereby reducing the risk of injury.

The examples describe frontal collisions. Of course, properly worn seat belts substantially reduce the risk of injury in all other types of accidents. This is why seat belts must be fastened before every trip – even if you are only planning to drive a very short distance. Ensure that all passengers also wear their seat belts properly.

Accident statistics have shown properly worn seat belts to be an effective means of substantially reducing the risk of injury and improving the chances of survival in a serious accident. Furthermore, properly worn seat belts improve the protection provided by airbags in the event of an accident. This is why wearing a seat belt is a legal requirement in most countries.

Although the vehicle is equipped with airbags, the seat belts must be fastened and worn. For example, the front airbags will be triggered only in certain types of frontal collision. The front airbags will not be triggered during minor frontal collisions, minor side collisions, rear collisions, rolls or accidents in which the airbag trigger threshold in the control unit is not exceeded. The same applies to the other airbags in the vehicle.

Therefore, always wear your seat belt and ensure that your passengers have fastened their seat belts properly before you drive off.

Using seat belts

Checklist

Using the seat belts →⚠:

✓ Check the condition of all seat belts regularly.

✓ Keep the seat belts clean.

✓ Avoid allowing any foreign bodies or fluids to get on to the seat belt or latch plate or into the slot for the seat belt buckle.

✓ Do not trap or damage the seat belt and latch plate, for example when closing the door.

✓ Never remove, modify or repair the seat belt or any part of the belt fixture system.

✓ Always fasten the seat belt correctly before every journey and keep it fastened while the vehicle is in motion.

Twisted seat belt

If it is difficult to remove the seat belt from the belt guide, the seat belt may have become twisted if it was returned too quickly into the side trim:

— Take hold of the latch plate then slowly and carefully pull out the seat belt.

— Untwist the seat belt and guide it back slowly by hand.

Fasten the seat belt even if you are unable to undo the twist. However, the twist should not be in part of the seat belt that comes into direct contact with the body. The twist should be corrected immediately by a qualified workshop.

⚠ WARNING

Using seat belts incorrectly increases the risk of severe or fatal injuries.

- Regularly check to see if the seat belt and its related parts are in perfect condition.
- Always keep the seat belt clean.
- Do not allow the belt webbing to become jammed, damaged or to rub on any sharp edges.
- Always keep the latch plate and slot in the buckle free from foreign bodies and liquids.

Fastening and unfastening seat belts

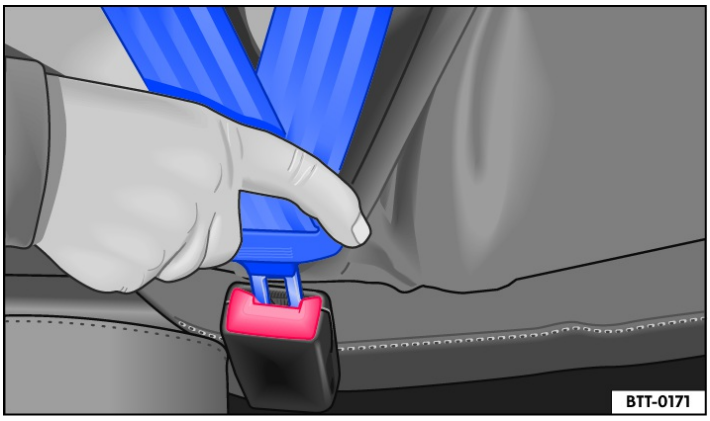


Fig. 1 Inserting the seat belt latch plate into the buckle.

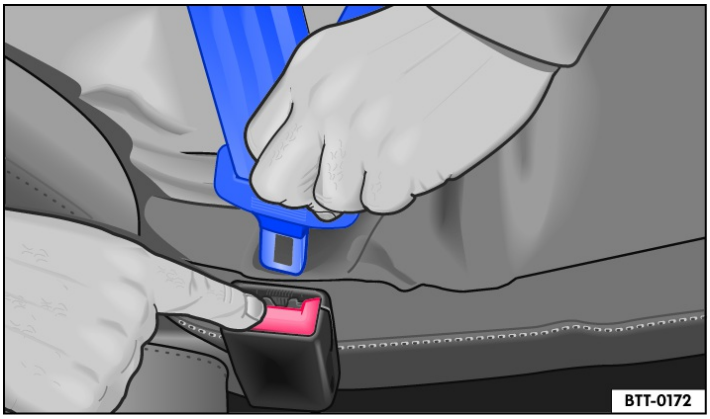


Fig. 2 Removing the latch plate from the buckle.

If worn properly, seat belts hold the vehicle occupants in the correct sitting position during an accident or braking manoeuvre, providing maximum protection →⚠.

In vehicles with a proactive occupant protection system, the driver and front passenger seat belts are automatically tensioned in certain situations *(→ Proactive occupant protection system)*.

Fastening the seat belts

Fasten seat belts before every trip.

— Adjust the front seat and head restraint correctly .

— Engage the seat backrest in an upright position →⚠.

— Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt in the process →⚠.

— Insert the latch plate securely into the buckle belonging to the occupied seat→ *Fig. 1*.

— Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

Unfasten seat belts only when the vehicle is stationary →⚠.

— Press the red button in the buckle→ *Fig. 2*. The latch plate is released and springs out.

— Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

⚠ WARNING

Incorrect seat belt routing can cause severe or fatal injuries in the event of an accident.

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly according to the occupant's height.
- Unfastening seat belts while the vehicle is in motion can lead to severe or fatal injuries in the event of an accident or sudden braking manoeuvre.

Seat belt routing

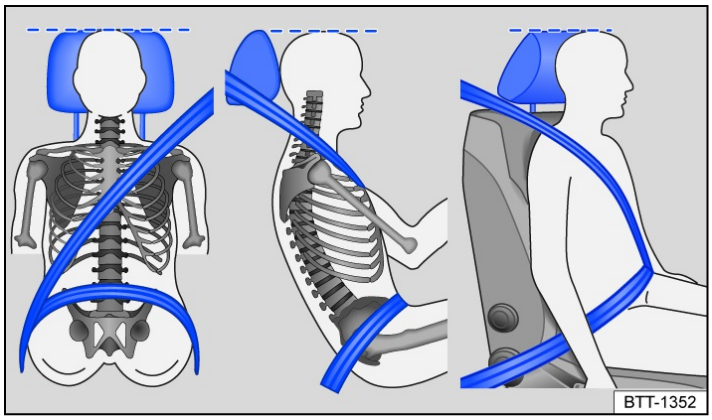


Fig. 1 Correct seat belt routing and head restraint adjustment.

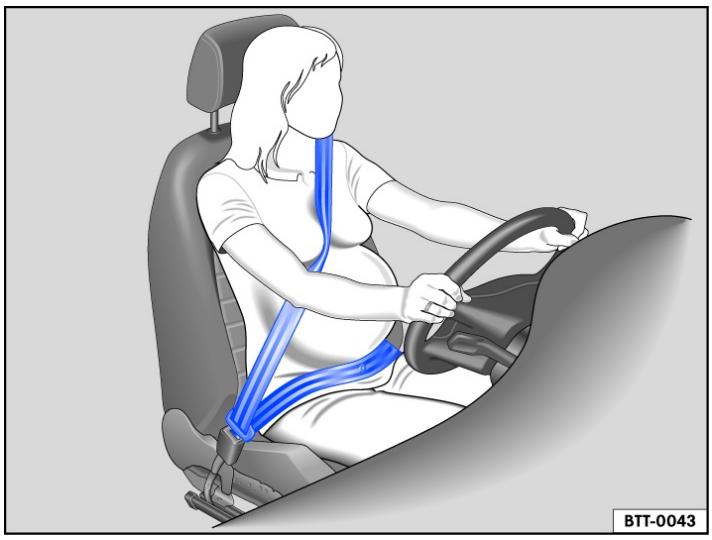


Fig. 2 Correct seat belt routing during pregnancy.

Seat belts only provide an optimum level of protection during an accident when they are routed correctly. Correct seat belt routing reduces the risk of severe or fatal injuries. Correct seat belt routing also holds the vehicle occupants in position so that an inflating airbag can offer the maximum level of protection. Therefore you must always fasten your seat belt and ensure that the seat belt routing is correct → *Fig. 1*.

Assuming an incorrect sitting position can cause severe or fatal injuries .

Correct seat belt routing

— The shoulder belt must always lie on the centre of the shoulder, never across the neck, over or under the arm or behind the back.

— The lap belt must always lie across the pelvis, never across the stomach.

— The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

For pregnant women, the seat belt must be positioned evenly over the chest and as low as possible over the pelvis. It must lie flat so that no pressure is exerted on the lower body – this applies for the entire course of the pregnancy → *Fig. 2*.

Correct seat belt routing according to height

The following equipment can be used to adjust the seat belt routing:

— Seat belt height adjuster for the front seats *(→ Seat belt height adjuster)*.

— Height-adjustable front seats .

⚠ WARNING

Incorrect seat belt routing can cause severe injuries in the event of an accident or a sudden braking or driving manoeuvre.

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.
- The seat belt itself or a loose seat belt can cause serious injuries if the seat belt shifts from harder body parts in the direction of softer body parts (e.g. stomach).
- The shoulder part of the seat belt must lie on the centre of the shoulder and never under the arm or across the neck.
- The seat belt must lie flat and snugly on the chest.
- The lap part of the seat belt must lie across the pelvis and never across the stomach. The seat belt must lie flat and snugly on the pelvis. Tighten the belt if necessary.
- For pregnant women, the lap part of the seat belt must be as low as possible over the pelvis and lie flat around the “bulge” of the belly.
- Do not twist the belt webbing while the seat belt is being worn.
- Never hold the seat belt away from the body by hand.
- The belt webbing should not lie over hard or fragile objects, such as glasses, pens or keys.
- Never use seat belt clips, retaining rings or similar items to alter the seat belt routing.

If a person's physical build prevents them from routing the seat belt properly, contact a qualified workshop to find out about any special modifications so that the seat belts and airbags can provide the optimum level of protection. Volkswagen recommends using a Volkswagen dealership for this purpose.

Seat belt height adjuster

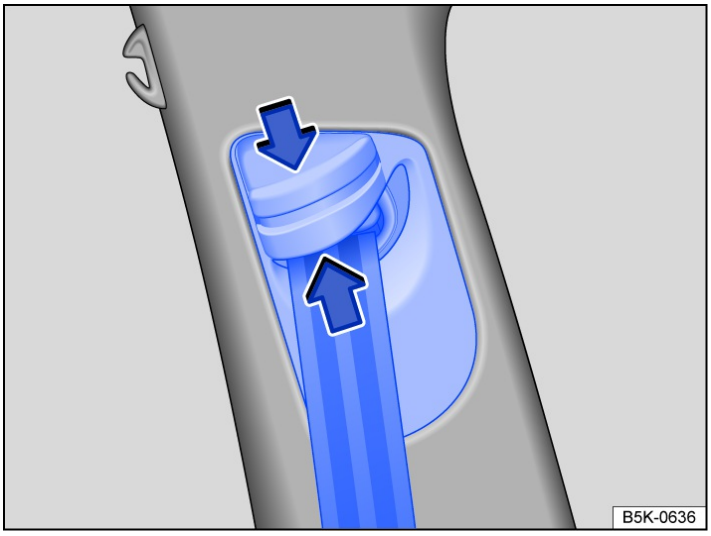


Fig. 1 Next to the front seats: belt height adjuster.

The seat belt height adjusters for the front seats can be used to adjust the position of the seat belt on the shoulder so that it can be fastened properly:

— Push the shoulder belt guide together in the direction of the arrows and hold → *Fig. 1*.

— Push the shoulder belt guide up or down so that the seat belt is routed over the middle of the shoulder *(→ Seat belt routing)*.

— Let go of the shoulder belt guide.

— Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

WARNING

Never adjust the seat belt height when the vehicle is in motion.

Belt retractor, belt tensioner, belt tension limiter

The safety belts in the vehicle are part of the vehicle safety concept . The vehicle safety concept has the following important functions:

Belt retractor

Every seat belt is equipped with an automatic belt retractor on the shoulder part of the belt. Full freedom of movement is ensured when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the belt retractor blocks the seat belt.

Fastened seat belts on the front seats may be tensioned automatically by the proactive occupant protection system in critical situations, for example during an emergency stop or in the event of oversteering or understeering. Both seat belts are slackened again if the accident does not happen, or when the critical situation has passed. The proactive occupant protection system is ready to be triggered again *(→ Proactive occupant protection system)*.

Belt tensioners

The seat belts for the front seat vehicle occupants, and in some cases those on the outer rear seats, are equipped with belt tensioners.

The belt tensioners are activated by sensors during severe frontal, side and rear collisions. They tighten the seat belts against the direction in which they are pulled. Any slack in the seat belt is retracted, which can reduce the forward movement of the vehicle occupants and their movement in the direction of the impact. The belt tensioner works together with the airbag system. If the vehicle rolls over, the belt tensioners will not be activated if the side airbags are not triggered.

A fine dust may be produced when the airbags are triggered. This is quite normal and does not mean that there is a fire in the vehicle.

Reversible belt tensioning (proactive occupant protection system)

Reversible belt tensioning may trigger in certain driving situations *(→ Proactive occupant protection system)*. Examples include:

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

Belt tension limiter

The belt tension limiter reduces the pressure exerted by the seat belt on the body during an accident.

All safety requirements must be observed when the vehicle or components of the system are scrapped. Qualified workshops are familiar with these requirements *(→ Proactive occupant protection system)*.

Service and disposal of belt tensioners

Seat belts may become damaged during any work on the belt tensioners or while removing or refitting any vehicle parts in conjunction with any other repair work. This damage will not always be noticeable. The consequence may be that the belt tensioners could function incorrectly, or not function at all, in the event of an accident.

Regulations must be observed to ensure that the effectiveness of the belt tensioner is not reduced and that removed parts do not cause any injuries or environmental pollution. Qualified workshops are familiar with these requirements.

⚠ WARNING

The risk of severe or fatal injuries may be increased if the seat belts, automatic belt retractors and belt tensioners are not used correctly, or if they are repaired by a non-professional. As a result, the belt tensioners may not be triggered when they should, or they may be triggered unexpectedly.

- Any repairs, adjustments or removal and refitting of parts in the belt tensioners or seat belts should always be carried out by a qualified workshop and never by you yourself .
- Seat belts, belt tensioners and automatic belt retractors cannot be repaired. They must be replaced.

The airbag modules and belt tensioners may contain perchlorate. Please comply with legislation regarding disposal.

Proactive occupant protection system

The proactive occupant protection system is an assistance system that initiates action to protect vehicle occupants in dangerous situations. However, the system cannot prevent a collision.

The full range of functions of the proactive occupant protection system will be available only if the function has been activated in the Infotainment system, no special driving profile has been selected and there are no malfunctions.

Basic functions

Depending on country-specific legal requirements and also on the vehicle equipment level, the following functions may be initiated, either singularly or jointly, in critical situations (e.g. emergency braking or over or understeering) as of a speed of approximately 30 km/h (19 mph):

— Reversible belt tensioning of the fastened driver and front passenger seat belts.

— Automatic closing of the glass roof and side windows down to a gap, depending on the vehicle equipment.

The belts may be tensioned individually or together depending on the respective critical driving situations.

Additionally for vehicles with Autonomous Emergency Braking (Front Assist)

For vehicles with Autonomous Emergency Braking (Front Assist), the system limits also include calculation of the probability of a rear-end collision with the vehicle in front. If the system detects that a rear-end collision is likely, or initiates severe braking, it can trigger the proactive occupant protection system.

Settings in the Infotainment system

Depending on the vehicle equipment, settings for the proactive occupant protection system with the full range of functions can be adjusted in the vehicle settings on the Infotainment system.

The proactive occupant protection system will be reactivated every time the ignition is switched on.

It may not be possible to operate the setting function if the proactive occupant protection system has already been adapted to the specific vehicle setup.

Setting in driving profile selection

In vehicles with driving profile selection, the proactive occupant protection system is adapted to the special vehicle setup of the respective driving profile.

Function limitations

The proactive occupant protection system will not be available, or will only be available to a limited extent, in the following situations:

— If there is a fault in the ESC, belt tensioner or airbag control unit .

— If the TCS or ESC is switched off, in the *Offroad* driving profile and when the vehicle is reversing .

— The temporary tensioning for the front passenger seat is switched off if the front passenger front airbag is deactivated.

— In the event of a system fault or restriction of Autonomous Emergency Braking(Front Assist)

Troubleshooting

If there is a fault in the proactive occupant protection system, the messageProactive occupant protection unavailable or Proactive occupant protection: function restricted will be continuously shown in the instrument cluster display.

Go to a qualified workshop and have the system checked.

⚠ WARNING

The intelligent proactive occupant protection system cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by the proactive occupant protection system tempt you into taking any risks when driving. The system cannot prevent a collision. The system is not a substitute for the full concentration

of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- The system cannot detect objects in all situations.
- The proactive occupant protection system does not react to people, animals, objects crossing in front of the vehicle, or objects which are hard to detect.
- Reflective objects such as safety barriers, tunnel entrances, heavy rain and ice can impair the performance of the proactive occupant protection system and thus prevent it from detecting a collision risk.
- The system may be falsely triggered.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

- Never change settings in the Infotainment system when the vehicle is in motion.

Introduction to the topic

The vehicle is equipped with a front airbag for the driver and front passenger. The front airbags can provide front seat occupants with additional chest and head protection if the seat, seat belts, head restraints and, in the case of the driver, steering wheel are adjusted and used correctly. Airbags are meant only for additional protection. The airbags are not a substitute for seat belts. Seat belts must always be worn, even when the front seats are equipped with front airbags.

⚠ WARNING

Never rely solely on the airbag system for your protection.

- Even if an airbag is triggered, it only offers auxiliary protection.
- The airbag system offers the best level of protection, and reduces the risk of injury, when seat belts are properly worn .
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.

⚠ WARNING

The risk of injury increases if there are any objects between the vehicle occupants and the deployment area of the airbag when it is triggered. This will alter the deployment zone of the airbag, or the objects will be flung against the body.

- Never hold any objects in your hand or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat. The objects could enter the deployment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.
- There must be no other persons, animals or objects between the vehicle occupants sitting on the front seats and rear outer seats and the deployment zones of the airbags. Ensure that children and passengers keep to this rule.

⚠ WARNING

The airbag system can only be triggered once. The system will have to be replaced if the airbags have been triggered.

- Airbags that have been triggered, and any affected system parts, must immediately be replaced with new parts that are approved by Volkswagen for the vehicle.
- Repairs and modifications to your vehicle should only be carried out by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never use recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never alter any components of the airbag system.

⚠ WARNING

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle.

- The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems. To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- Do not let the dust get into your eyes or into open wounds.
- If dust has entered your eyes, rinse them with water.

⚠ WARNING

Cleaning agents that contain solvents cause the surface of the airbag modules to become porous. In an accident that triggers the airbag, loose plastic parts can cause serious injury.

- Never clean the dash panel or the airbag covers with cleaning agents that contain solvents.

Type of front passenger front airbag system

Volkswagen offers two different front passenger front airbag systems.

Depending on the vehicle equipment, an airbag system or an airbag system with front passenger front airbag deactivation may be installed.

Airbag system

The front passenger front airbag can be deactivated only by a qualified workshop.

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

The front passenger front airbag can be deactivated manually by means of a key-operated switch *(→ Airbag system)*.

Characteristics of the airbag system with front passenger front airbag deactivation:

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

— Yellow indicator lamp PASSENGER AIR BAG OFF in the centre console.

— Yellow indicator lamp PASSENGER AIR BAG ON in the centre console.

— Key-operated switch in the side of the dash panel on the passenger side(only visible when the front passenger door is open).

Indicator lamp



Fig. 1 In the centre console: indicator lamp for deactivated front passenger front airbag.



Fig. 2 In the centre console: indicator lamp for activated front passenger front airbag.

The yellow indicator lamp in the instrument cluster display lights up briefly as a functional check when the ignition is switched on and goes out after a few seconds.

OFF

Front passenger front airbag switched off. The yellow indicator lamp in the centre console lights up continuously → *Fig. 1*.

ON

Front passenger front airbag switched on. The yellow indicator lamp in the centre console will go out automatically approximately 60 seconds after the ignition is switched on or after the front passenger front airbag is switched on using the key-operated switch → *Fig. 2*.

If the PASSENGER AIR BAG **OFF** indicator lamp in the centre console does not light up continuously or lights up together with the indicator lamp in the instrument cluster display when the front passenger front airbag is switched off, there may be a fault in the airbag system →.

WARNING

If there is a fault in the airbag system, the airbag may not trigger correctly, may not trigger at all or may trigger unexpectedly. This can cause severe or fatal injuries.

- The airbag system should be checked by a qualified workshop as soon as possible.
- Never fit a child seat on the front passenger seat. Remove a fitted child seat! The front passenger front airbag may trigger during an accident in spite of the fault.

Fault in airbag or belt tensioner system

The yellow indicator lamp lights up continuously. In addition, a message may be displayed in the instrument cluster.

A malfunction has been detected in at least one airbag or belt tensioner.

— Go to a qualified workshop.

— Have the airbag and belt tensioner system checked.

Airbag or belt tensioner system deactivated with diagnostic tool

The yellow indicator lamp lights up for around four seconds when the ignition is switched on and then flashes for around twelve seconds. In addition, a message may be displayed in the instrument cluster.

At least one airbag or belt tensioner was deactivated with a diagnostic tool.

— Go to a qualified workshop.

— Have a check carried out to establish whether the airbag or belt tensioner system must remain switched off.

OFF Front passenger front airbag switched off

The yellow indicator lamp for the deactivated front passenger front airbag lights up continuously.

The front passenger front airbag has been switched off.

— Check whether the front passenger front airbag must remain switched off, e.g. when using a child seat on the front passenger seat.

ON Front passenger front airbag switched on

The yellow indicator lamp for the activated front passenger front airbag lights up for around 60 seconds after the ignition has been switched on or after switching on the front passenger front airbag with the key-operated switch.

The front passenger front airbag has been switched on.

— Check whether the front passenger front airbag must remain switched on.

Description and function of the airbags

The airbags can protect vehicle occupants during frontal and side collisions by reducing their movement in the direction of the collision.

When an airbag is triggered, it is inflated by a gas generator. This causes the airbag covers to break, and the airbags inflate forcefully to cover their deployment zones within milliseconds. Once a vehicle occupant wearing a seat belt starts to sink into the inflated airbag, the gas inside the airbag starts to escape to cushion the occupant and slow down their movement. This can reduce the risk of severe and fatal injuries. A triggered airbag will not always prevent other injuries from occurring, such as swelling, bruising, burning and grazing. The deployment of the airbag can also produce frictional heat.

Airbags provide no protection for the arms or lower body. Exception: in vehicles with a knee airbag, the knee area of the driver will be protected.

The most important factors for triggering the airbag are the type of accident, the angle of impact, the vehicle speed and the type of object with which the vehicle collides. Therefore, visible damage to the vehicle does not always mean that the airbag should have been triggered.

Whether or not the airbag triggers is determined by the vehicle deceleration rate caused by the collision and registered by the electronic control unit. If this rate is below the reference value programmed into the control unit, the airbags will not be triggered, even though the vehicle may be badly damaged as a result of the collision. Vehicle damage, repair costs or even the lack of vehicle damage in an accident do not necessarily give an indication of whether an airbag should inflate or not. It is not possible to define a range of vehicle speeds and reference values, since the circumstances will vary considerably between one collision and another. It is therefore impossible to cover every possible kind and angle of impact that would trigger the airbags. Important factors in the triggering of the airbag include the nature (hard or soft) of the object that the vehicle hits, the angle of impact, and the vehicle speed.

Airbags only serve as a supplement to the three-point seat belt in some accident situations when the vehicle deceleration is sufficient to trigger the airbags. Airbags can only be triggered once and only in certain situations. The seat belts are always there to provide protection in situations where airbags are not normally triggered or where they have already been triggered, for example if the vehicle collides with another vehicle after the first collision or is hit by another vehicle.

The airbag system is part of the vehicle's overall passive safety concept. The airbag system can work effectively only when the occupants are wearing their seat belts correctly and have assumed a proper sitting position ⚠ .

Components of the vehicle safety concept

The following vehicle safety equipment makes up the vehicle's safety concept to reduce the risk of severe and fatal injuries. Some of this equipment may not be fitted in your particular vehicle. It may not be available at all in some countries.

— Optimised seat belts for all seats.

— Belt tensioners for the driver and front passenger and also on the rear outer seats if in conjunction with side airbags.

— Belt tension limiter for the driver, front passenger and, if applicable, for the rear outer seats.

— Belt height adjuster for the front seats.

— Warning lamp and, where applicable, belt status display.

— Front airbags for driver and front passenger.

— Side airbags for the driver, front passenger and, if applicable, for the rear outer seats.

— Curtain airbags on the left and right.

— If applicable, knee airbag for the driver.

— Airbag indicator lamp .

— Indicator lamp PASSENGER AIR BAG OFF in the centre console.

— Indicator lamp PASSENGER AIR BAG ON in the centre console.

— Control units and sensors.

— Safety-optimised and height-adjustable head restraints.

— Adjustable steering column.

— If applicable, anchor points for child seats on the rear outer seats and on the front passenger seat.

— If fitted, mounting points for the top tether for child seats.

Situations when the front, knee, side and curtain airbags will not be triggered:

— When the ignition is switched off during a collision.

— If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle.

— During a slight side collision.

— During a rear-end collision.

— When the vehicle rolls over.

— If the impact speed in a collision is lower than the reference value specified in the control unit.

Front airbags

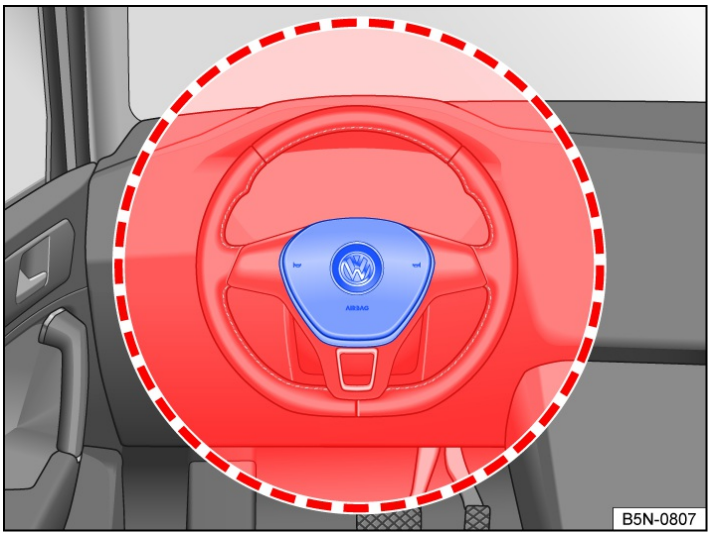


Fig. 1 Location and deployment zone of the driver front airbag.

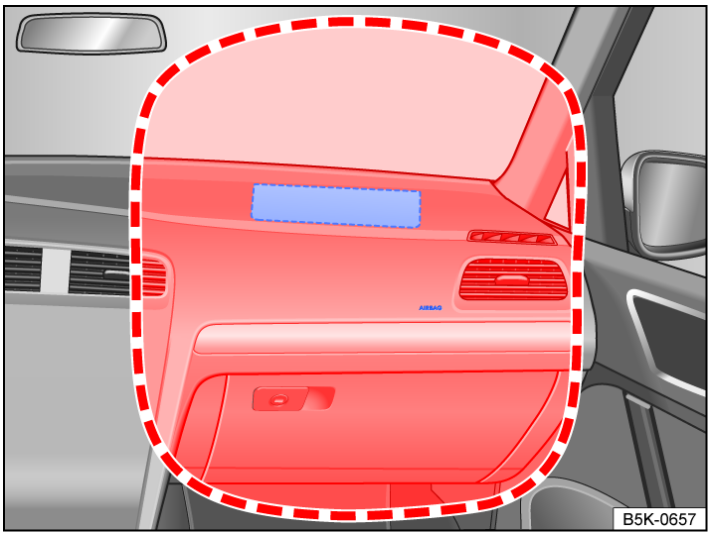


Fig. 2 Location and deployment zone of the front passenger front airbag.

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the head and chest in the event of a severe frontal collision. Always keep as far away from the front airbag as possible . This allows the front airbags to inflate fully when triggered, thus providing maximum protection.

The front airbag for the driver is located in the steering wheel → *Fig. 1* and the front airbag for the front passenger is located in the dash panel → *Fig. 2*. The airbag locations are identified by the text “AIRBAG”.

The areas inside the red lines are covered by the front airbags when deployed(deployment zone). You must never leave or attach any objects in these areas → ⚠. Any factory-fitted accessories will not be struck if the driver and front passenger front airbags are deployed.

⚠ DANGER

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the front airbags clear.
- Never attach any objects, such as drink or telephone holders, to the covers of the airbags or anywhere in the airbag deployment zone.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Do not cover or stick anything on the steering wheel hub or the soft plastic surface of the airbag unit in the dash panel on the front passenger side, and do not modify them in any way.

⚠ WARNING

The front airbags are deployed in front of the steering wheel → *Fig. 1* and dash panel → *Fig. 2*.

- When driving, always hold the steering wheel with both hands on the outside of the ring at the 9 o'clock and 3 o'clock positions.
- Adjust the driver seat so that there is at least 25 cm(about 10 inches) of space between the chest and the middle of the steering wheel. Contact a qualified workshop if your physical build makes this impracticable.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

Switching the front passenger front airbag on and off



Fig. 1 In the dash panel on the front passenger side: key-operated switch for deactivating and activating the front airbag on the front passenger side

The front passenger front airbag must be deactivated if you fit a rear-facing child seat on the front passenger seat.

Switching on the front passenger front airbag

— Switch off the ignition.

— Open the door on the front passenger side.

— Fold the key bit of the vehicle key all the way out.

— Insert the key bit into the key-operated switch on the dash panel until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →⚠.

— Turn the vehicle key to the position ON without using force.

— Remove the vehicle key from the key-operated switch and fold away the key bit→⚠.

The yellow PASSENGER AIR BAG indicator lamp ON in the centre console lights up and goes out after approximately 60 seconds *(→ Indicator lamp for standard airbag system)*.

— Close the door on the front passenger side.

— Check that the yellow PASSENGER AIR BAG OFF indicator lamp in the centre console does *not* light up when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Deactivating the front passenger front airbag

— Switch off the ignition.

— Open the door on the front passenger side.

— Fold the key bit of the vehicle key all the way out.

— Insert the key bit into the key-operated switch on the dash panel until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →⚠.

— Turn the vehicle key to the position OFF without using force.

— Remove the vehicle key from the key-operated switch and fold away the key bit→⚠.

— Close the door on the front passenger side.

The yellow PASSENGER AIR BAG OFF indicator lamp in the centre console lights up continuously when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Confirmation that the front passenger front airbag has been deactivated

A deactivated front passenger front airbag is indicated only by a continuously lit PASSENGER AIR BAG OFF indicator lamp (OFF lights up yellow continuously) *(→ Indicator lamp for standard airbag system)*.

If the yellow indicator lamp PASSENGER AIR BAG OFF does not light up continuously or lights up together with the yellow

indicator lamp in the instrument cluster display, do not fit a child restraint system on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

WARNING

The front passenger front airbag should only be switched off in exceptional circumstances.

- To prevent damage to the airbag system, only switch the front passenger front airbag on and off when the ignition is switched off.
- It is the driver's responsibility to ensure that the key-operated switch is set to the correct position.
- Only switch the front passenger front airbag off if, in exceptional circumstances, a child seat has to be attached to the front passenger seat.
- Switch the front passenger front airbag back on again as soon as the child seat on the front passenger seat is no longer being used.

WARNING

Do not leave the vehicle key in the key switch while driving.

- Strong vibrations may cause the vehicle key to turn in the key switch, which could cause the front passenger front airbag to be activated.
- The front passenger front airbag could then accidentally inflate, leading to serious or fatal injuries.

NOTICE

If the key bit is not inserted far enough, the key switch could be damaged when the key is turned.

NOTICE

Do not leave the vehicle key in the key switch, as this could result in damage to the door trim, dash panel, key switch or vehicle key when the front passenger door is closed.

Side airbags

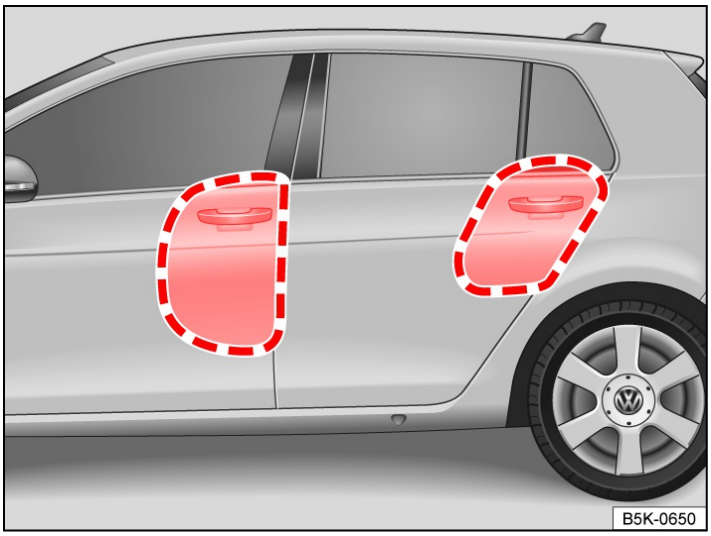


Fig. 1 On left-hand side of vehicle: deployment zones of side airbags

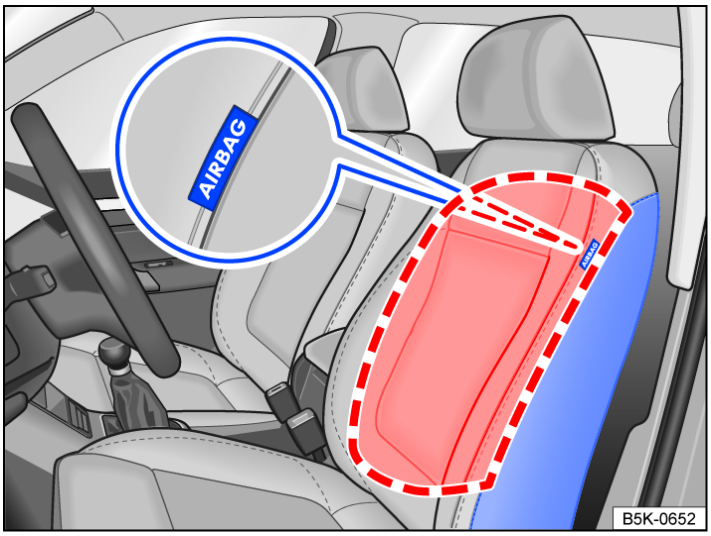


Fig. 2 On the side of the front seat: location and deployment zone of the side airbag.

Depending on the vehicle equipment, side airbags may also be fitted for the front seats and rear outer seats→ *Fig. 1*.

The side airbags for the front seats are located in the outer seat backrest cushions of the driver seat and front passenger seat → *Fig. 2*.

If fitted, the side airbags for the rear outer seats are each located between the door entry and the individual rear seat backrests.

The locations of the side airbags are indicated by the “AIRBAG” label.

The areas outlined in red are inside the deployment area of the side airbags→ *Fig. 1* and → *Fig. 2*. You must never leave or attach any objects in these areas →⚠.

In the event of a side collision, the side airbags will be deployed on the side of the vehicle which is impacted, thus reducing the risk of injury to the areas of the occupants' bodies facing the impact.

⚠ WARNING

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the side airbags clear.
- There must be no other persons, animals or objects between the vehicle occupants sitting on the front seats and rear outer seats and the deployment zones of the airbags. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should only be used for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the side airbag may not be able to inflate once triggered.

⚠ WARNING

Incorrect use of the driver and front passenger seat could hinder the proper function of the side airbag and cause serious injury.

- Never remove the front seats from the vehicle or alter any components of these seats.
- If too much pressure is applied to the backrest side bolsters, the side airbags may not be triggered correctly, may not trigger at all, or may trigger accidentally.
- Any damage to the original seat upholstery or around the seams of the side airbag units must be repaired immediately by a qualified workshop.

Curtain airbags

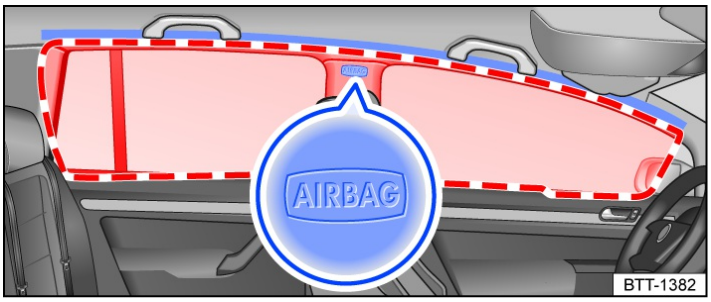


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag.

Depending on the vehicle equipment, curtain airbags are installed in the vehicle interior above the doors on the driver and front passenger sides → *Fig. 1*.

The locations of the curtain airbags are indicated by the “AIRBAG” label.

The area in the red frame is covered by the curtain airbag when triggered(deployment zone) → *Fig. 1*. For this reason, you must never leave or attach any items in this area →⚠.

In a side collision, the curtain airbag is triggered on the impact side of the vehicle.

In a side collision, the curtain airbags reduce the risk of injury to the areas of the body facing the impact for vehicle occupants on the front seats and outer rear seats.

⚠ WARNING

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the curtain airbags clear.
- Never secure any items to the cover or in the deployment zone of the curtain airbag.
- There must be no other persons, animals or objects between the vehicle occupants sitting on the front seats and rear outer seats and the deployment zones of the airbags. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should only be used for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not install any sun blinds onto the side windows unless they have been expressly approved for use in your vehicle.
- Only push the sun visors over to the side windows if no items are attached to the visors(e.g. pens or a garage door opener).

Knee airbags

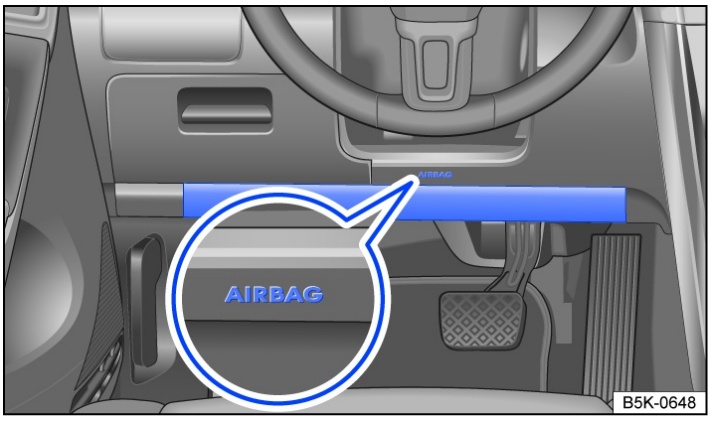


Fig. 1 On the driver side: location of the knee airbag.

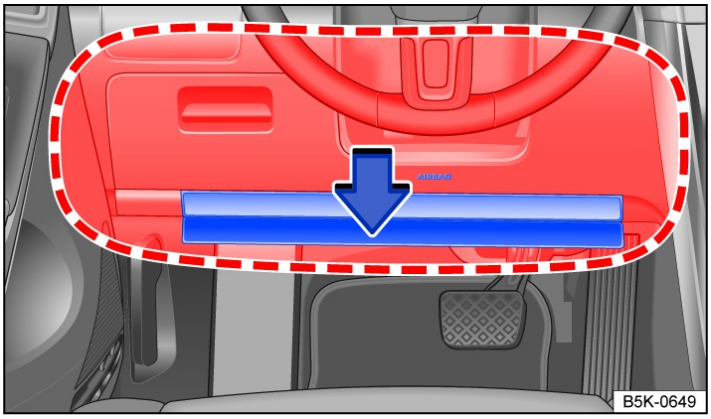


Fig. 2 On the driver side: deployment zone of the knee airbag.

Depending on the vehicle equipment, a knee airbag may be installed on the driver side in the lower part of the dash panel.

The location of the knee airbag is indicated by the “AIRBAG” label → *Fig. 1*.

The area in the red frame is covered by the knee airbag when triggered(deployment zone) → *Fig. 2*. For this reason, you must never leave or attach any items in this area →⚠.

⚠ WARNING

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Do not use any objects, e.g. key rings, that could interfere with the deployment zone of the knee airbag.
- Never secure any items on the cover or in the deployment zone of the knee airbag.
- The knee airbag is deployed in the area in front of the driver's knees. Adjust the driver seat so there is at least a 10 cm (about 4 inches) gap between the knees and the location of the knee airbag. Contact a qualified workshop if your physical build makes this impracticable.

Introduction to the topic

Using child seats can reduce the risk of injury to the child if there is an accident. Always use child seats when driving with children.

Note the following:

— Child seats are classified into groups depending on the size, age and weight of child for which they are designed.

— Various securing systems are used to secure child seats in the vehicle.

For safety reasons, child seats must always be fitted to the rear seats *(→ Child seats)*.

Volkswagen recommends child seats from the Volkswagen range of accessories. These child seats have been developed and approved for use in Volkswagen vehicles.

⚠ WARNING

If children are not secured or are inadequately secured, they are at greater risk of serious or even fatal injury. Please note the following:

- Children who are either under 12 years of age or less than 150 cm(about 59 inches) tall must not be carried in the vehicle unless they are secured in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ and must be complied with.
- Always secure children in the vehicle in a suitable child seat. The seat used must be appropriate to the child's height, weight and age.
- Never fasten more than one child into one child seat.
- Under no circumstances should children or babies be held in a passenger's or drivers lap while driving.
- Never leave a child unsupervised in a child seat.
- Never allow a child to be carried in a vehicle without being properly secured, and never allow a child to stand up or to kneel on a seat, or to sit incorrectly while the car is in motion. This is particularly important for children carried on the front passenger seat. In an accident, children may sustain serious injuries to themselves and others.
- The child seat can only provide maximum protection if the seat belt is routed correctly around it. Always ensure that the seat belt is routed as specified in the instructions provided by the child seat manufacturer. If the seat belt is routed incorrectly it may cause injuries even in a minor accident.
- After an accident, it is vital to replace any child seats that were in use during the accident, as they could have sustained non-visible damage.

NOTICE

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

Types of child seat



Fig. 1 Example illustrations of child seats.

Only use child seats that have been officially approved and are suitable for the child.

Standards for child seats

Regulations ECE-R 44 or ECE-R 129→ *Standards for child seats* apply to child seats in the user states. Both regulations apply simultaneously. Child seats which have been tested in accordance with these standards carry an orange ECE approval label. This ECE approval label may include the following information on the child seat:

— Weight class.

— Size class.

— Approval category (universal, semi-universal, vehicle-specific or i-Size).

— Approval number.

On child seats that are approved under regulation ECE-R 44, the eight-digit approval number on the ECE approval label must begin with 03 or 04. This shows that the seat is admissible for use. Older child seats with an approval number beginning with 01 or 02 are not admissible.

Child seat weight classes

Class	Child's weight
Group 0	up to 10 kg
Group 0+	up to 13 kg
Group 1	9 to 18 kg
Group 2	15 to 25 kg
Group 3	22 to 36 kg

— Weight class 0/0+: group 0/0+ or 0/1 rear-facing infant carriers → *Fig. 1* are the best option for the period from birth to about 18 months.

— Weight class 1: group 1 (up to about four years old) and group 1/2 (up to about seven years old) with an integral belt system are best for children over the relevant weight limit.

— Weight classes 2/3: groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat routing and side padding, and so provide better protection than booster seats with no backrest. Volkswagen therefore recommends the use of child seats with a backrest. Group 2 child seats are for children up to the age of about seven, group 3 child seats for those older than seven.

Not every child will fit in the child seat specified for their weight group. Likewise, not every seat will fit in every vehicle. Therefore it is vital to check that the child fits properly in their child seat and that the child seat can be securely fastened in the vehicle.

Child seat approval categories

Child seats can be classified as “universal”, “semi-universal” “or vehicle-specific”(all in accordance with regulation ECE-R 44) or “i-Size” (in accordance with regulation ECE-R 129).

— Universal: child seats with “universal” approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must be additionally secured using a strap over the top of the vehicle seat (top tether).

— Semi-universal: “semi-universal” approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with “semi-universal” approval come with a type list. The seats should only be used in vehicles that are included on this list.

— Vehicle-specific: child seats with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. These child seats also come with a type list.

— i-Size: child seats classified as “i-Size” must conform to the installation and safety requirements prescribed in regulation ECE-R 129. Contact the child seat manufacturer to find out whether child seats are approved for this vehicle, and if so which ones, in accordance with i-Size.

Installing and using child seats



Fig. 1 Illustration: airbag label on the sun visor.



Fig. 2 Illustration: airbag label on the B-pillar.

Country-specific regulations

The standards and regulations governing the use of child seats and child seat securing mechanisms differ from country to country. Not all countries allow you to transport children on the front passenger seat. Regulations and legal requirements take precedence over the information given in this owner's manual.

Information on fitting a child seat

Observe the following general information when fitting a child seat. This information is relevant whatever child seat securing system is being used.

— Read and follow the instructions provided by the child seat manufacturer→⚠.

— Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the

vehicle on the kerb side.

— Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.

— Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.

— When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position .

— Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position .

— The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle .

Airbag sticker

The vehicle may be provided with stickers giving important information about the front passenger front airbag. The information on these stickers may vary from country to country. The stickers may be found:

— On the driver sun visor and in some cases on the front passenger sun visor → *Fig. 1*.

— On the B-pillar on the front passenger side → *Fig. 2*.

It is essential to observe the warning information shown on these stickers before installing a rear-facing child seat → ⚠.

Risks involved in carrying children on the front passenger seat

If you are using a rear-facing child seat, the front passenger front airbag can cause critical or potentially fatal injuries when it inflates → ⚠.

Rear-facing child seats may be used on the front passenger seat only if the front passenger front airbag has been deactivated . A deactivated front passenger front airbag is indicated by means of the continuously lit PASSENGER AIR BAG indicator lamp OFF in the driver's field of vision *(→ Indicator lamp for standard airbag system)*.

If using a front-facing child seat, do not deactivate the front passenger front airbag. When fitting the child seat, ensure that it is as far away as possible from the front passenger front airbag. The front passenger front airbag can cause severe injuries when it inflates → ⚠.

Some child seats are not suitable for use on the front passenger seat. The child seat must be specially authorised by the manufacturer for use on the front passenger seat in vehicles with front and side airbags. Volkswagen dealerships keep an up-to-date list of authorised child seats.

⚠ DANGER

If you use a rear-facing child seat on the front passenger seat, the child in it is at increased risk of sustaining critical or fatal injuries in the event of an accident.

- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbag.

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.

⚠ WARNING

Using a front-facing child seat on the front passenger seat presents a risk of injury.

- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbag.

⚠ WARNING

To avoid injuries caused by inflation of a head airbag or side airbag:

- Ensure that no children are seated within the airbag deployment zones .
- Do not place any objects in the side airbag deployment zones.

Securing systems

Different countries use different securing systems for safely fitting child seats in the vehicle.

Overview of securing systems

— ISOFIX: ISOFIX is a standardised securing system for fitting child seats in the vehicle quickly and safely. The ISOFIX attachment system creates a rigid connection between the child seat and the car body.

The seat has two rigid attachment arms. The attachment arms engage in ISOFIX attachment points between the seat and the backrest *(→ Child seat with ISOFIX or i-Size)*. An upper strap (top tether) or a support foot may sometimes have to be used in addition to the ISOFIX anchor points described above.

— Three-point automatic seat belt. It is better to secure child seats using the ISOFIX system, if available, rather than with a three-point automatic seat belt *(→ Child seat with seat belt)*.

Additional securing points:

— Top tether: the strap at the top of the child seat is routed over the rear seat backrest and hooked to an anchor ring on the back of the rear seats *(→ Child seat with top tether)*. Top tether anchor points are marked with an anchor symbol.

— Support foot: some child seats are supported by a support foot resting on the floor of the vehicle. This support foot helps prevent the child seat tipping forward in a crash. Child seats with a support foot can only be used on the front passenger seat and the outer rear seats →⚠.

Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

— Infant carrier or rear-facing child seat: ISOFIX *and* support foot.

— Front-facing child seat: ISOFIX *and* top tether and possibly also support foot.

⚠ WARNING

Incorrect use of the support foot can cause severe or fatal injuries.

- Ensure that the support foot is always correctly and safely installed.

Securing a child seat with ISOFIX/i-Size

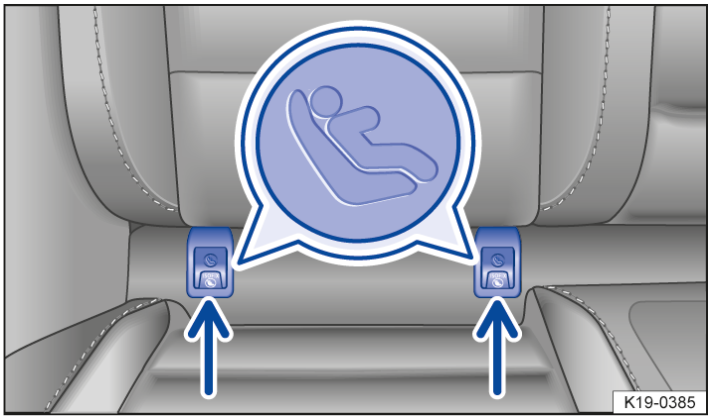


Fig. 1 Markings identifying the ISOFIX anchor points for child seats.

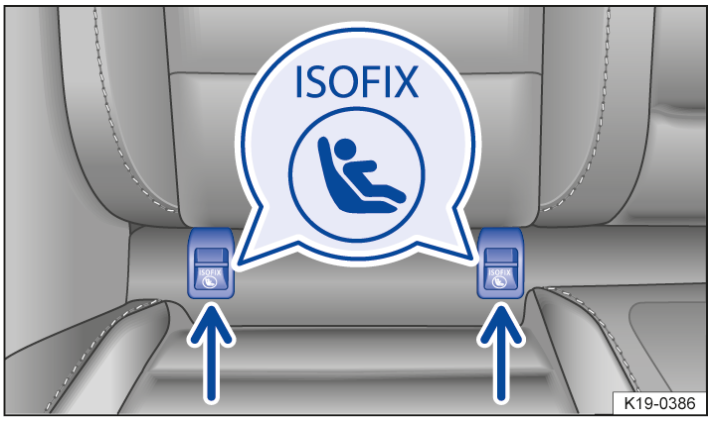


Fig. 2 Markings identifying the ISOFIX anchor points for child seats.

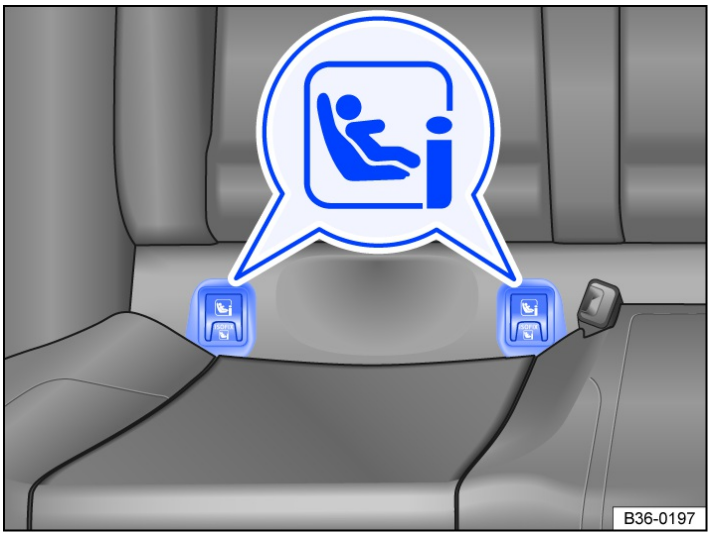


Fig. 3 Markings identifying the i-size anchorage points for child seats.

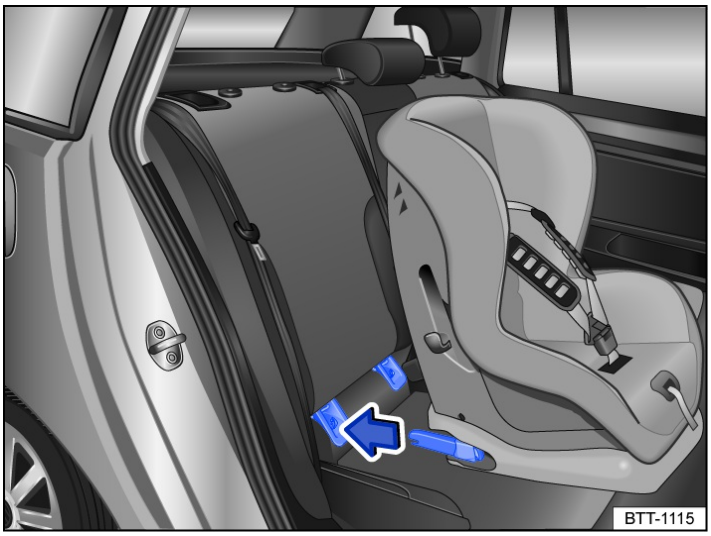


Fig. 4 Illustration: fitting a child seat with the attachment arms.

Quick guide to ISOFIX and i-Size installation

The identification marking of the ISOFIX or i-Size anchorage points is equipment and country dependent.

The following table shows the installation options for ISOFIX or i-Size child seats at the ISOFIX or i-Size anchorage points of the individual vehicle locations.

Group	Orientation of the child seat	Size class /ISOFIX class	Front passenger seat	Outer seats on the rear bench seat	Centre seat on the rear bench seat
Group 0: up to 10 kg	Rear facing	E/R1	X	IL-SU	X
Group 0+: up to 13 kg	Rear facing	E/R1	X	IL-SU	X
		D/R2	X		X
		C/R3	X		X
Group 1: 9 to 18 kg	Rear facing	D/R2	X	IL-SU, IUF	X
		C/R3	X		X
	Forward facing	B/F2X	X		X
		B1/F2X	X		X
		A/F3	X		X
Group 2: 15 to 25 kg	Forward facing	–	X	IL-SU	X
Group 3: 22 to 36 kg	Forward facing	–	X	IL-SU	X
i-Size child restraint system	Rear facing	–/ R2	X	X	X
	Forward facing	–/ B2, F2X	X	X	X
Booster seat	Forward facing	–/B2, B3	X	i-B	X

— Size class: the size class shown corresponds to the permissible weight range of the child using the seat. The size class is indicated on the ECE test certificate for child seats with universal or semi-universal approval. A size class indication is affixed to the child seat.

— X: seat not suitable for securing an ISOFIX or i-Size child seat in this group.

— IL-SU: seat suitable for installing an ISOFIX child seat with "semi-universal" approval. Refer to the vehicle list supplied by the child seat manufacturer.

— IUF: seat suitable for installing an ISOFIX child seat with "universal" approval.

— i-U: seat suitable for installing a front-facing or rear-facing i-Size child seat with "universal" approval.

— i-UF: seat suitable for installing a front-facing i-Size child seat with "universal" approval.

— i-B: seat suitable for installing a forward-facing ISOFIX booster seat of Group 2/3 as well as a forward-facing i-Size child seat for children with a height of 100 – 150 cm (about 39 – 59 inches).

Installing child seats with ISOFIX/i-Size

The location of the ISOFIX or i-Size anchorage points is indicated by a symbol → *Fig. 1*, → *Fig. 2* or → *Fig. 3*.

— Observe the instructions *(→ Child seats)*.

— Pull off any protective caps that may be fitted on the ISOFIX or i-Size anchor points.

— Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size anchorages → *Fig. 4*. The child seat must click and audibly securely into place.

— Perform a pull test on both sides of the child seat to check that the child seat is properly engaged.

— If the child seat is fitted with a support foot, the foot must stand firmly on the floor of the vehicle.

Securing child seats with the top tether

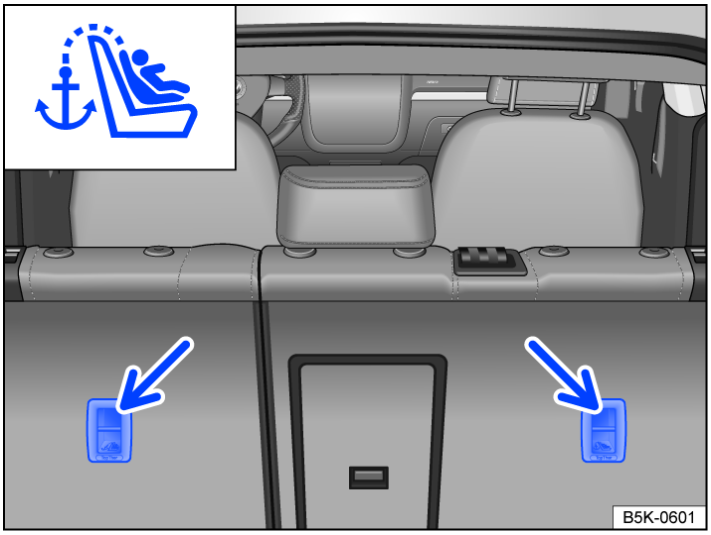


Fig. 1 On the back of the rear bench seat: anchor rings for the top tether.

ISOFIX child seats with universal approval must be secured with an upper strap (top tether) in addition to the ISOFIX anchor points.

Only secure the strap to the top tether anchor rings provided for this purpose. Anchor rings for use with the top tether are marked by a symbol and sometimes also with “TOP TETHER”.

— Observe the instructions *(→ Child seats)*.

— Push the head restraint on the vehicle seat all the way up or remove it.

— Position the child seat in the centre of the seat cushion.

— Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX or i-Size)*. The child seat must click and audibly securely into place.

— Remove the luggage compartment cover if necessary.

— Guide the top tether of the child seat to the rear into the luggage compartment and hook it into the top tether anchor ring in the rear seat backrest → *Fig. 1*.

— Tighten the upper strap so that the top of the child seat rests against the rear seat backrest.

⚠ WARNING

Only secure the strap to the top tether anchor rings provided for this purpose. Failure to do this could lead to severe injuries.

- Each anchor ring can hold only *one* child seat restraining strap.
- Never fasten the strap on a child seat to any other fastening rings.

Depending on the market and model, there may be two or three anchor rings in the luggage compartment behind the rear seat backrest.

Securing a child seat using the seat belt

If you want to fit a child seat from the “universal”(u) approval category in your vehicle, you must first ensure that it is approved for the seat position in question. Relevant information is given on the orange ECE approval label on the child seat. Installation options are shown in the table below.

Group		Child's weight	Front passenger seat		Seats on the rear bench seat
			Front passenger front airbag activated	Front passenger front airbag deactivated	
Group 0		up to 10 kg	x	u	u
Group 0+		up to 13 kg	x	u	u
Group 1	Rear facing	9 to 18 kg	x	u	u
	Forward facing	9 to 18 kg	u	x	u
Group 2		15 to 25 kg	u	x	u
Group 3		22 to 36 kg	u	x	u

u: universal; x: seat not suitable for securing a child seat of this group.

Securing a child seat using the seat belt

— Observe the instructions *(→ Child seats)*.

— Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.

— Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.

— Ensure that the seat belt is not twisted.

— Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Making you and your vehicle safe

Observe any legislation concerning the safety of a broken-down vehicle. For example, many countries stipulate that you have to switch on the hazard warning lights and wear a high-visibility waistcoat *(→ Emergency equipment)*.

Checklist

To ensure your own safety and that of your passengers, observe the following points in the specified order →⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface→⚠.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Switch on the electronic parking brake.
4. Select the neutral position or move the selector lever to P position.
5. Stop the engine and remove the key from the ignition *(→ Switching off the engine)*.
6. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations concerning high-visibility waistcoats.
7. Take all vehicle keys with you when you leave the vehicle.
8. Set up the warning triangle to draw the attention of other road users to your vehicle.
9. Allow the engine to cool down and seek expert assistance.

When the hazard warning lights are switched on, for example if you are being towed, you can still indicate a change in direction or lane change by operating the turn signal. The hazard warning lights will be interrupted temporarily.

Switch on the hazard warning lights, e.g. in the following situations:

— When traffic ahead suddenly slows down or you reach the tail end of a traffic jam to warn vehicles behind you.

— When there is an emergency.

— If the vehicle breaks down.

— When tow-starting or towing.

Always follow local regulations for the use of the hazard warning lights.

If the hazard warning lights are not working, you must use an alternative method of drawing attention to the broken-down vehicle. This method must comply with traffic legislation.

⚠ WARNING

Any broken-down vehicle poses a high accident risk for the vehicle occupants and other road users.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the vehicle at a safe distance from moving traffic.
- Switch on the hazard warning lights.
- Never leave other persons alone in the vehicle, particularly children or people requiring assistance. This applies in particular when the doors are locked. People locked in the vehicle may be subjected to very high or very low temperatures.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Follow the actions in the checklist and observe the general safety procedures.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.
- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass, fuel.

! *NOTICE*

When pushing the vehicle by hand, do not press on the rear lights, the rear spoiler or large panels. This could damage the vehicle and loosen the rear spoiler.

The 12-volt vehicle battery will discharge if the hazard warning lights are left on over a long period of time – even when the ignition is switched off.

Depending on the vehicle equipment, the brake lights flash rapidly if you brake sharply or initiate full braking at a speed of more than 80 km/h (50 mph). This provides an especially conspicuous warning for the following traffic. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph). Once the vehicle starts to accelerate, the hazard warning lights will switch off again.

Equipment for an emergency

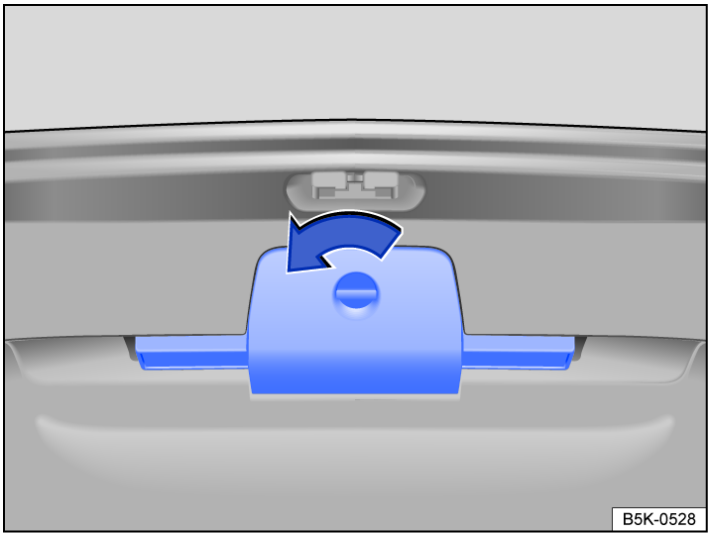


Fig. 1 In the boot lid: holder for the warning triangle.

First-aid kit

Depending on the vehicle equipment, the first-aid kit may be located in a stowage compartment or a holder in the luggage compartment, under the luggage compartment floor or in the vehicle interior.

The first-aid kit must comply with legal requirements. Please observe the use-by date of the contents.

After use, renew contents if necessary and stow the first-aid kit safely again.

Warning triangle

Depending on the equipment, the warning triangle may be located in the boot lid. With the boot lid open, turn the lock of the holder *→ Fig. 1* by 90° anticlockwise, open the holder and remove the warning triangle.

The warning triangle must comply with legal requirements.

Return the warning triangle to its holder after use and lock it into place.

High-visibility waistcoat

Depending on the vehicle equipment, the high-visibility waistcoat may be located in a stowage compartment in the front door trim or in the glove box *(→ Driver door)*, *(→ Front passenger side)*.

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

Depending on the vehicle equipment, a fire extinguisher may be located in a holder in the footwell under the front passenger seat.

The fire extinguisher must comply with legal regulations, must always be ready for use and must be checked regularly (see inspection seal on the fire extinguisher).

WARNING

In the event of a sudden driving or braking manoeuvre or accident, loose objects could be flung though the vehicle and cause severe injuries.

- Always secure the first-aid kit, warning triangle and fire extinguisher safely in the holders in the vehicle.

- Stow the high-visibility waistcoat in a stowage compartment so that it is easily accessible.

Information call, breakdown call and Emergency Call Service

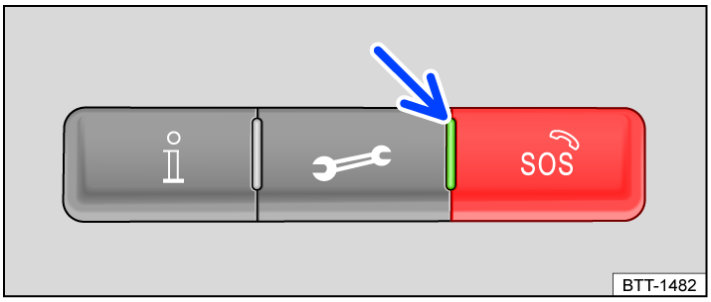


Fig. 1 In the roof console: control unit for voice services.

Information Call.

Breakdown Call.

Emergency Call Service.

With some equipment levels and in some countries, a control may be installed in the roof console→ *Fig. 1*. Voice services can be performed by pressing the buttons. The required connection is established by a factory-fitted control unit.

Please also observe the other information on Volkswagen Car-Net or We Connect
.

Indicator lamp for the Emergency Call Service

The control is equipped with an indicator lamp → *Fig. 1* (arrow). Depending on the operating state, the indicator lamp lights up in different colours and light sequences:

Indicator lamp does not light up: Emergency Call Service is deactivated or not available.

Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: Emergency Call Service is deactivated.

Indicator lamp lights up red continuously: system error. Emergency Call Service is restricted or not available.

Indicator lamp lights up green: Emergency Call Service is available, system ready for operation.

Indicator lamp flashes green: active connection to a voice service.

Information Call

— The Information Call enables you to call the Volkswagen AG hotline.

— The Information Call function is available only in some sales regions.

— The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

Breakdown Call

— The Breakdown Call function allows you to seek professional assistance should your vehicle break down.

— Some vehicle data, e.g. the current location, are transmitted parallel to the voice call.

— The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

SOS Emergency Call Service

— When the emergency call service is triggered, a connection to the Volkswagen emergency call centre is established.

— If an emergency call is placed manually, or automatically after an accident where an airbag was triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted automatically .

— The telephone call centre communicates in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.

— The emergency call service can be deactivated by a qualified workshop.

⚠ WARNING

The following conditions may limit or prevent the execution of a manual or automatic emergency call:

- Your current emergency call location is in an area with no or insufficient mobile communications and GPS reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and GPS reception.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid license for the use of the emergency call service.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, no emergency call is made. Also forwarding to the emergency number 112 does not take place.
- The ignition of the vehicle is not switched on.

Initiating an emergency call manually

— Press the emergency call button SOS until the indicator lamp flashes green. The emergency call is now initiated and a voice connection is established to the Volkswagen emergency call centre.

If you have accidentally pressed the emergency call button, cancel the emergency call immediately.

— Press the emergency call button again until the indicator lamp lights up green continuously.

Automatic emergency call

An automatic emergency call is initiated only when the ignition is switched on.

A connection to the Volkswagen emergency call centre is set up immediately after the airbags or belt tensioners have been triggered. The automatic emergency call cannot be cancelled by pressing the emergency call button SOS.

If queries from the Volkswagen emergency call centre remain unanswered, rescue measures are automatically initiated.

Integrated battery

The integrated battery ensures that the emergency call service remains available for some time if the 12-volt vehicle battery is disconnected or faulty.

A corresponding message will be displayed in the instrument cluster display if the integrated battery is discharged or faulty. If this message is displayed, immediately go to a qualified workshop and have the integrated battery replaced.

Have the integrated battery checked by a qualified workshop after about 3 years and replaced if necessary.

Data transmission

In the event of an emergency call, the available data is transmitted to the Volkswagen emergency call centre to determine the necessary rescue measures.

The transmitted data include the following:

— Current position of the vehicle.

— Vehicle identification number.

— Type of vehicle drive.

— Vehicle type.

Depending on the equipment and country, the privacy settings can affect data transmission *(→ Privacy settings)*. The Emergency Call Service can only work correctly if data transmission is possible.

The function of the emergency call service may be restricted if infotainment systems have been retrofitted.

Back-up to 112 emergency number

In some situations, the emergency call service may be restricted or unavailable. If possible, an emergency call to the general emergency number 112 is established. In this case, only a voice-based connection is established. No data will be transmitted, e.g. regarding the vehicle or its location.

Troubleshooting

Emergency Call Service is faulty

The indicator lamp in the emergency call button lights up red continuously. In addition, the message Error: Emergency call function. Please visit workshop. may be displayed in the instrument cluster display.

There is a system fault in the Emergency Call Service. It is not possible to make an emergency call.

— Drive immediately to a qualified workshop.

— Have the fault rectified.

Emergency Call Service is restricted

The indicator lamp in the emergency call button lights up red continuously. In addition, the message Emergency call function restricted. Please visit workshop. may be displayed in the instrument cluster display.

The availability of the Emergency Call Service function is restricted. It is not possible to establish a voice call to the Volkswagen emergency call centre, for example.

— Drive immediately to a qualified workshop.

— Have the fault rectified.

Functions of the vehicle key

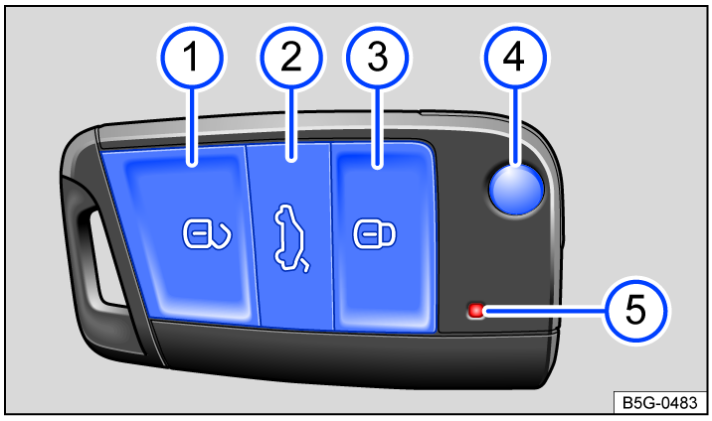


Fig. 1 Vehicle key.

Key to *Fig. 1*:

1. Unlock the vehicle. All turn signals flash *twice*.
2. Unlock only the boot lid. All turn signals flash *twice*.
3. Lock the vehicle. All turn signals flash *once*.
4. Fold the key bit in and out.
5. Indicator lamp: flashes when button is pressed.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could otherwise lock the doors and the boot lid, start the engine or switch on the ignition and thus operate electrical equipment, such as the electric windows.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

NOTICE

Protect the key from moisture and excessive vibration.

Changing the button cell (vehicle key with key bit)

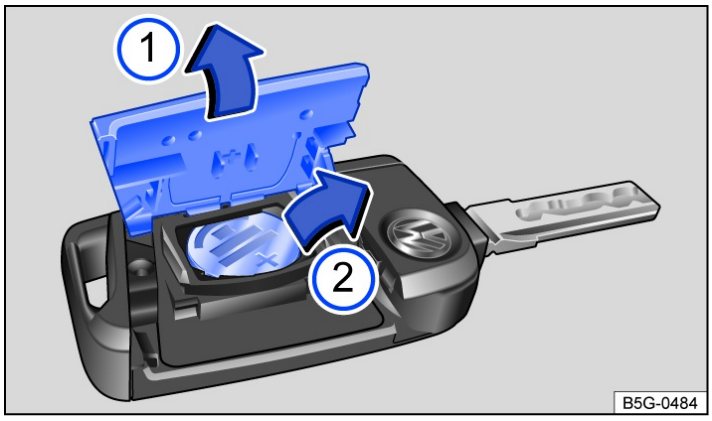


Fig. 1 Vehicle key: replacing the button cell.

Volkswagen recommends having the button cell changed at a Volkswagen dealership or by a qualified workshop→ⓘ.

- Fold out the key bit.
- Lever off the cover → *Fig. 1* ① →ⓘ.
- Lever the button cell out of the battery compartment → *Fig. 1* ②.
- Press the new button cell into the battery compartment →ⓘ.
- Press the cover onto the housing → *Fig. 1* ①.
- Dispose of discharged batteries in an environmentally responsible way.

⚠ DANGER

Swallowing batteries with a diameter of 20 mm, or other button cells, can result in severe or even fatal injuries within a very short period of time.

- Keep the vehicle key and key fob with batteries out of the reach of children.
- Call for medical help immediately if you suspect that someone has swallowed a battery.

ⓘ *NOTICE*

- The vehicle key can be damaged if the button cell is not changed properly.
- Unsuitable batteries can damage the vehicle key. Replace discharged batteries only with new batteries of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries. We recommend that you have this service carried out by a Volkswagen dealership or a qualified workshop.

Synchronising the vehicle key

If you cannot lock or unlock the vehicle with the vehicle key, synchronise the vehicle key or replace the button cell *(→ Vehicle key)*.

Synchronising the vehicle key:

— Unfold key bit or remove spare key .

— If necessary, remove the cover from the driver-side door handle .

— Press the button on the vehicle key.

— Unlock the vehicle using the key bit.

— Open the driver door. If the vehicle has an anti-theft alarm, this will be triggered immediately *(→ Anti-theft alarm)*.

— Switch on the ignition.

The synchronisation process is complete.

Vehicle cannot be locked or unlocked

The remote control is subject to interference caused by obstacles, adverse weather conditions or other transmitters operating in the same frequency range in the vicinity of the vehicle, e.g. mobile devices, or due to a weak or flat button cell.

OR: the central locking system has switched itself off temporarily to protect itself against overloading.

— Close the driver door.

— OR: synchronise the vehicle key *(→ Vehicle key)*.

— OR: change the button cell in the vehicle key *(→ Vehicle key)*.

Indicator lamp does not flash

If the indicator lamp in the vehicle key does not flash when pressing the button, the button cell in the vehicle key has to be replaced *(→ Vehicle key)*.

Additional or replacement vehicle keys can be obtained from a Volkswagen dealership.

Introduction to the topic

The Keyless Access function allows the vehicle to be unlocked and locked without actively using the vehicle key. For this purpose, a valid vehicle key must be within close range of the vehicle.

Unlocking or locking the vehicle with Keyless Access

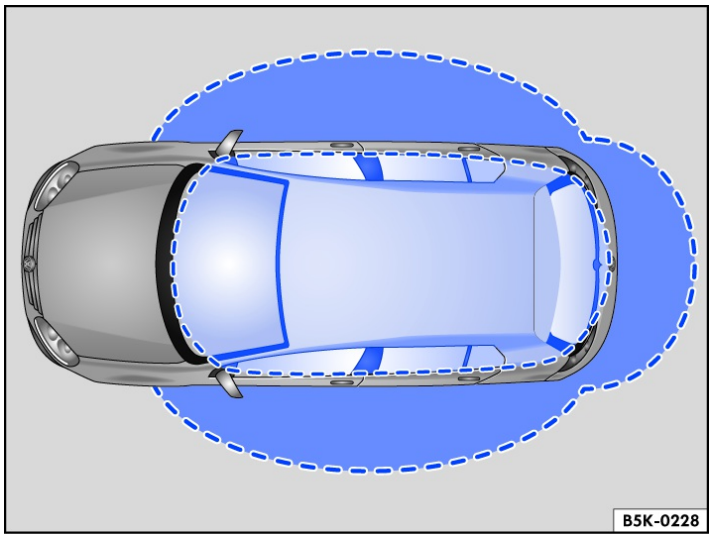


Fig. 1 Keyless Access: operating ranges.

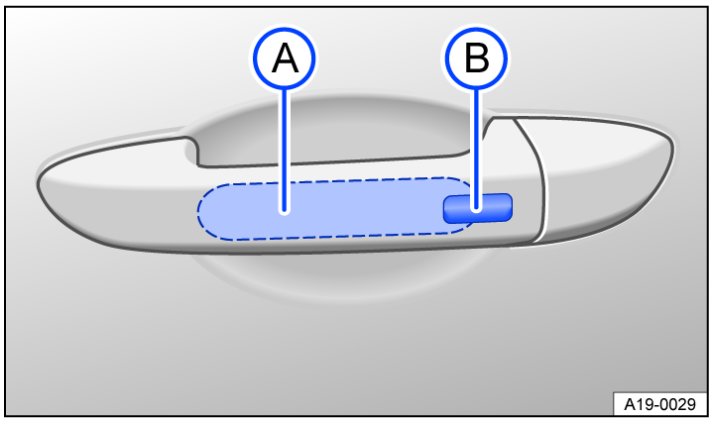


Fig. 2 In the door handle: sensors.

Unlocking and locking the vehicle

Unlocking:

— Touch the sensor surface → *Fig. 2* (A) on the inside of the driver or front passenger door handle.

Locking:

— Switch off the ignition.

— Close driver or front passenger door.

— Touch sensor → *Fig. 2* (B) on the outside of the driver or front passenger door handle.

The vehicle unlocking procedure is confirmed by all the turn signals flashing *twice* and the locking procedure by the turn signals flashing *once*.

Locking and unlocking the tailgate

When the vehicle is locked, the boot lid will be unlocked automatically if you open it when a vehicle key is located within the close range of the boot lid → *Fig. 1*.

The tailgate is locked automatically after it is closed.

If the vehicle is completely unlocked, the tailgate will not lock automatically when closed.

Temporarily deactivating Keyless Access

Keyless Access can be deactivated temporarily as described below so that the vehicle cannot be unlocked and started due to

misuse by unauthorised third parties.

— Lock the vehicle with the button on the vehicle key.

— Then touch the sensor on the outside of the door handle → *Fig. 2* (B) once within five seconds. Do not put your hand around the door handle when doing this.

— Keyless Access is now temporarily deactivated.

— You can check that it is deactivated by waiting for at least ten seconds and then pulling the door handle. It should not be possible to open the door.

When the vehicle is next unlocked, it can be unlocked only using the vehicle key. The keyless locking and starting system Keyless Access is reactivated the next time the vehicle is unlocked.

Operating the convenience functions

The electric windows can be closed automatically.

The glass roof is also closed in vehicles with a glass roof.

— Place a finger on the sensor of the driver's or front passenger door handle → *Fig. 2* (B) for a few seconds.

The sensor functions can be set in the Vehicle settings menu in the Infotainment system.

The unlocking function is deactivated for a few seconds so that you can check that the vehicle has been locked successfully.

A vehicle with dual clutch gearbox DSG® can only be locked when the parking lock P is engaged.

The entire vehicle will be unlocked if the sensor is touched twice, even if a single door has already been unlocked.

Troubleshooting

Keyless Access does not work

The function of the door handle sensors may be restricted if they become very dirty.

— Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

— Remove the key and lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

— The vehicle is not unlocked or locked for an extended period.

— A sensor has been triggered an excessive number of times.

Activating sensors again:

— Unlock the vehicle with the button in the vehicle key.

NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within close range. If at least one window is open and the sensors in a door handle are continuously activated, all windows will close. All windows could open if the jet of water or steam is moved away from the door handle sensor surfaces

briefly and then moved back again *(→ Keyless Access)*.

If the message Keyless system faulty appears on the instrument cluster display, malfunctions may occur in the Keyless Access system. Go to a qualified workshop.

If there is no vehicle key in the vehicle or if it is not detected, a message will be shown on the instrument cluster display. This may occur if the vehicle key is disrupted by another radio signal or is covered by another item, e.g. an aluminium suitcase or briefcase.

Introduction to the topic

If the vehicle key or central locking fails, the doors can be locked manually and, in some cases, also unlocked manually.

The central locking system enables you to centrally lock and unlock all the doors, the boot lid and the tank flap of the vehicle.

The vehicle can be locked only if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

A symbol in the instrument cluster display indicates if one or more doors are not closed properly *(→ Displays)*. Do not drive on! Open the appropriate door and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Any door that is not properly closed could open suddenly while the vehicle is in motion. This could lead to severe injuries.

- Stop as soon as possible and close the door.
- Ensure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Doors should only be opened or closed when you are sure there is no-one in their path.

WARNING

Any door being held open by the door arrester could close unexpectedly in strong winds or if the vehicle is on a slope. This could lead to injuries.

- Always keep a good grip on the handle when opening and closing doors.

WARNING

The opening/closing paths of the doors and boot lid are potential danger areas where injury can occur.

- Doors and boot lid should therefore only be opened or closed when you are sure that nobody is in their path.

WARNING

Careless locking of the doors can cause serious injuries.

- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- The central locking system locks all doors. Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.
- Never leave children or people requiring assistance alone in the vehicle. All doors can be locked from the inside using the central locking button. This may mean that people lock themselves in the vehicle. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

You can save some settings in the user account in personalisation.

Indicator lamp in the driver door

The central locking system indicator lamp is located in the driver door.

Vehicle locked: red LED flashes at short intervals for approximately two seconds, and then more slowly. The indicator lamp does *not* flash if the vehicle was locked with the central locking button in the driver door *(→ Central locking button)*.

Automatic locking and unlocking

Central locking settings can be made in the Infotainment system.

Automatic locking (Auto Lock)

The vehicle locks itself automatically at speeds above approximately 15 km/h (9 mph). The indicator lamp in the central locking button will light up yellow when the vehicle is locked.

Automatic unlocking (Auto Unlock)

All vehicle doors and the boot lid are automatically unlocked if one of the following conditions applies:

— The vehicle is at a standstill and the vehicle key has been removed.

— *On vehicles with automatic gearbox:* the parking lock P is engaged and the ignition is switched off.

— OR: the door release lever has been operated.

— OR: in an accident where the airbags have been triggered *(→ Doors)*.

Automatic unlocking gives emergency responders access to the vehicle.

Depending on the settings made for central locking in the Infotainment system, it may be the case that all of the doors and the boot lid are unlocked only when the button has been pressed twice.

Central locking button



Fig. 1 In the driver door: central locking button.

Key:

- Unlocks the vehicle.

- Locks the vehicle.

The central locking button functions with the ignition switched on or off only when all doors are closed.

If the vehicle has been locked from outside with the vehicle key, the central locking buttons do not work.

Please note the following when using the central locking button to lock the vehicle from inside:

— The indicator lamp in the button lights up yellow when all doors are closed and locked.

— The anti-theft alarm will not be activated *(→ Anti-theft alarm)*.

The doors can be opened from the inside by pulling the door release handle. The indicator lamp in the button goes out. The unopened doors and boot lid remain locked and cannot be opened from the outside.

If the driver door is open, it will not be locked.

Opening and closing the driver door manually

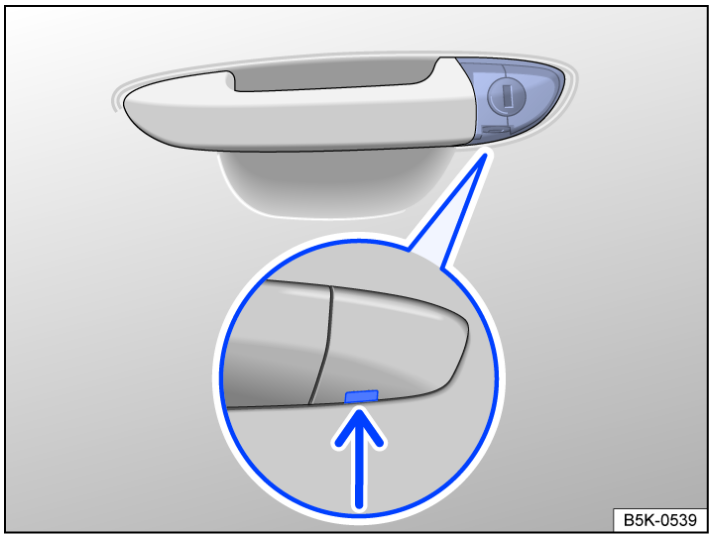


Fig. 1 Driver door handle: concealed lock cylinder.

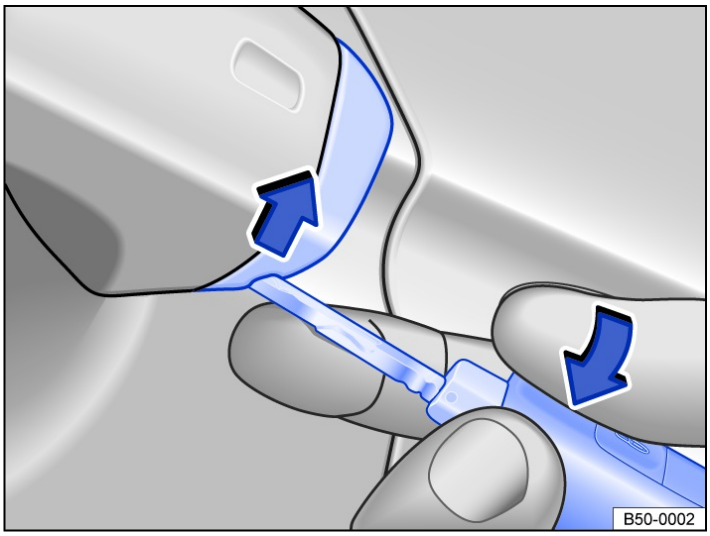


Fig. 2 Handle on the driver door: levering off the cover.

When manual locking takes place, all doors are locked. With manual unlocking, only the driver door is unlocked. Observe the information about the anti-theft alarm *(→ Anti-theft alarm)*.

— Pull on the door release lever until the cap is removed.

— Place the key bit or spare key on the notch of the driver's door handle from below.

— Hold your index finger under the key bit.

— Lift the cap off with the vehicle key in the direction of the arrow→ *Fig. 2*

— Insert the key bit into the lock cylinder and lock or unlock the vehicle.

— Pull the door release lever and fit the cap again.

Keyless Access will not be activated if the vehicle is manually unlocked .

Things to note when unlocking manually

— The alarm is triggered when the driver door is opened *(→ Anti-theft alarm)*.

— The vehicle must be started manually once unlocked *(→ Engine start)*.

— Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

The anti-theft alarm is not activated when the vehicle is locked manually using the key bit *(→ Anti-theft alarm)*.

Manually closing the front passenger door and rear doors

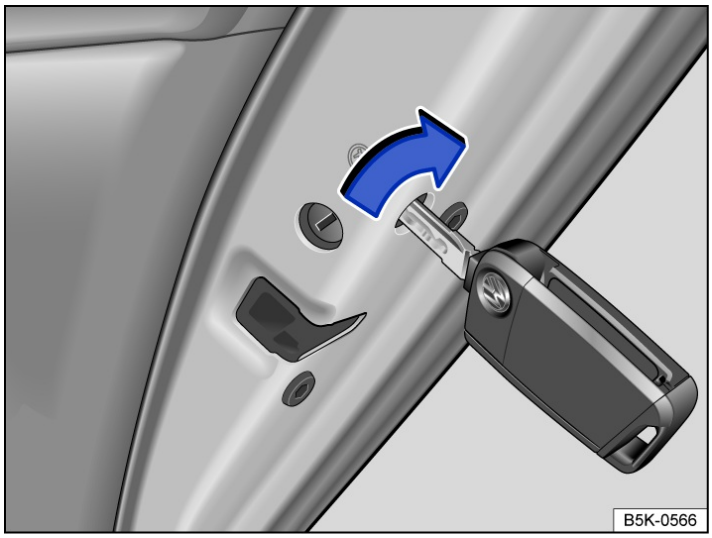


Fig. 1 In the front edge of the rear right-hand door: manually locking the vehicle with the vehicle key.

The front passenger door and the rear doors can be locked manually. The anti-theft alarm is not activated in this case *(→ Anti-theft alarm)*.

— Open the door.

— Remove the rubber seal from the end face of the door.

— Insert the key bit or spare key into the slot and turn → *Fig. 1*.

— Secure the rubber seal again.

— Ensure that the door is locked.

A door that has been locked manually will be unlocked again if the vehicle is unlocked or the door in question is opened from the inside.

The doors can be unlocked and opened from the inside by pulling the door release handle.

Childproof lock

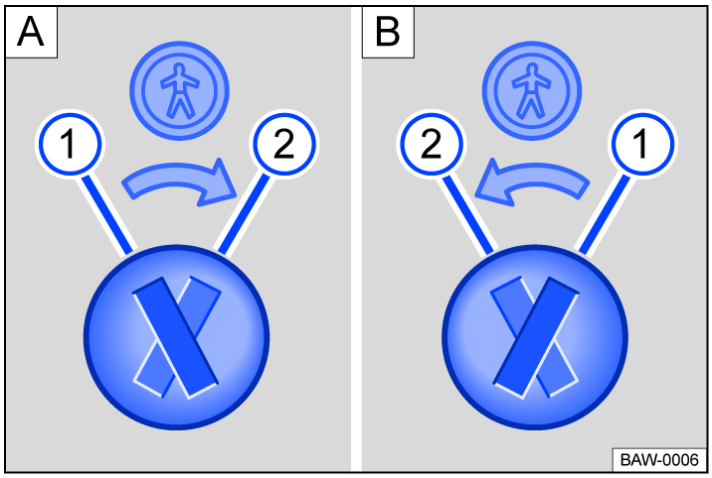


Fig. 1 Childproof lock: A rear left door, B rear right door.

1 Childproof lock is switched off.

2 Childproof lock is switched on.

The childproof lock prevents the rear doors being opened from the inside.

When the childproof lock is activated, the door can only be opened from the outside.

Switching the childproof lock on and off

— Unlock the vehicle and open the appropriate rear door.

— Move the slot to the corresponding position.

WARNING

The door cannot be opened from the inside when the childproof lock is activated.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This may mean that these people lock themselves in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

SAFELOCK

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism.

The SAFELOCK deactivates the door release levers if the vehicle has been locked. This makes it more difficult to break into the vehicle. The doors can no longer be opened from the inside →⚠.

Deactivating SAFELOCK

The SAFELOCK can be deactivated in one of the following ways:

— Press the button on the vehicle key again within 2 seconds.

— *In vehicles with keyless locking and starting system, Keyless Access:* touch the sensor surface on the outside of the door handle again within 2 seconds .

— Switch on the ignition.

— OR: deactivate the interior monitor and the anti-tow alarm *(→ Interior monitoring system and anti-tow alarm)*.

Depending on the equipment level, temporarily deactivate the interior monitoring and the anti-tow alarm in the Vehicle Settings menu in the Infotainment system before locking the vehicle *(→ Interior monitoring system and anti-tow alarm)*.

There may be an indication of the activated SAFELOCK in the display of the instrument cluster.

The following applies when SAFELOCK is deactivated:

— The vehicle can be unlocked and opened from the inside using the door release lever.

— The anti-theft alarm is active *(→ Anti-theft alarm)*.

— The interior monitoring and anti-tow alarm are deactivated *(→ Interior monitoring system and anti-tow alarm)*.

⚠ WARNING

Always take care when using the SAFELOCK as you could cause serious injuries.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key. The doors can no longer be opened from the inside once the SAFELOCK is activated.

If you unlock the driver door mechanically using the vehicle key, only the driver door is unlocked, and not the whole vehicle. The doors are released (but not unlocked) and the central locking button is activated only when you switch on the ignition.

Indicator lamp lights up continuously

The red LED in the vehicle door flashes at short intervals and then lights up continuously.

There is a fault in the locking system.

— Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Turn signals do not flash

If the turn signals do *not* flash as confirmation when you lock the vehicle:

— at least one of the doors or the boot lid is not closed.

Vehicle locks itself automatically

The vehicle locks again automatically after approximately 45 seconds if one of the following conditions applies:

— The vehicle was unlocked but not opened.

— The ignition was not switched on.

— The boot lid was not opened.

— The vehicle was unlocked by means of the lock cylinder.

— The vehicle was locked with the central locking button in the vehicle interior.

Response when locking the vehicle with a second vehicle key

Keyless Access: the vehicle key inside the vehicle is disabled for starting the engine as soon as the vehicle is locked from outside with a second vehicle key. Press the button on the inside vehicle key in order to release it for starting the engine *(→ Starting the engine)*.

Locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. Depending on the extent of the damage, the vehicle can be locked as follows after an accident.

— Switch off the ignition.

— Open the driver's door and close it again.

— Lock the vehicle.

It may not be possible to lock or unlock the vehicle using the Keyless Access if the 12-volt vehicle battery or button cell in the vehicle key is weak or discharged. The vehicle can be locked or unlocked manually *(→ Doors)*.

If there is no valid vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display. This may be the case if the vehicle key is disturbed by another wireless signal or covered by another object, e.g. by an aluminium suitcase .

Anti-theft alarm

Depending on the vehicle equipment level, the vehicle may have an anti-theft alarm.

The anti-theft alarm system monitors the doors, bonnet and the boot lid.

The anti-theft alarm is activated automatically when the vehicle is locked using the vehicle key.

If the vehicle is not opened with a valid vehicle key, the theft warning system is triggered and emits acoustic and visual warning signals for up to five minutes.

When does the system trigger an alarm?

— When a door that was unlocked mechanically with the vehicle key is opened.

— When the bonnet is opened.

— When the boot lid is opened.

— If the ignition is switched on using an invalid key.

— If the 12-volt vehicle battery is disconnected.

— If there is movement inside the vehicle (in vehicles with interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.

— If the vehicle is lifted or towed (vehicles with anti-tow alarm) *(→ Interior monitoring system and anti-tow alarm)*.

— If the vehicle is transported on a car ferry or by rail (vehicles with anti-tow alarm or interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.

Switching off the alarm

— Unlock the vehicle using the unlocking button on the vehicle key.

— OR: switch on the ignition using a valid vehicle key. A short alarm lasting around one second may sound.

— On vehicles with Keyless Access: grip the door handle .

The anti-theft alarm will not function correctly if the 12-volt vehicle battery is weak or discharged.

When the 12-volt vehicle battery is disconnected, the anti-theft alarm system can be triggered.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered .

Interior monitoring system and anti-tow alarm

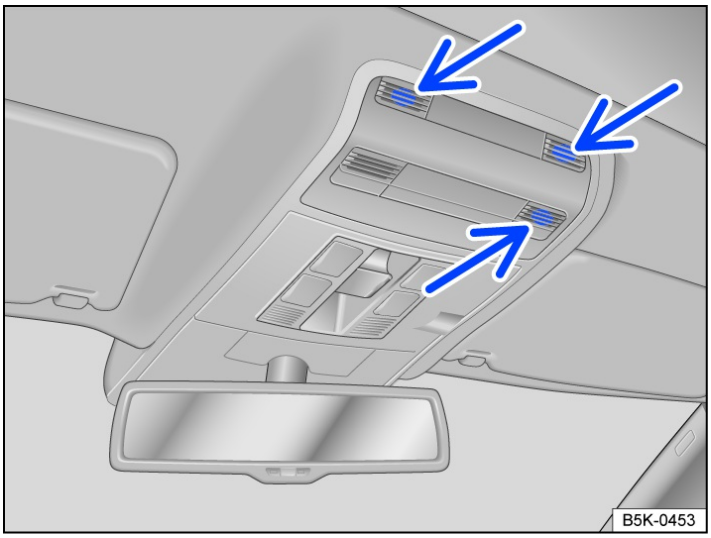


Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

The interior monitoring triggers an alarm if movement is detected in the interior of a locked vehicle → *Fig. 1*.

The anti-tow alarm will be triggered if the vehicle is lifted.

Switching on the interior monitoring system and anti-tow alarm

Close the stowage compartments in the roof console so that the sensors can function.

— Close the windows, tilting and sliding panoramic sunroof, doors and boot lid.

— Press the locking button once.

— The interior monitoring system and anti-tow alarm are activated.

Depending on the equipment, the function of interior monitoring may be impaired if a load guard is used.

Temporarily switching off the interior monitoring system and anti-tow alarm

With some equipment levels, the interior monitoring and the anti-tow alarm can be switched off temporarily in theVehicle settings menu in the Infotainment system.

Deactivating the interior monitoring and anti-tow alarm using the Infotainment system

— Switch on the ignition.

— Deactivate the interior monitoring and the anti-tow alarm in the Vehicle settings menu in the Infotainment system.

— Close all doors and the boot lid.

— Lock the vehicle using the vehicle key.

The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

We recommend deactivating the interior monitoring and anti-tow alarm in the following situations:

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle.

— If the vehicle is being transported.

— If the vehicle is going to be towed with one axle off the ground.

— If the vehicle is to be parked in a two-storey garage.

— If the vehicle is to be parked in a car wash.

Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if the vehicle is completely closed. Observe the legal requirements. A false alarm can be triggered in the following situations:

— If one or more windows or the glass roof are fully or partially open.

— If lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.

— If the vibration alarm of a mobile telephone is switched on.

Permanent deactivation of interior monitoring and the anti-tow alarm is not possible.

If doors or the boot lid are still open when the anti-theft alarm is activated, only the anti-theft alarm is activated. Interior monitoring and the anti-tow alarm are not activated until all doors and the boot lid are closed.

SAFELOCK is also deactivated when the interior monitoring system and anti-tow alarm are switched off *(→ SAFELOCK)*.

Introduction to the topic

The boot lid is unlocked and locked together with the doors.

In vehicles with Keyless Access, the boot lid is automatically unlocked upon opening .

WARNING

Incorrect and unsupervised unlocking, opening or closing of the boot lid can cause accidents and serious injuries.

- Therefore the boot lid should only be opened or closed when you are sure that nobody is in its path.
- Always check that the boot lid is properly closed after closing it. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads, e.g. bicycles, are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid as necessary or remove the load from the surface.
- Close and lock the boot lid and all vehicle doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

WARNING

Serious injuries can occur if the boot lid is unlocked or opened incorrectly or without due care and attention.

- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.

WARNING

If there is a large amount of snow or a heavy load on the boot lid, the boot lid may lower by itself and cause serious injuries due to the additional weight.

- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it, e.g. a luggage carrier.
- Remove the snow or load before opening the boot lid.

WARNING

Do not close the boot lid by pushing it down with your hand on the window. The rear window may shatter and cause injuries.

NOTICE

Never use the opening mechanism to fix or hold a load. This could lead to damage that makes it impossible to close the boot lid.

NOTICE

Never use the rear window wiper or the rear spoiler to fix or hold a load. This may result in damage that causes the rear wiper or rear spoiler to be torn off.

Opening and closing the boot lid

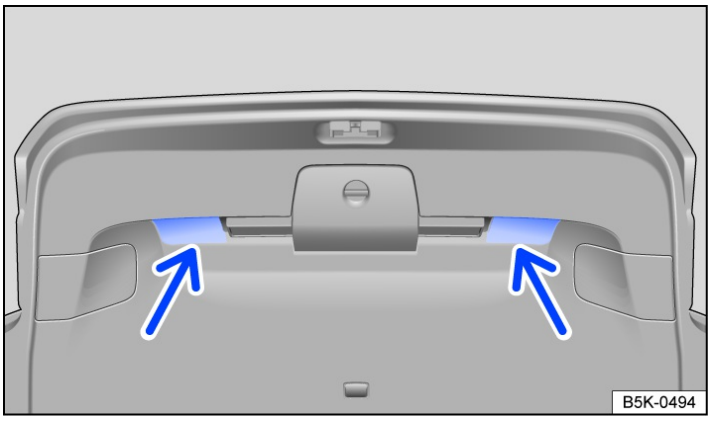


Fig. 1 Open boot lid: handle recesses for closing the boot lid.

Opening the boot lid

— To unlock the boot lid, press the or button on the vehicle key.

— Press on the top of the Volkswagen badge and lift up the boot lid.

Closing the boot lid

— Pull the boot lid downwards by the handle recess in the interior trim→ *Fig. 1* with sufficient momentum so that it engages in the lock →.

The boot lid will also be locked when the doors are locked.

An image in the instrument cluster display indicates that the boot lid is opened or not properly closed.

The boot lid is locked automatically when the vehicle is moving.

WARNING

Serious injuries can occur if the boot lid is closed incorrectly or without due care and attention.

- When closing the boot lid, please ensure that no one has their hands in the direct path of the boot lid as it moves.

If the boot lid is not opened within a few minutes after unlocking, it automatically locks again.

Unlocking the boot lid manually

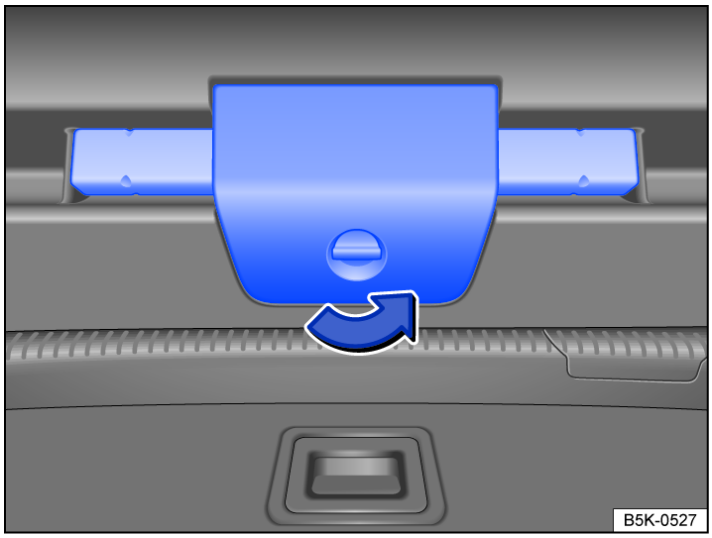


Fig. 1 In the tailgate: opening the warning triangle holder.

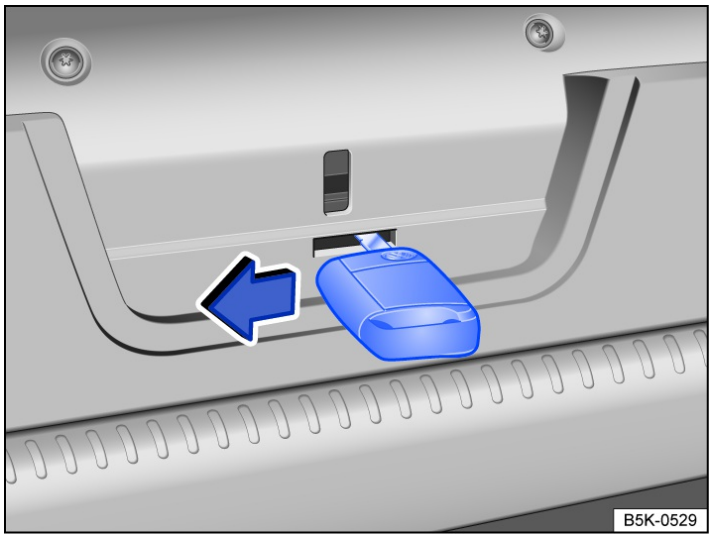


Fig. 2 In the boot lid: manual release mechanism for the boot lid.

Unlocking the boot lid manually

— Turn the lock of the warning triangle holder 90° anticlockwise → *Fig. 1*.

— Open the warning triangle holder and remove the warning triangle.

— Insert the key bit in the tailgate opening → *Fig. 2* and press the release lever in the direction of the arrow.

Boot lid cannot be opened or closed

— Check whether the boot lid is blocked by an obstacle. The boot lid can be moved by hand. You will need to use more force than usual.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

— Remove the key and lock the vehicle.

Boot lid is stiff

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

— Guide the boot lid further upwards by hand.

Opening and closing windows

The buttons are located in the doors *(→ Driver door)*.



Open windows: press the button. Close windows: pull the button.



Press to disable the electric window buttons in the rear doors.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing: pull the button for the appropriate window up briefly into the second position.

One-touch opening: press the button for the appropriate window down briefly into the second position.

Stopping the one-touch function: press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

— Press and hold the locking or unlocking button on the vehicle key.

— *In vehicles with the keyless locking and starting system Keyless Access:* place your finger on the locking sensor in the door handle for a few seconds until the windows are closed . The vehicle key must also be within close range.

— To interrupt this function, release the locking or unlocking button OR remove your finger from the sensor.

A valid vehicle key must be located within close range. Once all windows and the glass roof have been closed, all turn signals will flash *once* as confirmation.

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- The electric windows should only be opened or closed when you are sure that nobody is in their operating area.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated using the safety button so that they cannot be opened or closed.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a qualified workshop.

Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

Electric window roll-back function

The roll-back function for the electric windows can reduce the risk of injuries when the windows are closing.

If the window is not able to close because it is stiff or because of an obstruction, the window will immediately open again→ ⚠.

— Check to see why the window has not closed.

— Try to close the window again.

— If the window closing process is interrupted again, the roll-back function will be disabled for a few seconds.

— If the window still cannot be closed, the window stops where it is. To close the windowwithout the roll-back function, press the button again within a few seconds →⚠.

Closing windows without roll-back function

— Attempt to close the window again within a few seconds by holding the button.The roll-back function is deactivated in the process.

— If the closing procedure takes longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.

— Please go to a qualified workshop if the window still cannot be closed.

⚠ WARNING

Closing the electric windows without the roll-back function can lead to severe injuries.

- Always close the window carefully.
- Ensure that nobody obstructs the path of the window, especially if a window is being closed when the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

The roll-back function is also activated if the convenience closing function on the vehicle key is used to close the windows.

One-touch opening and closing does not work

One-touch opening and closing is deactivated if the 12-volt vehicle battery has been disconnected or discharged while the windows were not fully closed. The function will have to be reset.

— Switch on the ignition.

— Close all windows and doors.

— Pull up the button for the window and hold it in this position for a few seconds.

— Let go of the button, then pull it up again and hold it in this position. One-touch opening and closing is now ready for operation.

The one-touch function can be restored for individual windows or for several windows at the same time.

Opening and closing the glass roof

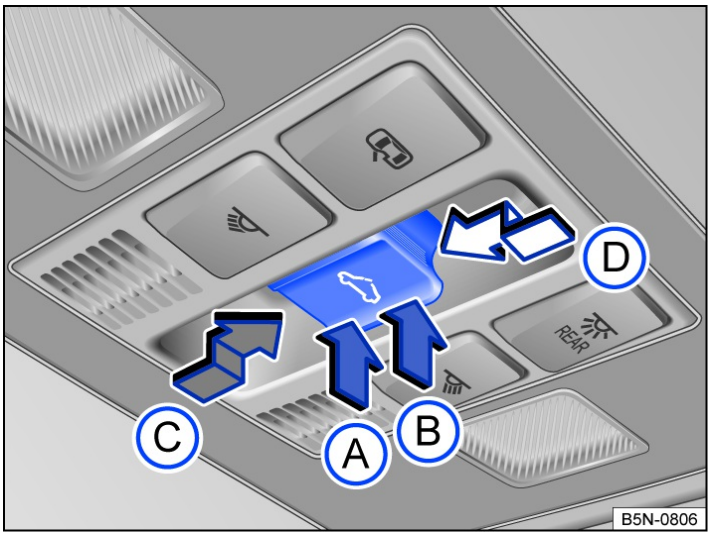


Fig. 1 In the roof: button for the glass roof.

The term glass roof is used as a standard term for the tilting and sliding panoramic sunroof.

The button has two positions. First stage: fully or partially tilt, open or close the roof. Second stage: automatically move the roof to the respective limit position. Press the button again to stop the one-touch function.

Tilting, opening and closing the glass roof

— *Tilting the glass roof:* push the button → *Fig. 1* (B) to the first position. One-touch function: push button (B) to the second position.

— *Closing the tilted glass roof:* push button (A) to the first position. One-touch function: push button (A) to the second position.

— *Opening the glass roof:* push button (C) to the first position. One-touch function up to convenience position: push button (C) to the second position.

— *Closing the glass roof:* push button (D) to the first position. One-touch function: push button (D) to the second position.

— *Stopping the automatic opening or closing procedure:* push button (C) or (D) again.

WARNING

Careless or unsupervised use of the glass roof can cause serious injuries.

- Open and close the glass roof only when you are sure that nobody is in its operating area.
- Always take all vehicle keys with you every time you leave the vehicle.
- Never leave children or people requiring assistance alone in the car, particularly if they have access to the vehicle key. Unsupervised use of the vehicle key can lock the vehicle, start the engine, switch on the ignition and operate the glass roof.
- The glass roof can still be operated for a short time after the ignition has been switched off, provided the driver door or front passenger door are not opened.

NOTICE

- To avoid damage during cold weather, clear any ice and snow off the vehicle roof before opening or tilting the glass roof.
- Always close the glass roof when you leave the vehicle or if it starts to rain. Any rain entering the vehicle when the glass roof is open or tilted could cause considerable damage to the electrical system. This can result in subsequent damage to the vehicle.

Remove leaves and other loose items from the glass roof guide rails at regular intervals using a vacuum cleaner, or by hand.

The roll-back function will not work properly if there is a fault with the glass roof. Go to a qualified workshop.

You can save some settings in the user accounts of the personalisation function *(→ Personalisation)*.

Convenience opening or closing of the glass roof

Convenience opening and closing

The glass roof can be opened and closed from outside the vehicle using the vehicle key:

— Does not apply to USA and Canada: Press and hold the locking or unlocking button on the vehicle key. The glass roof is tilted or closed.

— *On vehicles with the keyless locking and starting system Keyless Access:*place your finger on the locking sensor in the door handle for a few seconds until the glass roof has closed.

— Release the locking or unlocking button to interrupt this function.

Convenience closing closes all windows in the doors and the glass roof. Once all windows and the glass roof have been closed, all turn signals will flash *once* as confirmation.

Settings for the glass roof can be made in the vehicle settings in the infotainment system.

Some settings can be saved in the personalization user accounts and will change when the user account changes.

Glass roof roll-back function

The roll-back function reduces the risk of crush injuries →⚠. If the glass roof is impeded during the closing process, it will open again immediately.

— Check to see why the glass roof has not closed.

— Try to close the glass roof again.

— If the glass roof still cannot be closed, close it without the roll-back function.

Closing the glass roof without the roll-back function

— Press the button to the second position until the glass roof has fully closed .

The glass roof will now close without the roll-back function.

— Please go to a qualified workshop if the glass roof still cannot be closed.

If you let go of the switch during the closing procedure, the glass roof will open automatically.

⚠ WARNING

Closing the glass roof without the roll-back function can cause serious injuries.

- Always close the glass roof carefully.
- Ensure that nobody obstructs the path of the glass roof, especially if the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the roof frame and sustaining injury.

The roll-back function is also activated if you use the convenience closing function on the vehicle key to close the windows and the glass roof.

The glass roof will not close

— The glass roof only works when the ignition is switched on. The glass roof can still be operated for a short time after the ignition has been switched off, provided the driver door or front passenger door are not opened.

— If it is not possible to close the glass roof electrically, it must be closed manually. The glass roof cannot be closed manually without removing vehicle components. Go to a qualified workshop.

Adjusting the steering wheel position

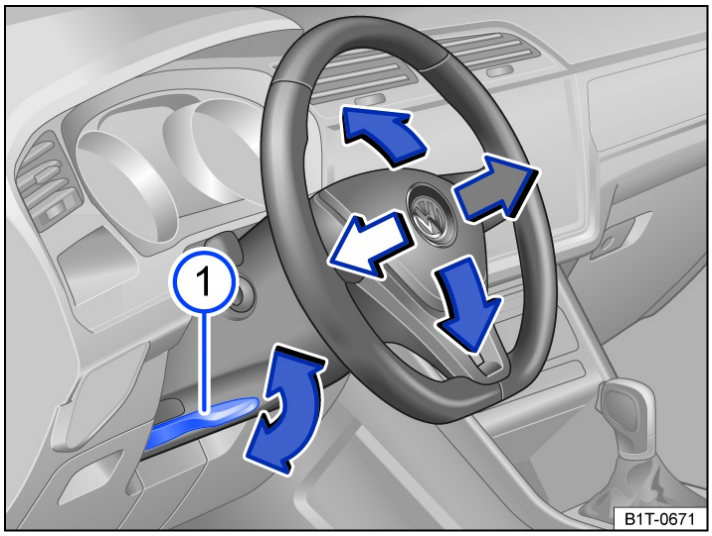


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

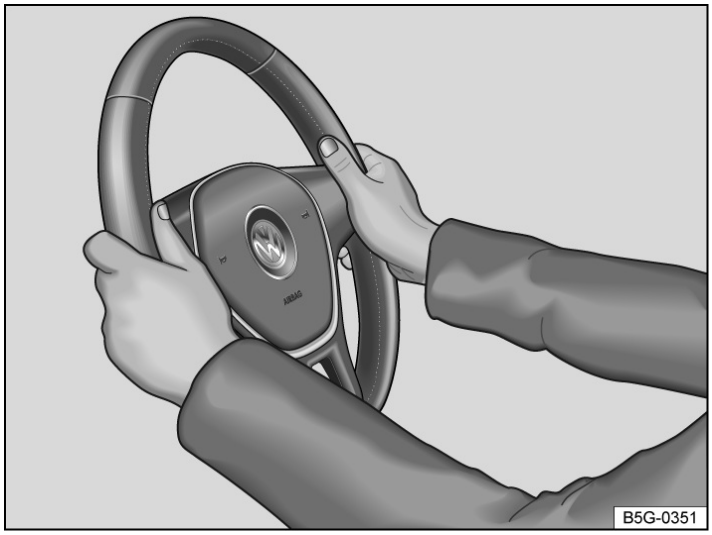


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position before setting off and only when the vehicle is stationary →⚠.

— Push down the lever → *Fig. 1* (1).

— Adjust the steering wheel so that you can hold it with both hands at its outer edge at the *9 o'clock and 3 o'clock positions* with your arms slightly bent → *Fig. 2*.

— Push the lever up firmly until it is flush with the steering column trim →⚠.

⚠ WARNING

Incorrect use of the steering wheel position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering column, always move the lever → *Fig. 1* (1) up so that it engages securely. This prevents the steering column from moving spontaneously while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.
- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. → *Fig. 2* This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction to the topic

The following section describes the options for adjusting the front seats. Always ensure that your sitting position is correct *(→ Sitting position)*.

⚠ WARNING

Always adjust the front seats to their correct position before any journey and ensure that all passengers have fastened their seat belts.

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm between your breastbone and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm. If your build makes it impossible to fulfil this requirement then you must contact a qualified workshop so they can make any necessary modifications.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When a front airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

⚠ WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion, leading to a loss of control of the vehicle. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Only adjust the height and tilt of the seat or move it forwards and backwards when the area around the seat is clear.
- The adjustment range of the seats must not be restricted by any items.
- Only adjust the angle of the rear seats or move the seats forwards and backwards when there is no-one in the adjustment range of the seats.
- The areas for adjusting and locking the seats must not be soiled.

⚠ WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never attach or secure seat covers or protective covers to the electrical controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

⚠ WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always ensure that there is no lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners may also cause damage.

Mechanically adjusting the front seat

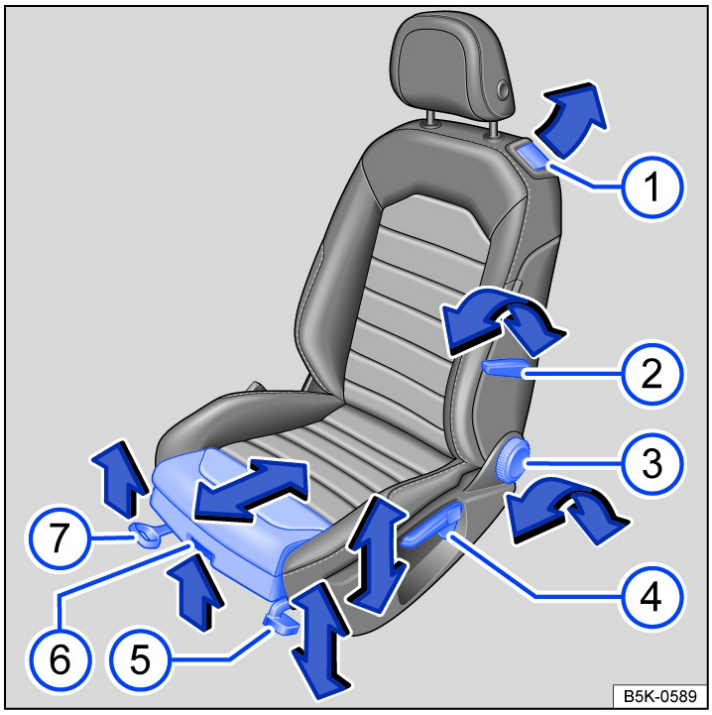


Fig. 1 On the left front seat: controls.

The following section contains a description of all possible controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

Adjusting the seat position

Key to *Fig. 1*:

1. *Folding forwards:* pull the lever to fold the backrest forward. Push the seat forwards at the same time.

   Folding backwards: slide the seat back as far as it will go until it clicks into place. The backrest releases automatically and can be folded backwards. Engage the backrest in an upright position.
2. Operate the lever to adjust the lumbar support.
3. Take your weight off the backrest and turn the handwheel to adjust it.
4. Move the lever up or down, several times if necessary, to adjust the seat height.
5. Push or pull the lever as often as necessary to adjust the angle of the seat cushion.
6. Raise the handle to slide the seat cushion forwards or backwards.
7. Pull the lever to push the front seat forwards or backwards. The front seat must engage after you release the lever!

Electrically adjusting the front seat

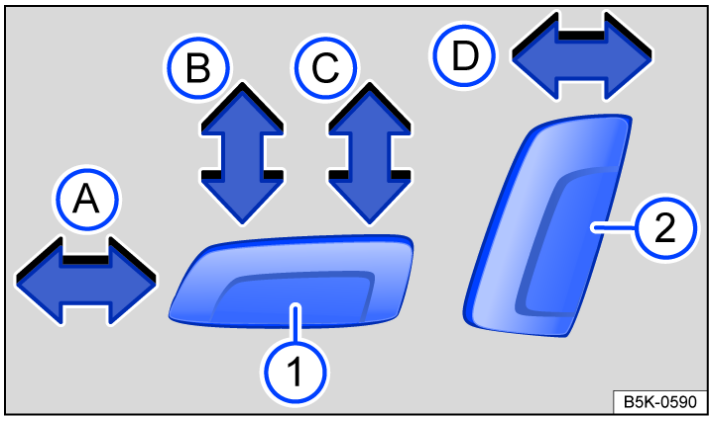


Fig. 1 Switches on the front left seat, adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

Pressing the switch in the direction of the arrow → *Fig. 1*:

A

Slides the seat forwards or backwards.

B

Adjusts the angle of the seat cushion.

C

Raises or lowers the seat.

D

Adjusts the angle of the backrest.

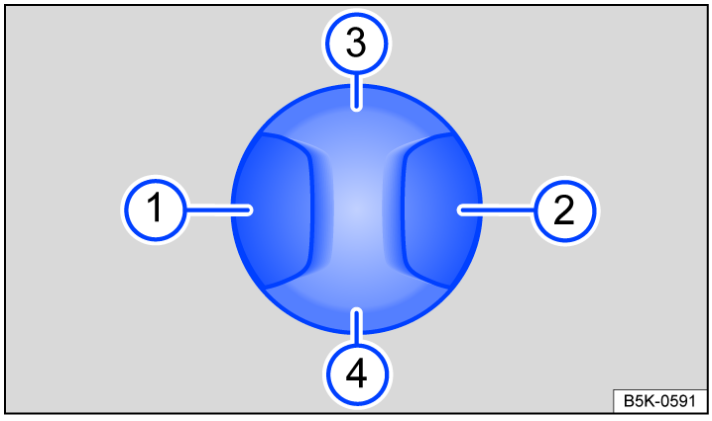


Fig. 2 Switch on the front left seat: adjusting the lumbar support.

Pressing the switch in the corresponding area → *Fig. 2*:

1

Adjust the curve of the lumbar support forwards.

2

Adjust the curve of the lumbar support backwards.

3

Adjust the curve of the lumbar support upwards.

(4)

Moves the curve of the lumbar support down.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

Adjusting the motor sport bucket seat

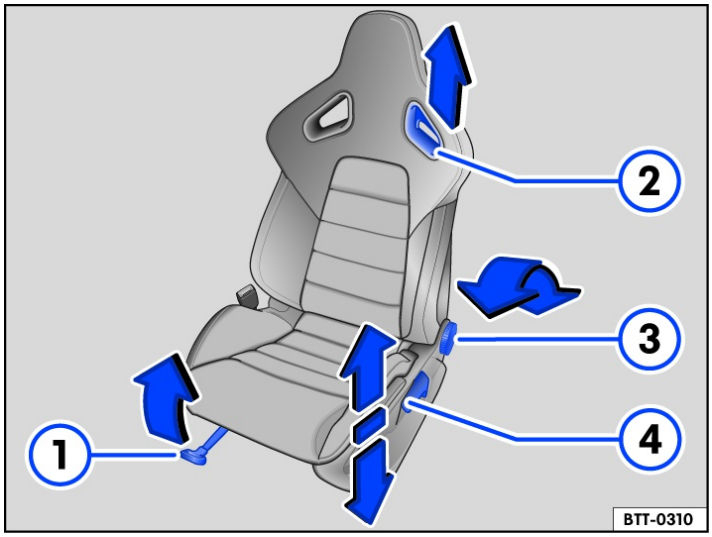


Fig. 1 Controls on the left motor sport bucket seat.

The controls are mirrored for the right-hand bucket seat.

To make it easier to get in and out of the rear seats, push the seat all the way forward and fold the backrest forward.

If the vehicle has a motor sport bucket seat on the front passenger side, the warning lamp in the instrument cluster does not light up to show that the seat belt is not fastened.

Adjusting the seat position on the motor sport bucket seat

Key to *Fig. 1*:

(1) Pull the lever to push the motor sport bucket seat forwards or backwards. The motor sport bucket seat must engage after releasing the lever.

(2) *Folding forwards:* pull the grip and fold the seat backrest forwards.

Folding backwards: pull the grip and fold the seat backrest backwards. Engage the backrest in an upright position.

(3) Take your weight off the backrest and turn the handwheel to adjust it.

(4) Move the lever up or down, several times if necessary, to adjust the seat height.

Folding the front passenger seat backrest forwards

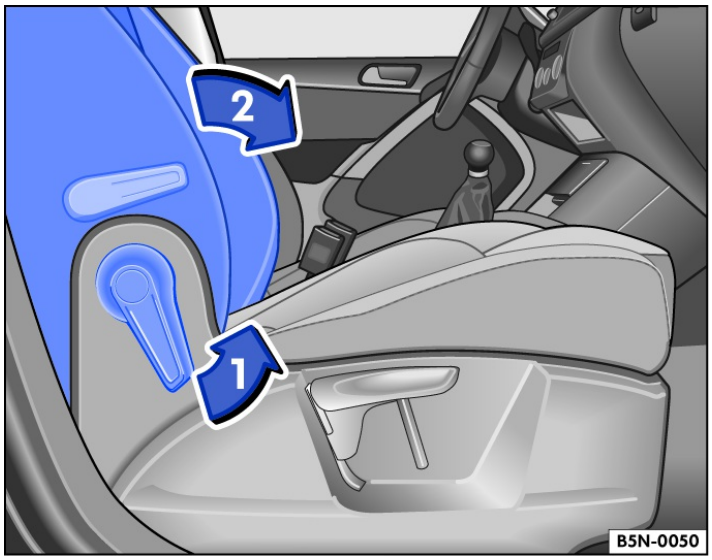


Fig. 1 Front passenger seat: folding backrest forwards.

The front passenger seat backrest can be folded forwards to a horizontal position.

The front passenger front airbag must be switched off if any items are to be transported on the front passenger seat when folded forwards *(→ Airbag system)*.

Folding the front passenger seat backrest forwards

— Remove any items from the front passenger seat cushion →⚠.

— Lower the front passenger seat down as far as possible.

— Push the front passenger seat as far back as possible.

— Push the head restraint all the way down.

— Release the front passenger seat backrest in the direction of the arrow → *Fig. 1* (1).

— Fold the front passenger seat backrest forwards in the direction of the arrow → *Fig. 1* (2) until it is horizontal. When it is folded down, the front passenger seat backrest must engage securely into place.

Folding back the front passenger seat backrest

When folding back, make sure that there are no items or body parts in the area of the hinges.

— To fold back, release the front passenger seat backrest again → *Fig. 1* (1).

— Fold back the front passenger seat backrest so that it is upright. When it is folded up, the front passenger seat backrest must engage securely into place.

⚠ WARNING

Serious injuries could be caused if the front passenger seat backrest is folded forwards and backwards in an uncontrolled way and without taking due care.

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.
- When folding the front passenger seat backrest forwards, always make sure that there are no people, animals or objects in its path.
- The front airbag must be switched off and the PASSENGER AIR BAG OFF indicator lamp must light up for as long as the front passenger seat backrest is folded forwards.
- When folding forwards and backwards, keep all hands, fingers, feet and other body parts away from the seat hinges and seat locking mechanism.
- Floor mats or other objects could get caught in the hinges on the front passenger seat backrest. This could cause the front passenger seat backrest to fail to engage securely when it is returned to the upright position.

- When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly, it could move suddenly and cause serious injuries.

WARNING

The open seat anchorages and hinges of the folded front passenger seat backrest can cause serious injuries in the event of a sudden braking manoeuvre or accident.

- Never transport either adults or children on the front passenger seat if the front passenger seat backrest is folded forwards.
- If the front passenger seat backrest is folded forwards, you must use only the rear seat behind the driver seat. This also applies to children in child seats.

Introduction to the topic

The following section describes the options for adjusting the rear seats. Always ensure that your sitting position is correct *(→ Sitting position)*.

WARNING

Incorrect adjustment of the rear seat can cause accidents and serious injuries.

- The rear seat should be adjusted only when the vehicle is stationary as the rear seat could otherwise move unexpectedly while the vehicle is in motion. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- The rear seat should be adjusted only when there is no one in the direct adjustment area.

WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always ensure that there is no lighter on or near the movable parts of the seat.

WARNING

The centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children. An incorrect sitting position can cause severe injuries.
- Never transport an adult or child on the centre armrest.

NOTICE

- Items in the luggage compartment could cause damage when pushing the rear seat forwards or backwards.
- When the rear seat is moved forwards, objects could move into the space between the seat and luggage compartment floor. Remove any items or objects from this space before pushing the rear seat back.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners may also cause damage.

Folding the backrest of the rear bench seat forwards and backwards

The rear seat backrest is split. Each part of the rear seat backrest can be folded down to increase the size of the luggage compartment.

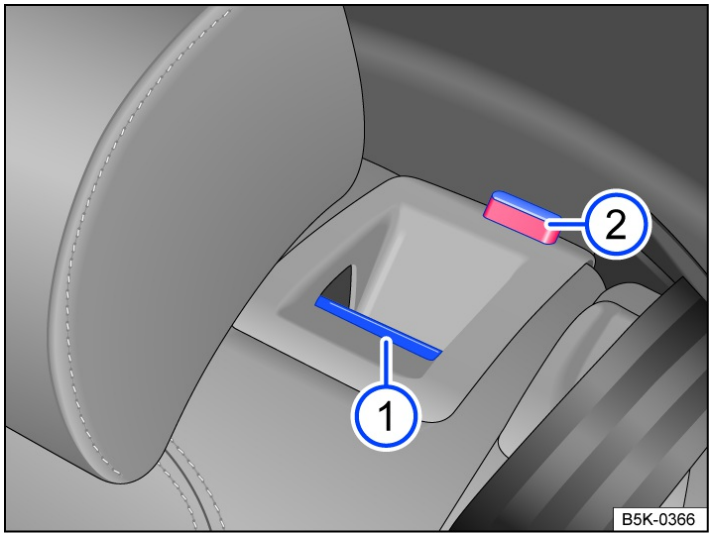


Fig. 1 In the rear seat backrest: release button.

Folding the rear seat backrest forwards

— Push the head restraint all the way down.

— Pull the release button → *Fig. 1* (1) forwards and fold the rear seat backrest forwards at the same time.

The respective section of the rear seat backrest is unlocked when you can see the red marking → *Fig. 1* (2).

Folding back the rear seat backrest

— Fold back the rear seat backrest and push it firmly into the catch until it engages securely into place →.

The red marking → *Fig. 1* (2) should no longer be visible.

WARNING

Injuries can be caused if the rear seat backrest is folded forwards and backwards without due care and attention.

- While folding the rear seat backrest forward, always make sure that no people or animals are in its path.
- Never fold the rear seat backrest forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the rear seat backrest.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the rear seat backrest forwards and backwards.
- Ensure that each rear seat backrest engages securely, otherwise the seat belts for the rear seats will not offer maximum protection. This applies to the centre seat of the rear bench seat in particular. If a seat is occupied and the corresponding rear seat backrest has not clicked securely into place, the seat occupant and rear seat backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- The rear seat backrest has not engaged properly if you can see a red marking → *Fig. 1* (2). Always ensure that the red marking is never visible when the rear seat backrest is in the upright position.
- Passengers (adults and children) must not use seats if the rear seat backrest is folded forwards or is not engaged securely into place.

NOTICE

Damage to the vehicle or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an uncontrolled way or without due care.

- Before folding the rear seat backrest forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do impact the front seats.

- Before folding down the rear seat backrest, always make sure that there are no objects located in its path.

Introduction to the topic

The following section describes the options for adjusting and removing the head restraints. Always ensure that your sitting position is correct *(→ Sitting position)*.

Every seat is fitted with a head restraint. The rear centre head restraint(depending on vehicle equipment) is designed solely for use with the centre seat on the rear bench seat. Therefore you should not install this head restraint in any of the other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint adjustment

Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible.

Head restraint adjustment for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

Head restraint adjustment for taller people

Push the head restraint up as far as it will go.

WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- If a seat is occupied, the head restraint for that seat must be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

Adjusting the head restraints

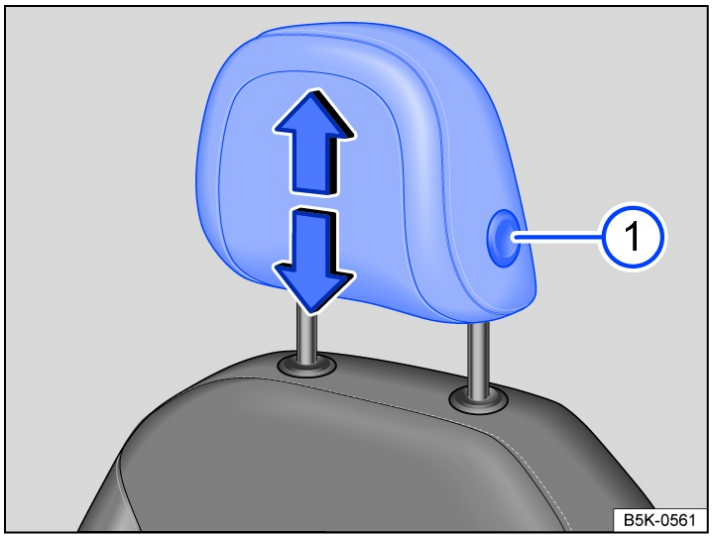


Fig. 1 Front head restraint: adjusting.

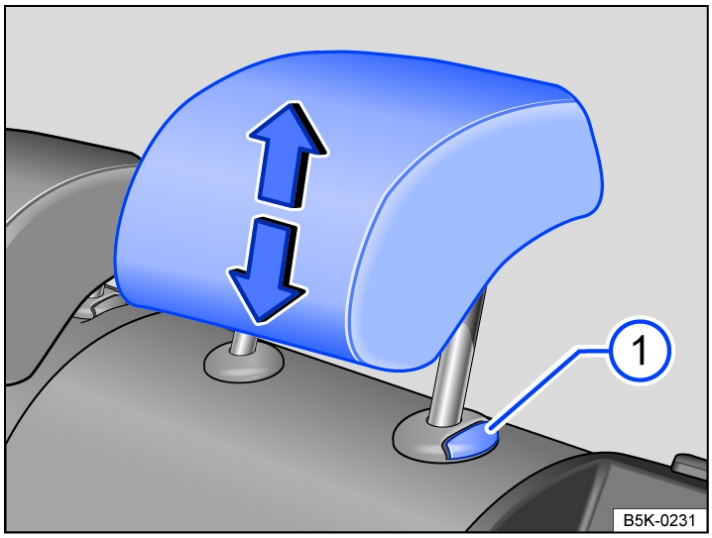


Fig. 2 Rear head restraint: adjusting.

Adjusting the height of the head restraint

— While pressing the → *Fig. 1* (1) or → *Fig. 2* (1) button if necessary, push the head restraint up or down in the direction of the arrows *(→ Head restraints)*. The head restraint must engage securely into position.

Removing and installing the head restraints

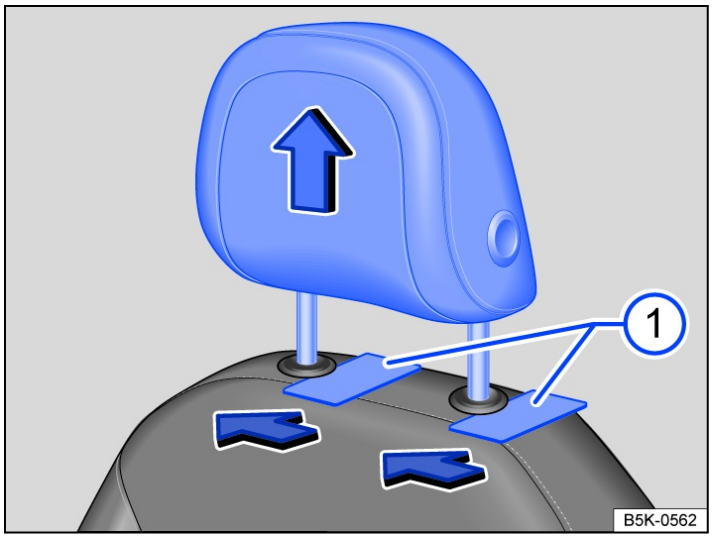


Fig. 1 Front head restraint: removing.

Removing the front head restraints

— Lower the head restraint if necessary *(→ Head restraints)*.

— To release the head restraint, slide a flat object such as a plastic card between the backrest cover and the caps on the head restraint guide pins *→ Fig. 1* while a second person pulls the head restraint out fully.

Fitting the front head restraints

— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.

— Push the head restraint down until the guide pins click into place.

— Adjust the head restraint so a correct sitting position can be assumed.

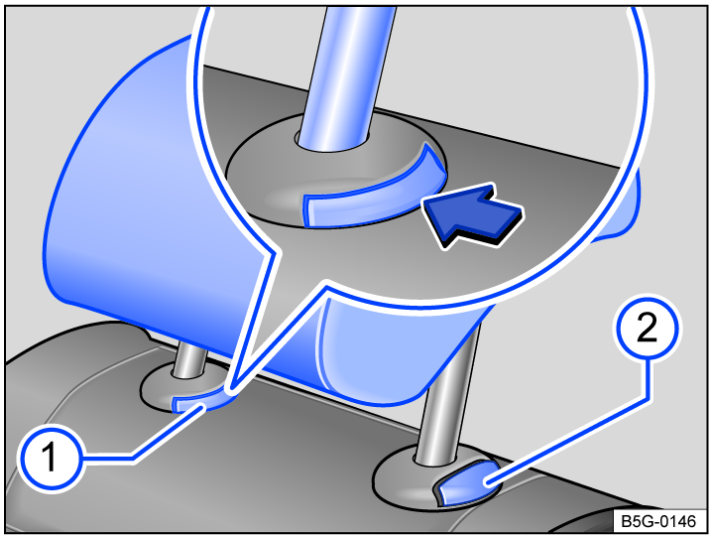


Fig. 2 Rear head restraint: removing.

Removing the rear head restraints

— Release the rear bench seat backrest and fold the backrest forwards.

— Push the head restraint all the way up *(→ Head restraints)*.

— Press button *→ Fig. 2* (1) on the head restraint guide.

— At the same time, press button (2) while a second person pulls the head restraint out fully.

— Fold back the rear seat backrest and allow it to engage securely.

— Release the rear bench seat backrest and fold the backrest forwards.
— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
— Press and hold the button → *Fig. 2* (2) and push down the head restraint.
— Fold back the rear seat backrest and allow it to engage securely.
— Adjust the head restraint so a correct sitting position can be assumed.

Memory function

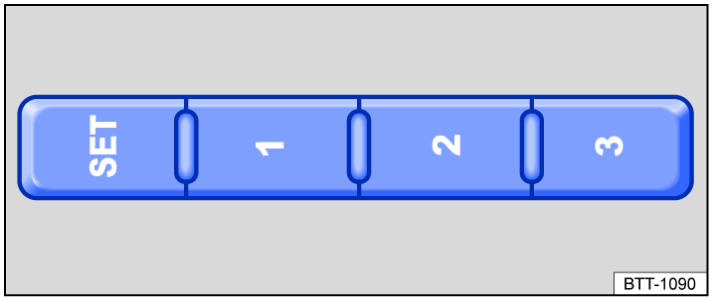


Fig. 1 On the outside of the driver seat: memory buttons.

Memory buttons

The memory buttons can be used to store and recall settings for the driver seat and the exterior mirrors.

Storing driver seat and exterior mirror settings for driving forwards

— Switch on the electronic parking brake.
— Put the gearbox into neutral.
— Switch on the ignition.
— Adjust the driver seat and exterior mirrors.
— Press the SET button for longer than one second → *Fig. 1*.
— Press the desired memory button within approximately 10 seconds. An acoustic signal confirms that the settings have been stored.

Storing front passenger exterior mirror settings for reversing

— Switch on the electronic parking brake.
— Put the gearbox into neutral.
— Switch on the ignition.
— Press the desired memory button.
— Select reverse gear.
— Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.

The settings for the mirror position will be saved automatically and assigned to the vehicle key that was used to unlock the vehicle.

Accessing driver seat and exterior mirror settings

— When the vehicle is stationary, the ignition is switched off and one vehicle door is open, briefly press the corresponding memory button. After around 10 minutes, the stored positions can *no longer* be adjusted automatically. The adjustment process is cancelled if one of the memory buttons is pressed again.
— OR: with the driver door closed or ignition switched on, press and hold the corresponding memory button until the stored position has been attained.

The front passenger exterior mirror will leave the reversing position automatically if the vehicle drives forwards at a speed of

at least 15 km/h (10 mph) or if you turn the rotary knob for the exterior mirror out of its positionR and into another position.

Personalisation

You can save and access your individual seat setting in a user account via the personalisation function *(→ Personalisation)*.

After switching off the ignition and locking the vehicle, the driver seat and exterior mirror settings are stored in the user account.

The driver seat and exterior mirror settings are restored after the vehicle is unlocked and the driver door is opened.

The seat responds to selecting or changing a user account as follows:

— *Vehicle stationary or moving no faster than 5 km/h (3 mph):* seat is moved. You can cancel the movement at any time by touching the appropriate function button in the Infotainment system or by pressing a button on the driver seat.
— *Vehicle moving faster than 5 km/h (3 mph):* seat is not moved. All other settings are made.

If the driver door is opened later than approximately 10 minutes after unlocking the vehicle, the driver seat and exterior mirrors are not automatically adjusted.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

Centre armrest

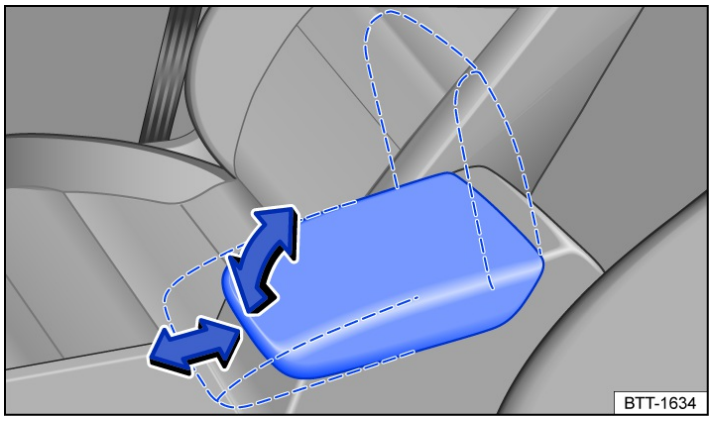


Fig. 1 Front centre armrest.

— To *lift*, pull the centre armrest up gradually in the direction of the arrow → *Fig. 1*.

— To *lower*: pull the centre armrest all the way up. Then lower the centre armrest.

— To *move it backwards and forwards*: push the centre armrest in the direction of the arrow all the way forwards → *Fig. 1*, or all the way backwards.

⚠ WARNING

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- Always keep stowage compartments closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect sitting position can cause serious injury.

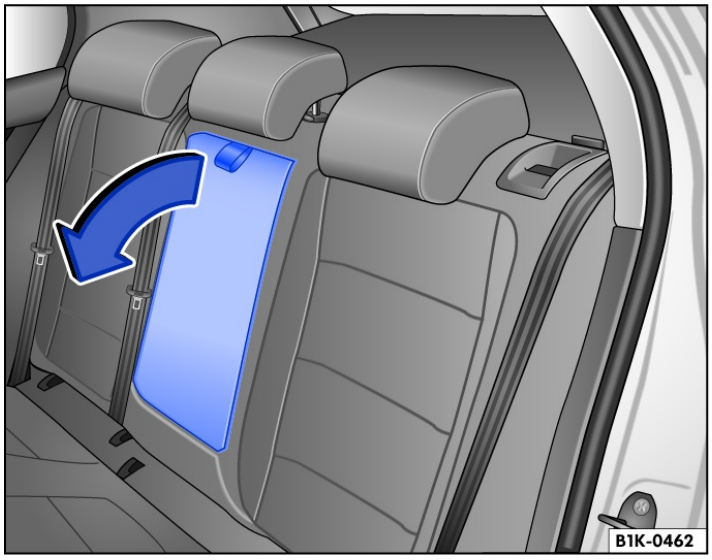


Fig. 2 Rear fold-out centre armrest.

There may be a fold-out centre armrest in the backrest of the middle seat of the rear bench seat.

— To *fold it down*: pull the loop in the direction of the arrow → *Fig. 1*.

— To *fold it back*: fold the centre armrest upwards in the opposite direction of the arrow → *Fig. 1* and push it into the backrest as far as it will go.

Do not use the middle seat on the rear bench seat to transport passengers when the centre armrest is folded down.

⚠ WARNING

The rear centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children. An incorrect sitting position can cause severe injuries.

Massage function



Fig. 1 In the lower area of the driver seat: button for massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support can be individually adjusted during operation by repeatedly pressing the corresponding switch *(→ Front seat, electric)*.

Switching the massage function on or off

To switch on, press the button in the seat control panel. To switch off, press the button again.

The massage function is switched off automatically after approximately ten minutes.

⚠ WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume a correct sitting position before you start driving and maintain this position throughout the trip. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Switching turn signals on and off

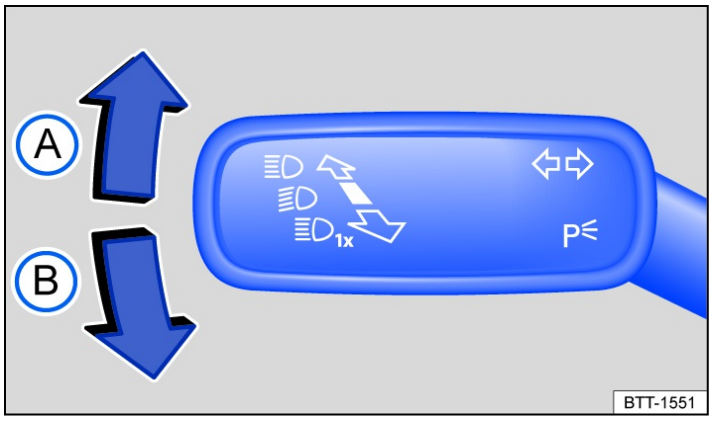


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

— Switch on the ignition.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

— (A) Right turn signal ➡.

— (B) Left turn signal ⬅.

— Return the turn signal and main beam lever to the basic position in order to switch off the turn signal.

Go to a qualified workshop if the acoustic signal does not sound when a turn signal is switched on and have the vehicle checked.

Convenience turn signal

To operate the convenience turn signal, push the turn signal and main beam lever up or down to the point where you meet resistance and then release the lever. The turn signal flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

The convenience turn signal can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

Incorrect use of turn signals, a failure to use turn signals, or forgetting to switch off a turn signal can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off

.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Switching lights on and off

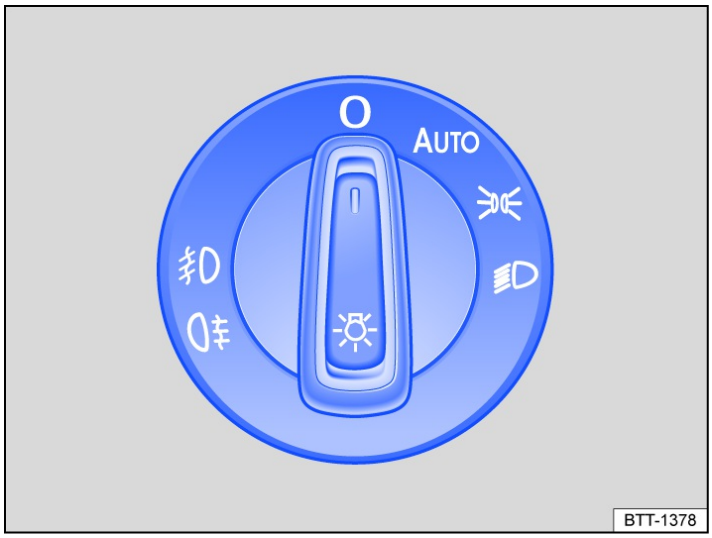


Fig. 1 Next to the steering wheel: light switch (one variant).

Switching lights on

— Switch on the ignition.

— Turn the light switch to the appropriate position → *Fig. 1*:

AUTO

Automatic headlights: dipped beam is switched on or off depending on the brightness level and the weather conditions → ⚠, *(→ Exterior drive lighting)*.

The side lights and daytime running lights are switched on. The symbol in the light switch lights up green.

The dipped beam headlights are switched on.

Switching off the lights

— Switch off the ignition.

— Turn the light switch to the appropriate position:

0

The lights are switched off.

AUTO

"Leaving Home" function (orientation lighting) may be switched on *(→ Orientation lighting)*.

Side lights or continuous parking light on both sides of the vehicle switched on *(→ Parking light)*. The symbol in the light switch lights up green.

Dipped beam is switched off – the side lights will stay on as long as the vehicle key is in the ignition lock or, in vehicles with Keyless Access, the driver door is closed.

Daytime running lights

The daytime running lights (dependent on equipment level) can increase the visibility of your vehicle in traffic during the day.

The daytime running lights are switched on each time the ignition is switched on when the light switch is in position **0**, or **AUTO** (when brightness is detected).

The daytime running lights cannot be switched on or off manually.

⚠ WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch the dipped beam headlights on if it is dark, raining or visibility is poor.

⚠ WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch the dipped beam headlights on if it is dark, raining or visibility is poor.
- The tail lights will not be switched on with the daytime running lights. If the tail lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

⚠ WARNING

The automatic headlights function AUTO switches the dipped beam headlights on and off only when there is a change in the level of brightness.

- Switch the dipped beam on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.

Switching the fog lights on and off

The fog lights can be switched on when the ignition is switched on and when the light switch is in the positions AUTO, side lights and dipped beam *(→ Dipped beam)*:

— Switching on the front fog lights: pull the light switch out to the first position. The indicator lamp in the light switch lights up green.
— Switching on the rear fog light: pull the light switch all the way out. The indicator lamp lights up yellow in the instrument cluster.
— To switch the fog lights off, press in the light switch or turn it to position 0.

If the automatic headlights function AUTO is switched on and the front or rear fog lights are switched on, the dipped beam headlights will also be switched on irrespective of the current ambient light conditions.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Light functions

Side lights

When the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and the buttons in the centre console and dash panel. The daytime running lights also switch on when the ignition is switched on.

If the vehicle is not locked from outside when the ignition is switched off, the continuous parking light on both sides of the vehicle switches on automatically after ten minutes to reduce 12-volt vehicle battery discharge *(→ Parking light)*.

Automatic headlights AUTO

When the automatic headlights function AUTO is switched on, the vehicle lighting and the instrument and switch lighting will switch on and off depending on the light conditions. When the lights are switched on, the indicator lamp lights up yellow.

The automatic headlights function is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic headlights can be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Cornering light

A cornering light is switched on when turning off slowly or travelling around very tight bends.

Dynamic cornering light (AFS)

The dynamic cornering light permits optimum illumination of the road. The dynamic cornering light only works when the automatic headlights function AUTO is switched on and at speeds above approximately 10 km/h (6 mph).

In vehicles with a corresponding equipment level, the dynamic cornering light can be activated and deactivated in the Infotainment system in the Vehicle settings menu *(→ Vehicle settings menu)*.

Acoustic warnings if lights are not switched off

If the vehicle key has been removed from the ignition lock and the driver door opened, acoustic warnings sound under the following conditions:

— If the parking light is switched on.

— If the side lights or rear fog light are switched on.

When the Coming Home function is switched on, no acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Switching main beam on and off

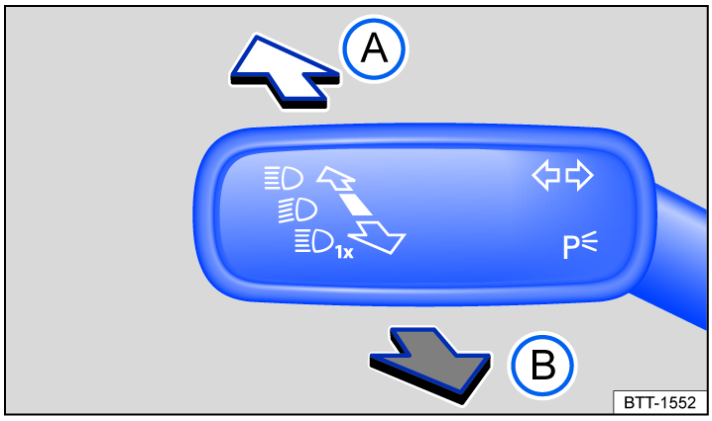


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

— Switch on the ignition and dipped beam.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

— (A) Main beam switched on.

— (B) Operate the headlight flasher or switch off the main beam. The *headlight flasher* comes on for as long as the lever is pulled.

When the main beam or headlight flasher are switched on, the blue indicator lamp lights up in the instrument cluster.

Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available *(→ Main-beam control (static))* *(→ Main-beam control (dynamic))*.

WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

Main-beam control

Main-beam control automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Main-beam control normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

Within the limits of the system, main-beam control automatically switches the main beam on or off depending on the environmental and traffic conditions and on the driving speed *→ Main-beam control*.

Depending on the vehicle equipment level, main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on main-beam control

— Switch on the ignition and the automatic headlights AUTO.

— Briefly press the turn signal and main beam lever forwards out of the basic position.

When main-beam control is switched on, the indicator lamp lights up in the instrument cluster display. When main-beam control is active, the blue indicator lamp lights up in the instrument cluster.

Setting the sensitivity of the main-beam control

Depending on the country, the sensitivity of the main-beam control can also be set in two levels:

— *To increase the sensitivity:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp of the instrument cluster flashes three times to confirm.

— *To reset the sensitivity to the standard setting:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp of the instrument cluster flashes three times (briefly) to confirm. OR: switch the ignition off and then on again.

Switching off main-beam control

— Switch off the automatic headlights AUTO.

— OR: main-beam control switched on and active: pull back the turn signal and main beam lever.

— OR: main-beam control switched on and not active: touch the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.

— OR: switch off the ignition.

System limits

The main beam must be manually switched off under the following conditions, as it is not switched off by the main beam control in time or at all:

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is faulty or the power supply is interrupted.

⚠ WARNING

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lights yourself and adjust them to the prevailing conditions for lights, visibility and road traffic.
- The main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations.
- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

NOTICE

Please observe the following points in order to avoid impairing the proper function of the system:

- Regularly clean the camera's field of view, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Regularly check the area of the windscreen that is in the camera's field of view for damage.

Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the main-beam control system.

Advanced main-beam control

Advanced main-beam control provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other road users and their distance from your vehicle and covers part of the headlights appropriately. If the system can no longer prevent other road users from being dazzled, main beam is switched off automatically.

Within the limits of the system, main-beam control automatically switches the main beam on or off depending on the environmental and traffic conditions and on the driving speed *→ Advanced main-beam control*.

Depending on the vehicle equipment level, main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on advanced main-beam control

— Switch on the ignition and the automatic headlights AUTO.

— Briefly press the turn signal and main beam lever forwards out of the basic position.

When main-beam control is switched on, the indicator lamp lights up in the instrument cluster display. When main-beam control is active, the blue indicator lamp lights up in the instrument cluster.

Switching off advanced main-beam control

— Switch off the automatic headlights AUTO.

— OR: main-beam control switched on and active: pull back the turn signal and main beam lever.

— OR: main-beam control switched on and not active: touch the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.

— OR: switch off the ignition.

System limits

The main beam must be manually switched off under the following conditions, as it is not switched off by the main beam control in time or at all:

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is faulty or the power supply is interrupted.

WARNING

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- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

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Please observe the following points in order to avoid impairing the proper function of the system:

- Regularly clean the camera's field of view, and keep it free from snow and ice.
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Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the main-beam control system.

Switching parking lights on and off

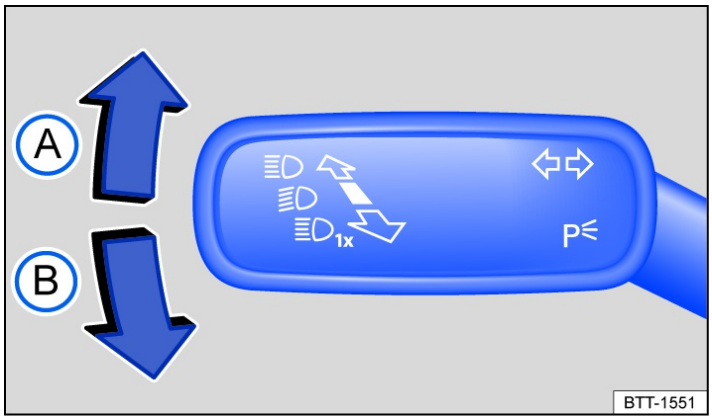


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up.

— Switch off the ignition.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

(A)

Right-hand parking light is switched on.

(B)

Left-hand parking light is switched on.

Continuous parking light on both sides of the vehicle

Both headlights light up with side lights as well as parts of the tail light clusters if continuous parking light on both sides of the vehicle is switched on:

— Switch on the parking lights .

— Switch off the ignition.

— Lock the vehicle from outside.

Automatic switch-off of side lights and parking lights

The vehicle will detect a weak 12-volt vehicle battery and switch off the side lights or parking lights in good time so that the engine can still be started – however, this will occur after two hours at the earliest.

If the capacity of the battery is not sufficient for two hours with the side lights or parking lights, the 12-volt vehicle battery could discharge so far that the engine can no longer be started *→ Switching parking lights on and off*.

⚠ WARNING

Accidents and serious injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting. Observe any applicable local legislation.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides.

Coming Home and Leaving Home function (orientation lighting)

The Coming Home and Leaving Home function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home function is switched on manually. In contrast, the Leaving Home function is controlled automatically by a rain and light sensor.

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on the Coming Home function

— Switch off the ignition.

— Operate the headlight flasher for approximately one second.

The Coming Home lighting is switched on when the driver door is opened. The *switch-off delay* starts when the last vehicle door or the boot lid has been closed.

Switching off the Coming Home function

— Automatically after the set switch-off delay has elapsed.

— OR: automatically if a vehicle door or the tailgate is opened approximately 30 seconds after switch-on.

— OR: switch off the lights.

— OR: switch on the ignition.

Switching on the Leaving Home function

— Unlock the vehicle when the automatic headlight control function AUTO is switched on and the rain/light sensor detects *darkness*.

Switching off the Leaving Home function

— Automatically after the switch-off delay.

— OR: lock the vehicle.

— OR: switch off the lights.

— OR: switch on the ignition.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Headlight range control

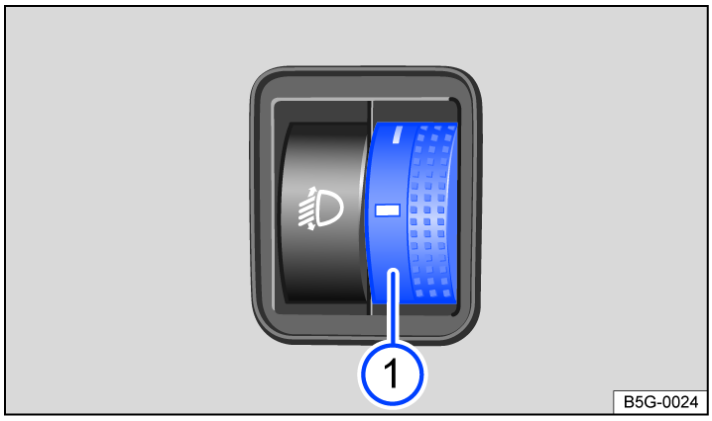


Fig. 1 Next to the steering wheel: control for headlight range control (1).

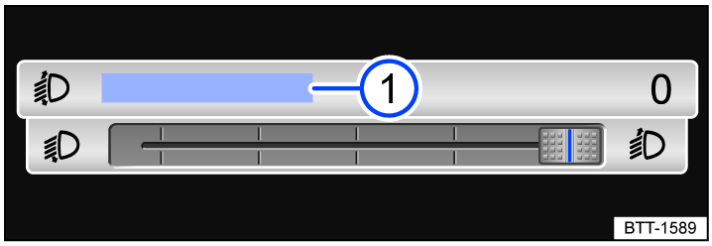


Fig. 2 In the Infotainment system: slider for headlight range control.

Headlight range control can be used to adjust the light cone of the dipped beam headlights to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled →⚠.

Depending on the equipment level, the headlight range can be adjusted either with the control →*Fig. 1* or with the slider in the Infotainment system →*Fig. 2*.

Manual headlight range control

Adjusting using the slider in the Infotainment system:

— Press the MENU button or function button.

— Touch the Vehicle and function buttons to open the Vehicle settings menu.

— Touch the Lights function button to open the Light settings menu.

— Touch the function button Headlight range control →*Fig. 2* (1).

— Move the slider to the required position (typical vehicle load level).

Adjusting using the control in the instrument panel:

— Turn the control →*Fig. 1* (1) to the required position (example vehicle load level).

Setting in the Infotainment system	Setting with the control	
0	–	Front seats occupied and luggage compartment empty.
2	1	All seats occupied and luggage compartment empty.
4	2	All seats occupied and luggage compartment fully loaded. Towing a trailer with a low drawbar load.
6	3	Only the driver seat occupied and luggage compartment fully loaded. Towing a trailer with maximum drawbar load.

Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on →⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- The light cone should always be adjusted to the load level of the vehicle to ensure that other road users are not dazzled.

⚠ WARNING

Failure or malfunction in the dynamic headlight range control can cause the headlights to dazzle or distract other road users. This can lead to accidents and serious injuries.

- The headlight range control should be checked by a qualified workshop as soon as possible.

Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the asymmetric dipped beam headlights may dazzle oncoming traffic. Some headlight versions must therefore be switched over when you travel to these countries.

In vehicles with advanced main-beam control, the alignment of the headlights can be adjusted in the Infotainment system in the Vehicle settings menu *(→ Vehicle settings menu)*.

The function of the dynamic cornering light and advanced main-beam control is deactivated once travel mode is activated. The main beam is then only switched on and off automatically.

Travel mode may only be used for a short period. Please contact a qualified workshop for permanent conversion. Volkswagen recommends using a Volkswagen dealership for this purpose.

Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, seek expert assistance.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, seek expert assistance.

Vehicle lighting failure

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, seek expert assistance.

Rain/light sensor fault

The indicator lamp lights up yellow.

In the light switch position AUTO, the vehicle lighting is not switched on or off automatically.

— Switch the ignition off and on.

— If the fault persists, seek expert assistance.

Dynamic cornering light

The dynamic cornering light does not work when travel mode is activated .

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights. For example, the dynamic cornering light is deactivated in the Eco driving profile .

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a qualified workshop.

Advanced main-beam control

Advanced main-beam control will respond in the same way as the *normal* main-beam control and switch main beam on or off automatically in the following situations:

— If the dynamic cornering light has been deactivated.

— If travel mode is activated .

— When the Eco driving profile is selected in the driving profile selection *(→ Driving profile selection)*.

Instrument and switch lighting

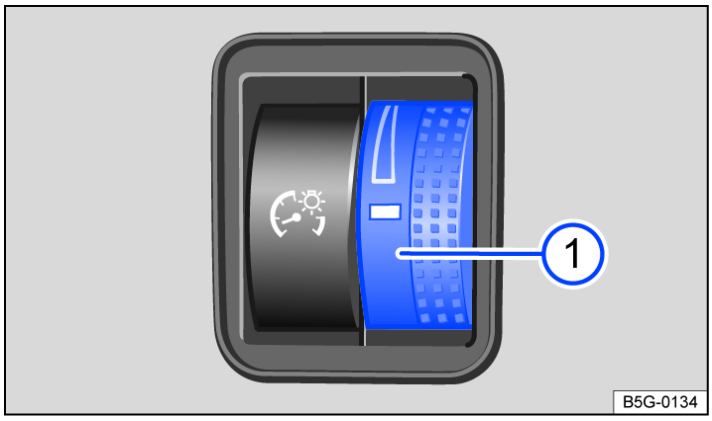


Fig. 1 Next to the steering wheel: control for instrument and switch lighting (1).

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment level, it may be possible to adjust the brightness of the instrument and switch lighting to suit your requirements by turning control *→ Fig. 1* (1) when the lights are switched on.

The brightness setting is automatically adjusted to the changing ambient light conditions in the vehicle.

When the automatic headlights function AUTO is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

When the lights are switched off and the ignition switched on, the instrument and switch lighting(needles and scales) is switched on. As the ambient light becomes lower, the lighting of the scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the dipped beam in good time, i.e. when driving through tunnels.

Interior and reading lights, background lighting

Press the corresponding button:

	Switches the front interior lights on or off.
REAR	Switches the rear interior lights on and off.
	The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the vehicle key is removed from the ignition.
	Switch the reading light on or off.

Glove box and luggage compartment lights

A light will be switched on or off when the glove box or boot lid is opened or closed.

Background lighting

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

The footwell may also be illuminated.

The brightness of the background lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The lights go out when the vehicle is locked or after a delay of a few minutes when the vehicle key is removed from the ignition lock. This prevents the 12-volt battery from discharging.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Operating the wiper lever

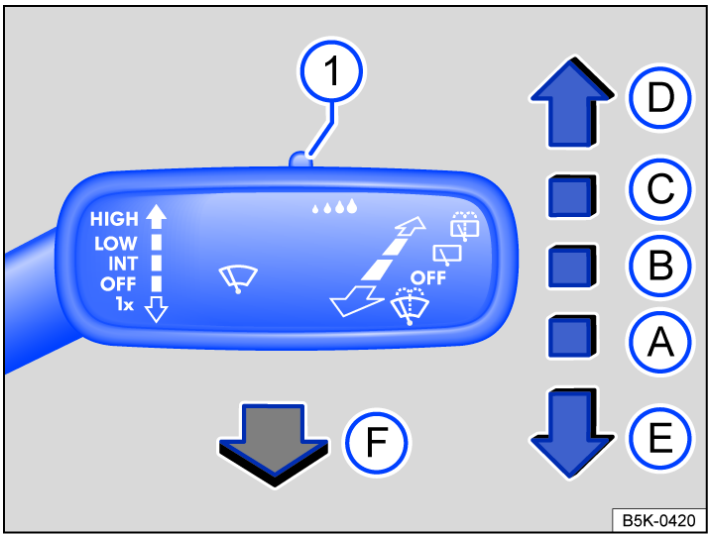


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

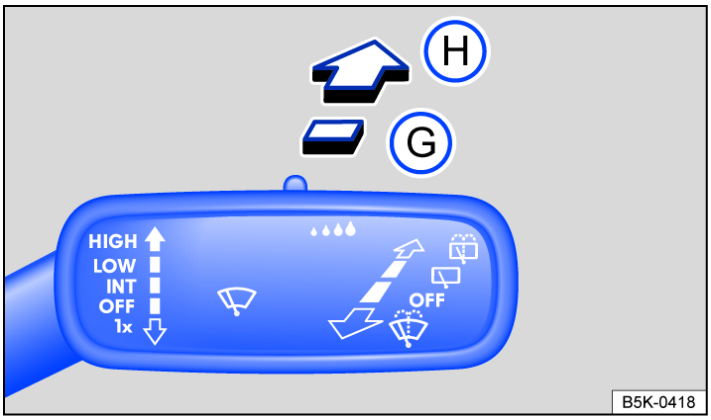


Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

The wipers function only when the ignition is switched on and the bonnet or boot lid are closed.

Move the wiper lever to the desired position→ *Operating the wiper lever*.

A

OFF Wipers switched off.

B

INT Interval wipe for the windscreen or rain and light sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.

C

LOW Slow wiping.

D

HIGH Fast wiping.

E

1x Flick wipe – short wiping. Push and hold the lever down for longer to wipe more quickly.

F

Automatic wipe/wash for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.

(1)

Switch for interval stages (vehicles without rain and light sensor) or adjusting the sensitivity of the rain and light sensor.

(G)

Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.

(H)

Automatic wipe/wash for cleaning the rear window with the lever pushed.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the window washer system should only be used when adequate anti-freeze has been added.
- Never use the window washer system at winter temperatures before the windscreen has been heated by the ventilation system or the windscreen heating. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

WARNING

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn out and when they no longer clean the window sufficiently *(→ Wiper blades)*.

NOTICE

Before setting off and before switching on the ignition, always check the following to avoid damage to the windows, wiper blades and wiper motor:

- The wiper lever is located in the basic position.
- Snow and ice have been removed from the wiper blades and windows.
- Wiper blades that have become frozen onto the glass have been carefully loosened. Volkswagen recommends using a de-icer spray for this.

NOTICE

Do not switch on the wipers when the window is dry. Using the wipers when the window is dry can damage the glass.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

Headlight washer system

The headlight washer system cleans the headlight lenses and only works when the dipped or main beam headlights are switched on. If the indicator lamp for windscreen washer water level too low lights up, the headlight washer system is not

switched on *(→ Wipers)*.

Once the ignition has been switched on, the headlights will also be washed the first time the wash and wipe system is used, and every tenth time after this. Hardened dirt, such as insect remains, should be removed from the headlight lenses at regular intervals.

In winter, you should remove any snow from the headlight washer system covers in the bumper to keep the system in working order. Remove any ice with a de-icer spray.

Rain and light sensor

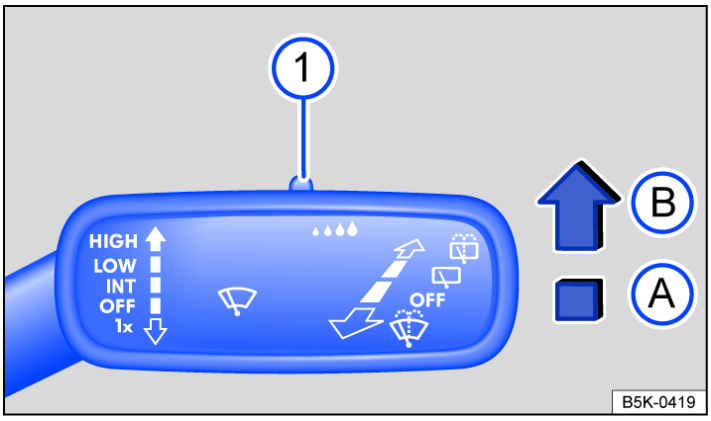


Fig. 1 On the right of the steering column: wiper lever.

When the rain and light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain and light sensor

Push the lever to the desired position *→ Fig. 1*:

— Position (A) - the rain and light sensor is deactivated.

— Position (B) - the rain and light sensor is activated, automatic wipe when necessary.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain and light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever *→ Fig. 1* (1) *→ Rain and light sensor*.

— Switch to the right – high sensitivity.

— Switch to the left – low sensitivity.

⚠ WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers.

- If necessary, switch on the windscreen wipers manually if the water on the windscreen restricts the field of vision.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

Troubleshooting

Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain and light sensor operation.

— Switch the ignition off and on.

— If the fault persists, go to a qualified workshop.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

— Switch the ignition off and on.

— If the fault persists, go to a qualified workshop.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor *(→ Front view)* include:

— Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— Insects: insects hitting the windscreen surface can cause the wipers to be activated.

— Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

General safety notes

The driver can use the exterior mirrors and interior mirror to observe the traffic behind and adjust the driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. There may be objects and other road users in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Exterior and interior mirrors should only be adjusted when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If the electrolyte fluid gets into the eyes or onto the skin, immediately wash the area with plenty of water for at least 15 minutes and consult a doctor.
- If the electrolyte fluid gets onto shoes or clothing, wash immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If the electrolyte fluid is swallowed, immediately rinse the mouth with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid attacks plastic surfaces. Remove the fluid as soon as possible, e.g. using a wet sponge.

Interior mirror

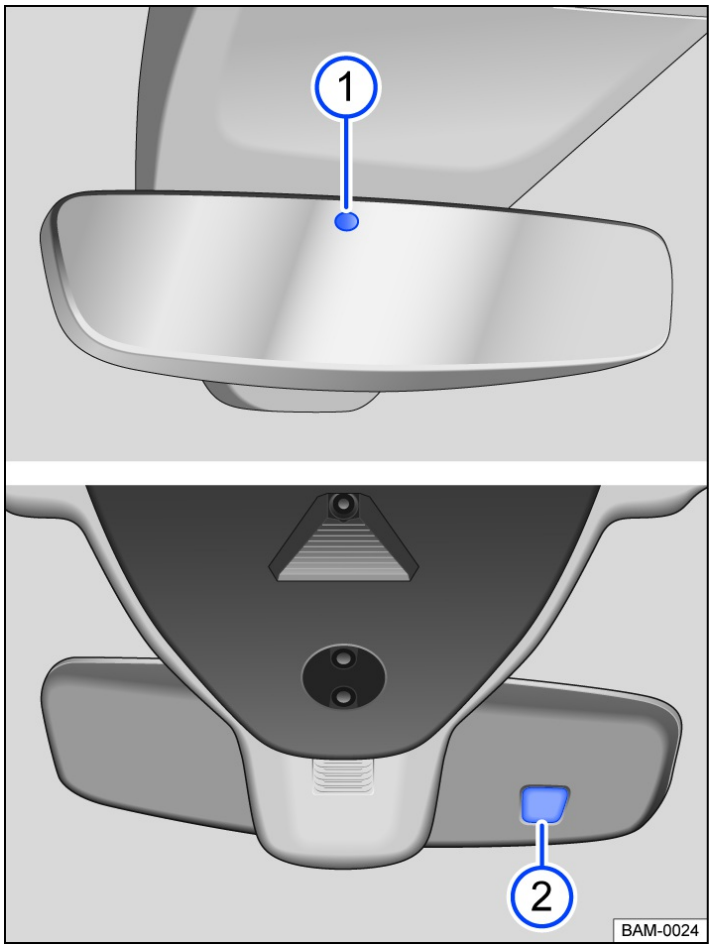


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

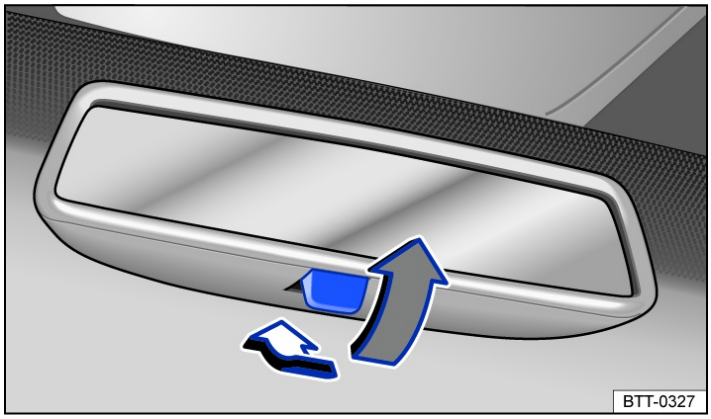


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear→ *Fig. 1* (1) and from the front (2).

The interior mirror dims *automatically* depending on the values measured.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → *Interior mirror*.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.

— Pull the lever back to select the anti-dazzle function → *Fig. 2*.

⚠ WARNING

The illuminated display from a portable navigation device can lead to functional impairment of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

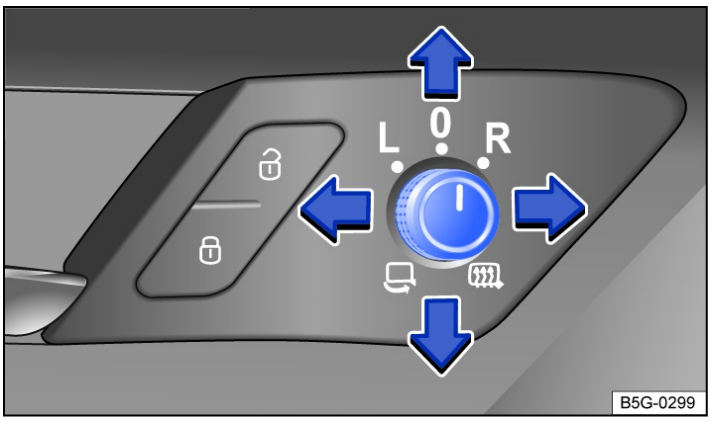


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive vehicle are described below. Position L corresponds to the exterior mirror on the driver's side and position R to the exterior mirror on the front passenger side. The mirrored procedure must be performed for right-hand drive vehicles.

— Switch on the ignition.

— Turn the rotary knob in the driver door to the desired symbol → *Fig. 1*.

— Press the rotary knob in the direction of the arrows to the front, rear, right or left in order to adjust the exterior mirror.

	Fold exterior mirrors into the body electrically → *Exterior mirrors*.
	Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below +20°C (+68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.
L	Adjust the left-hand exterior mirror.
R	Adjust the right-hand exterior mirror.
0	Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

— Turn the rotary knob to position L.

— Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).

— Correct the adjustment of the right-hand exterior mirror if necessary: turn the rotary knob to position R and adjust the right-hand exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , L, R or 0.

If the rotary knob for the electrically adjustable exterior mirrors is in the position , the exterior mirrors remain folded in.

Storing and activating front passenger exterior mirror settings for reversing

— Unlock the vehicle with the vehicle key to which the settings should be assigned.

— Apply the electronic parking brake.

— Switch on the ignition.

— Put the gearbox in neutral position.

— Select reverse gear.

— Adjust the front passenger exterior mirror so that you can see the kerb area, for example.

— Put the gearbox in neutral position.

— Switch off the ignition.

— The settings for the mirror position will be saved and assigned to the vehicle key.

Activating the front passenger exterior mirror setting for reversing:

— Turn the rotary knob for the exterior mirrors to position R.

— Select reverse gear while the ignition is switched on. The right exterior mirror will now adjust itself to the stored position.

The front passenger exterior mirror will move out of the position saved for reversing when the vehicle is driven forwards faster than approximately 15 km/h (9 mph) or when the rotary knob is moved out of position R to another position.

WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Only fold the exterior mirrors in or out when there is no obstruction in the path of the mirror.
- Always ensure that no fingers are caught between the exterior mirror and the mirror base when the exterior mirror is moved.

NOTICE

- Always fold in exterior mirrors before using an automatic car wash.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

The exterior mirror heating should be switched off when it is no longer needed. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

Sun visors

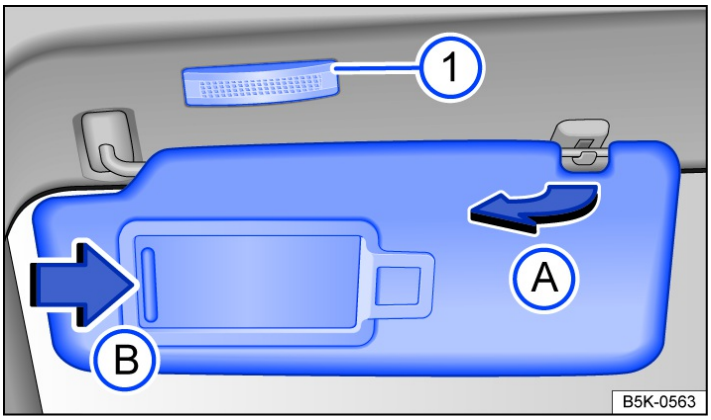


Fig. 1 In the front headliner: sun visor.

Adjustment options for the driver and front passenger sun visors:

— Folded down over the windscreen.

— Pulled out of the bracket and swung over towards the door → *Fig. 1* (A).

Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover → *Fig. 1* (B), the lamp → *Fig. 1* (1) lights up.

⚠ WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12-volt battery from discharging.

The following systems may be installed in the vehicle:

The heating and fresh air system warms up and supplies fresh air to the vehicle interior. The heating and fresh air system does not cool down the vehicle interior.

The manual air conditioning system heats, cools and dehumidifies the air.

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will work most effectively if the vehicle interior is kept closed. Opening the windows and glass roof to provide fresh air may accelerate cooling down the vehicle if high temperatures have built up in the vehicle interior.

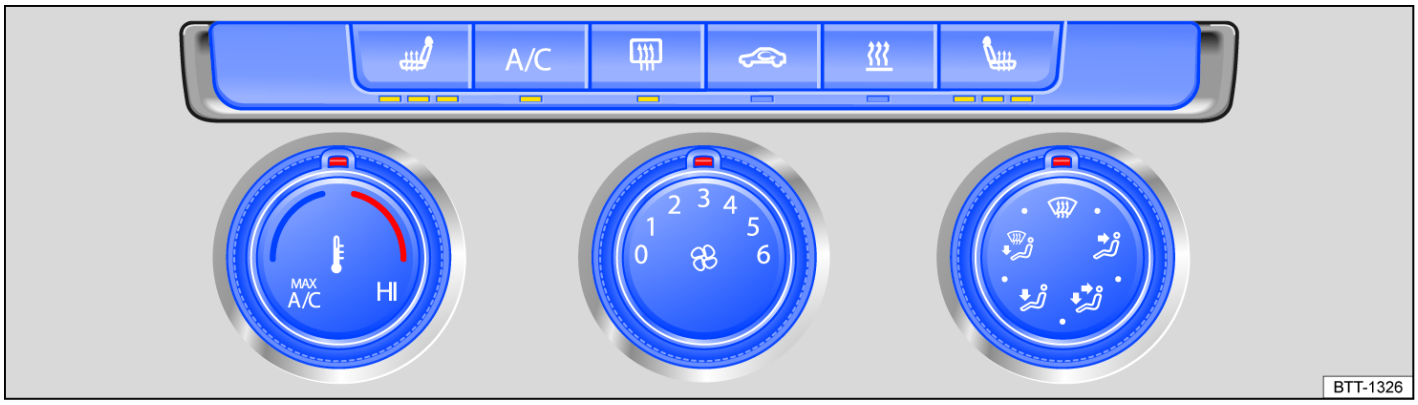


Fig. 1 In the upper section of the centre console: air conditioning block for the manual air conditioning system.

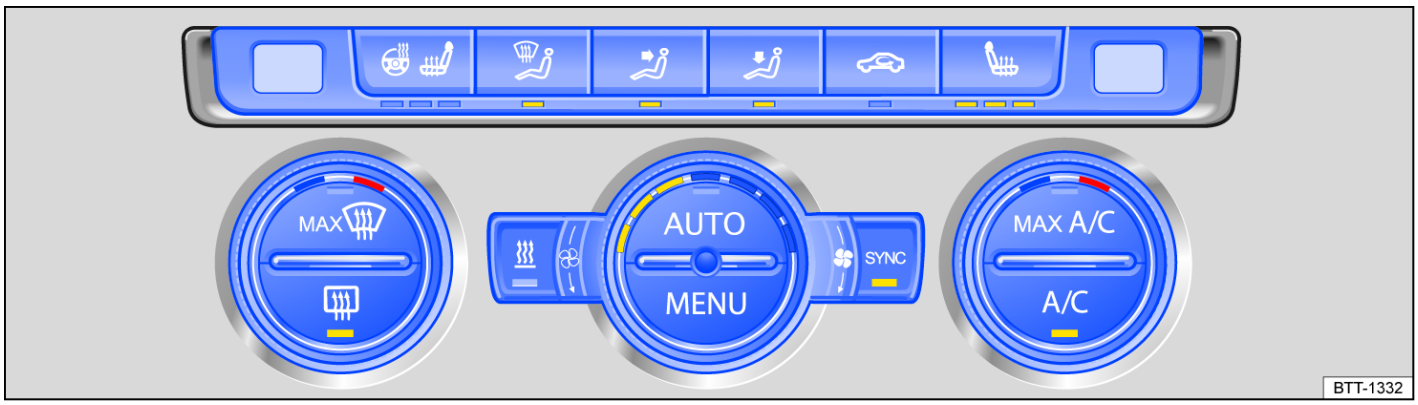


Fig. 2 In the upper part of the centre console: Climatronic air conditioning block.

Display of active functions

Lit up LEDs in the buttons indicate that the function is switched on.

Yellow function buttons display an activated function in the climate settings on the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.

Glove box with cooling function

When the air vent is open, fresh air flows into the glove box. When the air conditioning system is cooling the vehicle interior, the cooled air can also be routed into the glove box.

⚠ WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows.

- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

If the air conditioning system is not working, switch the air conditioning system off immediately and have it checked by a qualified workshop. This can help to prevent secondary damage.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Overview of functions

Some functions and buttons depend on the vehicle equipment level.

MENU

Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.

OFF

Switch off the air conditioning system.

Adjust the blower speed.

Select temperature.

Climatronic shows the temperature settings.

SYNC

Adopt the driver side temperature settings for the front passenger side.

Air Care

The allergen filter in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior *(→ Air recirculation mode)*.

AUTO

The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches off when the blower speed is adjusted manually.

The blower speed in automatic mode can be selected by means of the air conditioning profiles in the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.

Switch air recirculation mode on and off *(→ Air recirculation mode)*.

A/C

The air is cooled and dehumidified in cooling mode.

MAX A/C

Switch maximum cooling output on and off.

Air recirculation mode is switched on automatically and the Climatronic air distribution is automatically set to position.

The defrost function of the manual air conditioning system clears the windscreen of ice and condensation.

The air must be dehumidified when the defrost function is switched on. For this reason, you cannot switch on air recirculation mode or switch off cooling mode when the defrost function is switched on.

MAX

The defrost function of Climatronic clears the windscreen of ice and condensation.

the air is dehumidified and the blower is set to a high speed.

Switch windscreen heating on and off with running engine *(→ Windscreen heating)*.

Switch rear window heating on and off with running engine.

The rear window heating switches off automatically after 10 minutes at the latest.

Switch the seat heating on and off *(→ Seat heating)*.

Switch the steering wheel heating on and off *(→ Steering wheel heating)*.

Switch the auxiliary heater on and off .

Open the Auxiliary heater menu in the air conditioning settings in the Infotainment system .

Guide air to upper body.

Guide air into the footwell.

Guide air to the upper body and the footwell.

Guide air to the windscreen and the footwell.

Guide air to the windscreen.

NOTICE

Do not apply stickers over the heating elements from the inside to prevent damage to the rear window heating.

Air conditioning settings in the Infotainment system

The air conditioning settings in the Infotainment system are available for Climatronic. Some functions depend on the vehicle equipment.

Opening the settings

— Press MENU in the air conditioning block.

The upper area of the screen shows the current air conditioning settings. The lower area of the screen shows function buttons for frequently used air conditioning functions.

Operating conditions

The air conditioning system operating conditions are highlighted in colour:

— Blue: cooling.

— Red: heating.

⊙ Submenu for air conditioning settings

Switch cooling mode, air distribution and blower on or off.

Submenu for general settings

Set the following functions:

— Automatic air recirculation mode *(→ Air recirculation mode)*.

— Automatic windscreen heating *(→ Windscreen heating)*.

— Temperature setting of the steering wheel heating *(→ Steering wheel heating)*.

Presettings **submenu**

Set automatic mode, maximum cooling output, defrost function and manual operation of the cooling system.

Air conditioning profiles

Adjust the blower speed in automatic mode.

Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switching manual air recirculation mode on and off

— Press in the air conditioning block.

Automatic air recirculation mode of Climatronic

When automatic air recirculation mode is switched on, no fresh air initially enters the vehicle interior. The air recirculation mode will switch on automatically if the system detects an increase in the concentration of noxious substances in the outside air. Air recirculation mode will switch off as soon as the level of noxious substances has returned to normal. The system cannot detect unpleasant odours.

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Switch automatic air recirculation mode on or off with ▸ Automatic air recirculation.

Air Care **– Climatronic with allergen filter**

The allergen filter in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

When Air Care Climatronic is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent the vehicle occupants becoming tired.

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Switch the Air Care function on or off via Air Care ▸ Active.

When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations →⚠:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the vehicle's windows.

WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave residue on the evaporator of the cooling system as well as the dust and pollen filter with pollution filter insert, producing a lasting, unpleasant odour.

Climatronic: When reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.

If the outside temperature is very high, brief activation of manual air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

When the engine is running, the front seats can be electrically heated in three settings.

Heating levels of the seat heating

The seat heating operating conditions are highlighted in colour:

— All three LEDs light up yellow at the highest temperature setting.

Operating the seat heating

— To switch on the seat heating with the highest heating level, press the or button in the air conditioning block.

— To set the heating level, press the or button repeatedly.

— To switch the seat heating off, press the button or repeatedly until the LEDs go out.

If the ignition is turned on again within approximately 10 minutes, the most recent driver seat temperature setting is automatically activated.

When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat →.

— The seat is not occupied.

— The seat is fitted with a protective cover.

— A child seat is installed on the seat.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C(77°F).

WARNING

Anyone with reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor if you have questions about your own state of health.

- Anyone with reduced sensitivity to pain or temperature should never use the seat heating.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If an odour develops, immediately switch off the seat heating and have it checked by a qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

To save fuel, switch off the seat heating as soon as possible.

Steering wheel heating

The steering wheel heating functions only when the engine is running.

Switching the steering wheel heating on and off in the Infotainment system

— Manual air conditioning system: Open the Vehicle settings menu *(→ Vehicle settings menu)*.

— Climatronic: Touch in the air conditioning settings in the Infotainment system.

Switching on or off together with the seat heating (only for Climatronic)

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Link the steering wheel heating with the seat heating via ▸ Link steering wheel heating & seat heating.
3. Press the button to switch the steering wheel heating on or off together with the seat heating.

Selecting a temperature setting (only for Climatronic)

Three temperature settings are available.

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Touch ▸ Intensity.
3. Set the required temperature level.

The selected setting remains stored when you switch off the ignition. The temperature setting for the steering wheel heating is unrelated to the temperature setting for the seat heating.

When does the steering wheel heating switch off?

The steering wheel heating will be switched off automatically if one of the following conditions is met:

— The seat heating for the driver seat is switched off(if steering wheel heating and seat heating are linked).

— The power consumption is too high.

— There is a fault in the steering wheel heating system.

Windscreen heating

The windscreen heating will only work when the engine is running.

Switching on and off

— Manual air conditioning system: Open the Vehicle settings menu in the Infotainment system *(→ Vehicle settings menu)*.

— Climatronic: Touch in the air conditioning settings in the Infotainment system.

The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Automatic windscreen heating

The windscreen heating is switched on automatically if there is a risk of condensation forming on a window.

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Switch the automatic windscreen heating on or off with ▸ Automatic windscreen heating.

Automatic windscreen heating is also active when the air conditioning system is switched off.

Windscreen heating using the defrost function

The windscreen heating will be switched on when the defrost function is switched on and a sensor detects that condensation may form on the windscreen.

When does the windscreen heating switch off?

The windscreen heating switches itself off if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the air conditioning system.

— The specified time has elapsed.

Cooling mode A/C cannot be switched on or its function is restricted

Cooling mode A/C only works when the engine is running and at ambient temperatures above +3°C(+38°F).

Cooling mode A/C is switched off when the engine is very hot.

— Switch on the blower.

— Check the fuse of the air conditioning system .

— Change the dust and pollen filter .

— If the fault persists, go to a qualified workshop.

The heating and fresh air system cannot be switched on or its function is restricted

— The heating and defrost function are more effective when the engine is warm.

— If the fault persists, go to a qualified workshop.

Condensation on the windows

Condensation may form on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

— Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance *(→ Vehicle care)*.

— Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.

— Switch on the defrost function *(→ Heating, ventilation, cooling)*.

The wrong unit of temperature has been set

— Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system *(→ Infotainment system controls and displays)*.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

Introduction to the topic

The auxiliary heater and auxiliary ventilation systems allow the vehicle interior to be heated in winter and ventilated in summer. The auxiliary heater allows ice, condensation or a thin covering of snow to be cleared from the windscreen. The auxiliary heater is supplied with fuel from the vehicle fuel tank and can be operated when the vehicle is stationary with the ignition switched off. The auxiliary ventilation system is supplied with power by the 12-volt vehicle battery.

Exhaust system of the auxiliary heater

The emissions generated by the auxiliary heater are removed via an exhaust pipe underneath the vehicle. The exhaust pipe must not be blocked by snow, mud or any objects.

WARNING

The emissions from the auxiliary heater contain carbon monoxide which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater or leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never program the auxiliary heater so that it is switched on and runs in unventilated or enclosed spaces.

WARNING

Parts of the auxiliary heater's exhaust system become very hot. This can cause fires.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.

NOTICE

Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

Switching the auxiliary heater and auxiliary ventilation on and off

The auxiliary heater can be operated when the ignition is switched on and off.

Opening the Auxiliary heater **menu**

Manual air conditioning system

1. Press the MENU button in the Infotainment system.
2. Touch the Vehicle and function buttons.

Climatronic

1. Open the air conditioning settings in the Infotainment system.
2. Touch the function button.

Switching on the auxiliary heater

The auxiliary heater can be switched on in the following ways:

— Press the immediate heat button in the air conditioning block.

— OR: press the button on the remote control *(→ Remote control for the auxiliary heater and auxiliary ventilation)*.

— OR: program a departure time *(→ Auxiliary heater and auxiliary ventilation)*.

The auxiliary heater will not switch on if the 12-volt vehicle battery has a low charge level or the fuel tank is empty.

Switching off the auxiliary heater manually

The auxiliary heater can be switched off manually in the following ways:

— Press the immediate heat button in the air conditioning block.

— OR: press the button on the remote control *(→ Remote control for the auxiliary heater and auxiliary ventilation)*.

Auxiliary heater switches off automatically

— When the programmed departure time has been reached or when the set running time has expired *(→ Auxiliary heater and auxiliary ventilation)*.

— When the yellow indicator lamp (fuel gauge) lights up *(→ Fuel gauge)*.

— If the charge level of the 12-volt vehicle battery is too low.

In order to burn the remaining fuel in the auxiliary heater, the auxiliary heater will continue running for a short time after being switched off manually or automatically.

Operating the auxiliary heater as a supplementary heater

When the engine has been started, the auxiliary heater can continue operation as a supplementary heater. The following condition must be met for this:

— The outside temperature is lower than +5°C (+41°F).

The supplementary heating function is switched off automatically after a short time.

When the vehicle is at a standstill, the auxiliary heater can be activated up to three times in succession for the maximum operating duration.

Operating noises can be heard if the auxiliary heater is switched on.

The 12-volt vehicle battery will discharge if the auxiliary heater or auxiliary ventilation is run several times over an extended period. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

When parked on an incline, the fuel gauge may be inaccurate and (when the needle is just above the reserve quantity) lead to use of the auxiliary heater being restricted.

Programming the auxiliary heater and auxiliary ventilation

The auxiliary heater is programmed in the Infotainment system.

Changing operating mode

1. Open the Auxiliary heater menu.
2. Touch the Heating or Ventilation function buttons to change mode.

At high outside temperatures, the auxiliary ventilation function supplies fresh air to the vehicle interior and helps prevent a build-up of heat.

Running time of the auxiliary heater

1. Open the Auxiliary heater menu.
2. Touch the Adjust function button.
3. Touch the Running time function button to set the running time.

The set running time applies when the auxiliary heater is switched on with the immediate heat button or using the remote control.

The maximum running time of the auxiliary heater is 60 minutes.

Programming departure time

Activation is always for one heating or ventilation period only. The departure time must be activated for every start.

1. Before programming, check that the date and time set in the vehicle are correct *(→ Clock)*.
2. Open the Auxiliary heater menu.
3. Touch the Adjust function button.
4. Choose one of the memory locations for a Departure time.
5. Touch the Activate function button.

Manual air conditioning system: the programmed departure time determines the time at which the auxiliary heater or ventilation should switch off. The point at which the heating or ventilation process starts is determined depending on the programmed running time.

Climatronic: On the basis of the programmed departure time, the vehicle automatically calculates the start time for heating or ventilation to the currently set temperature. This also depends on the outside temperature.

Checking programming

If a departure time has been activated, the yellow LED in the immediate heat button will light up on the Climatronic air conditioning block for approximately 10 seconds after the ignition is switched off.

WARNING

Never program the auxiliary heating system so that is switched on and run in unventilated or enclosed spaces. The emissions from the auxiliary heater contain carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

Remote control

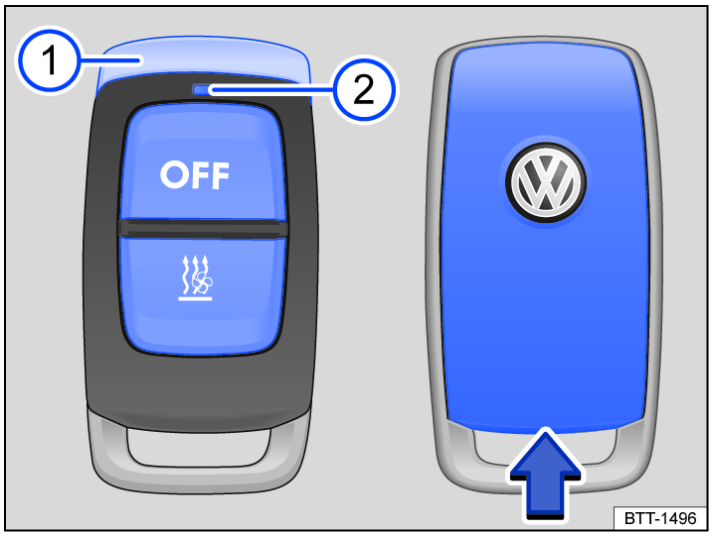


Fig. 1 Auxiliary heater: remote control (left) with battery compartment (right).

Switching the auxiliary heater on and off using the remote control

— Switching on: press the button for approximately one second → *Fig. 1*.

— Switching off: Press the OFF button for approximately one second → *Fig. 1*.

LED in the remote control

The LED indicates various operating states after you press a button → *Fig. 1* (2).

Lit up

— Green: auxiliary heater is switched on.

— Red: auxiliary heater is switched off.

Flashes irregularly

— Green: auxiliary heater operation is blocked. The fuel tank is nearly empty, the 12-volt vehicle battery charge level is too low or a malfunction has occurred. Refuel and drive for a sufficiently long time in order to charge the 12-volt vehicle battery or go to a qualified workshop.

Flashes regularly

— Red or green: switch-on or switch-off signal not received. Reduce your distance from the vehicle.

Lights up or flashes

— Orange: the button cell (battery) in the remote control is weak. Replace the button cell.

Range

The remote control has a range of several hundred metres when the button cell is fully charged and under ideal conditions.

— Keep a distance of at least 2 m (7 ft) between the remote control and the vehicle.

— Avoid obstacles between the remote control and vehicle.

— Hold the remote control with the aerial → *Fig. 1* (1) pointing vertically upwards.

— Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

Replacing the button cell in the remote control

The button cell in the remote control must be replaced if the indicator lamp no longer lights up.

— Insert a suitable tool, e.g. a screwdriver, in the recess on the housing of the remote control in the direction of the arrow → *Fig. 1*.

— Using the tool, lever off the battery cover in upward direction until the housing catches are released.

— Push the battery cover slightly in the direction of the arrow.

— Remove the battery cover.

— To remove the button cell, carefully insert a screwdriver, for example, in the recess on the button cell.

— Lever up the button cell with the screwdriver until the button cell is released from the holder.

— Remove the button cell.

— Insert a new button cell of the same type so that it engages in the holder. Pay attention to the correct polarity.

— Insert the battery in the housing of the remote control.

— Push the battery cover in the opposite direction to the arrow until it engages → *Fig. 1*.

DANGER

Swallowing batteries with a diameter of 20 mm, or other button cells, can result in severe or even fatal injuries within a very short period of time.

- Always keep the remote control, key ring with batteries, spare batteries, button cells and other batteries that are larger than 20 mm out of the reach of children.
- Call for medical help immediately if you suspect that someone has swallowed a battery.

NOTICE

- The remote control contains electronic components. Protect the remote control from moisture, excessive vibration and direct sunlight.
- Unsuitable batteries can damage the remote control. Replace discharged batteries only with new batteries of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.

Dispose of discharged batteries in an environmentally responsible way.

The battery in the remote control may contain perchlorate. Please comply with legislation regarding disposal.

Pedals

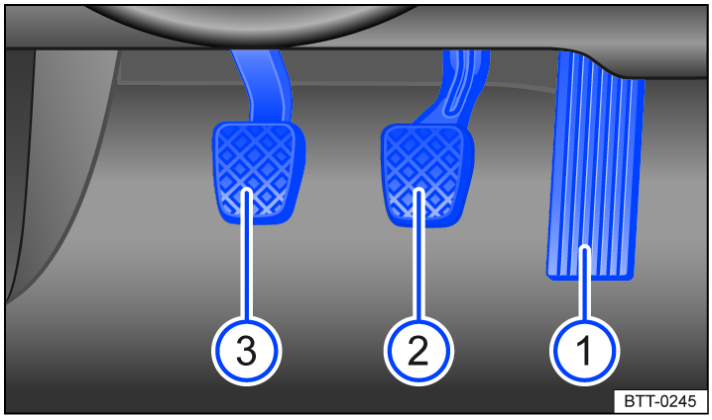


Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

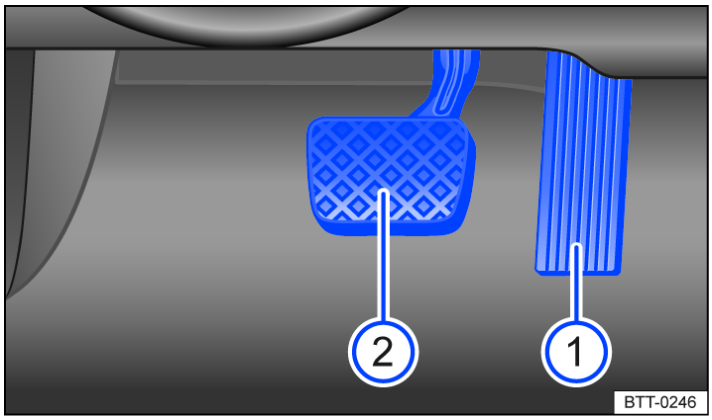


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

1 Accelerator
2 Brake pedal
3 Clutch pedal *for vehicles with a manual gearbox*

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

⚠ WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Please ensure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Ensure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

Gear-change indicator

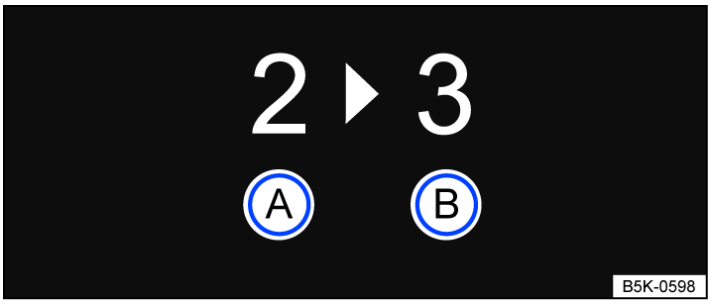


Fig. 1 On the instrument cluster display: gear-change indicator.

Key to *Fig. 1*:

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle's equipment level, the instrument cluster display may indicate a gear which should be selected to reduce fuel consumption while the vehicle is in motion.

In vehicles with an *automatic gearbox*, the selector lever must be in the Tiptronic position for this *(→ Tiptronic)*.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

Information on “cleaning” the particulate filter

The engine management system recognises when the particulate filter is becoming saturated and supports regeneration of the filter by recommending the most suitable gear when driving. Compared with normal driving, this may mean driving with an increased engine speed *(→ Particulate filter)*.

⚠ CAUTION

The gear-change indicator is designed only to assist the driver and cannot replace the driver's own judgement.

- The driver has full responsibility for selecting the correct gear in all situations, e.g. when overtaking or when driving up and down hills.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox.

Driving economically

Adopting the correct driving style can reduce fuel consumption, pollution and wear-and-tear on the engine, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

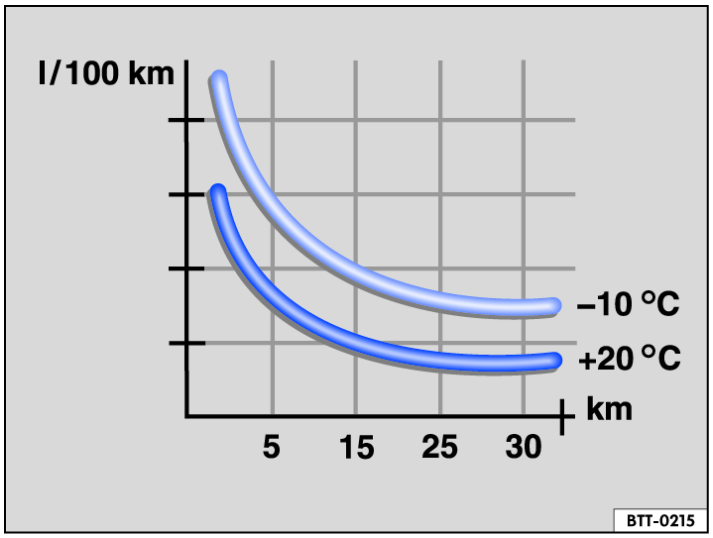


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Think ahead when driving

Repeated acceleration and braking will increase fuel consumption. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping your vehicle at a sufficient distance from the vehicle in front can help you to think ahead when driving.

With a gear engaged, allow the vehicle to come to a halt by itself to make use of the engine braking effect, e.g. when approaching traffic lights.

Use coasting

Vehicles with an automatic gearbox: when the selector lever is in position D and neither the accelerator nor the brake pedal is depressed, the vehicle will roll (“coast”) with practically no energy being consumed.

When the eco-coasting function is active, the engine is not only disengaged but also switched off.

Change gear to save energy

Changing gear early at engine speeds of 2,000 rpm can save energy. Do not drive gears to the limit and avoid high revs.

Vehicles with a manual gearbox: change from first to second gear immediately after moving off.

Vehicles with an automatic gearbox: accelerate slowly and avoid using the kickdown function.

Pay attention to the gear-change indicator *(→ Gear-change indicator)*.

Use the Eco driving profile if possible *(→ Driving profile selection)*.

Avoid full throttle

Never drive the vehicle at top speed. The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle.

Reduce idling

Drive off immediately at low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing.

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary *(→ Start/stop system)*.

Do not overfill the fuel tank

Filling the fuel tank all the way to the top will increase the vehicle weight. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

Engines consume a lot of fuel when cold. They do not reach optimum operating temperature until the vehicle has travelled a few kilometres (miles). The fuel consumption is above average at very low ambient temperatures, e.g. in winter→ *Fig. 1*. Plan your journeys economically and combine several short trips.

Have your vehicle serviced on a regular basis

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Observe the correct tyre pressures

An inadequate tyre pressure does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use tyres with optimised rolling resistance.

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker *(→ Tyre pressure)*.

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*

Use low viscosity engine oils

Synthetic, low viscosity engine oils decrease frictional resistance in the engine and spread better and more quickly, especially for cold starts.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

Save energy

The alternator powered by the engine generates electricity for convenience functions, such as the air conditioning system, windscreen heating or ventilation system. Saving electrical energy is easy, for example:

— At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window. Only then switch on the air conditioning system.

— Switch off convenience systems as soon as they have served their purpose.

WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral positionN. The gearbox will not be lubricated and could be damaged.

Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.

Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

In vehicles equipped with active cylinder management (ACT®) depending on the equipment level, engine cylinders can be automatically deactivated in driving situations with low power requirements. When a cylinder is deactivated, no fuel is injected into that cylinder, which leads to an overall reduction in fuel consumption.

Think Blue. Trainer.

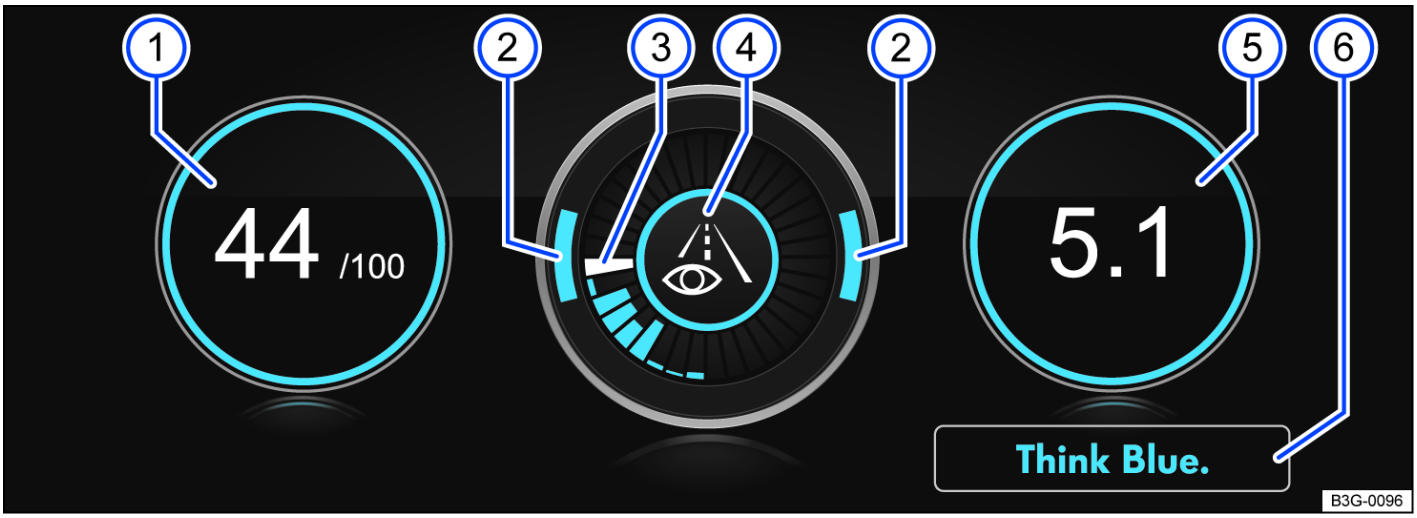


Fig. 1 In the Infotainment system: Think Blue. Trainer.

The Think Blue. Trainer analyses and visualises your driving style and helps you to drive more economically.

Key to *Fig. 1*:

(1) "Blue Score":

The higher the displayed value on a scale from 0 to 100, the more efficient your driving style. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Tap the display to open the statistics of the last 30 driving minutesSince start.

(2) Acceleration and braking:

At a constant speed, two arcs appear in the central area. The arcs move up and down during acceleration and braking.

(3) Progress display:

The efficiency of the driving style is indicated by the blue bars. The white bar stores a blue bar approximately every five seconds.

The larger the bar, the more efficient the driving style has been.

(4) Driving tips:

Think ahead when driving.

3▸4 Gear-change indicator.

Adapt your speed.

eco Economical driving style.

(5) Fuel consumption:

The display shows the average fuel consumption Since start in l/100 km or in mpg. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Tap the display to open the statistics of the last 30 driving minutesSince start.

(6) Tips for saving energy:

Tap the Think Blue. function button to access additional tips.

Opening the Think Blue. Trainer.

— Press the MENU or CAR button or function button on the Infotainment system according to the equipment level.

— Tap the function buttons Vehicle, Selection, Think Blue. Trainer.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.

- Always drive carefully and responsibly.

Information on the brakes

New brake pads do not have the full braking effect during the first 200 to 300 km (100 to 200 miles) and must first be run in →⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a qualified workshop.

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be “dried” as quickly as possible by careful braking at higher speed. Please ensure that no following vehicle and no other road user is put at risk as a result of this action →⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking →⚠.

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no following vehicle and no other road user is put at risk as a result of this action →⚠.

Brake servo

The brake servo will only function when the engine is running and reinforces the pressure applied by the driver on the brake pedal.

If the brake servo is not functioning or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system →⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If the warning lamp lights up either alone or together with a text message in the instrument cluster display, go to a qualified workshop immediately to have the brake pads checked and the worn brake pads replaced.

⚠ WARNING

New brake pads will not have the optimal braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km and must first be run in. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- You must drive particularly carefully when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill, the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce speed and change to a lower gear (with manual gearboxes or in Tiptronic mode with the automatic gearbox). This will make use of the engine braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Carefully apply the brakes to test them.
- Always dry brakes and clean off any coating of ice and salt with a few cautious applications of the brakes when visibility, weather, road and traffic conditions permit.

⚠ WARNING

Driving without a brake servo or with the brake servo's function limited can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell below the pedals free so that the brake pedal can move freely.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using a Volkswagen dealership for this purpose.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information concerning the roof carrier .

— If applicable, observe the information about driving with a trailer .

⚠ WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure objects properly to prevent them from sliding.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the open tailgate and any objects are secured properly, and take appropriate measures to reduce the quantity of toxic exhaust fumes entering the vehicle.

⚠ WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Always stow all items in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Observe the legal requirements.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, all luggage racks and cargo stowed on the rack must be removed from the boot lid.

⚠ WARNING

Poisonous exhaust fumes can enter the vehicle interior when the tailgate is open. This could result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- Always drive with the tailgate closed in order to prevent toxic gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open tailgate, you must do the following to reduce the quantity of toxic exhaust fumes that could enter the vehicle:
  - Close all windows and the glass roof.
  - Switch off the air recirculation mode of the heating and fresh air system or air conditioning system.
  - Open all vents in the dash panel.
  - Switch the blower for the heating and fresh air system or for the air conditioning system to the highest setting.

NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— The water level must be no higher than the lower edge of the vehicle body→ⓘ.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water .

⚠ WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- You can dry and de-ice the brakes by performing careful braking manoeuvres. Ensure that you do not endanger any other road users or violate any legal requirements when doing so.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

ⓘ *NOTICE*

- If you drive through water, parts of the vehicle, such as the engine, gearbox, running gear and vehicle electrics, could sustain severe damage.
- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

Running in the engine

A new engine has to be run in during the first 1,500 kilometres (1,000 miles). All moving parts have to adapt themselves to each other. During the first few operating hours, the engine has higher internal friction than it does later.

Up to 1,000 kilometres (600 miles):

— Do not depress the accelerator fully.

— Do not drive the vehicle at more than 2/3 of the top engine speed.

— Do not drive with a trailer attached .

Between 1,000 and 1,500 kilometres (600 to 1,000 miles):

— *Gradually* increase speed and engine speed.

The style of driving during the first 1,500 kilometres (1,000 miles) will also affect the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the engine is not running “smoothly”.

New tyres and brake pads *(→ Information on the brakes)* must be run in carefully.

If the engine is run in gently, its life will be increased and its oil consumption reduced.

Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed .

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The scope of servicing and the type of servicing could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

NOTICE

- Volkswagen is not responsible for any vehicle damage caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

Do not drive on!

— Inform a qualified workshop and have the brake system checked.

Brake pad wear indicator

The indicator lamp lights up yellow.

Front brake pads are worn.

— Go to a qualified workshop immediately.

— All brake pads should be checked and renewed as necessary.

Ignition lock

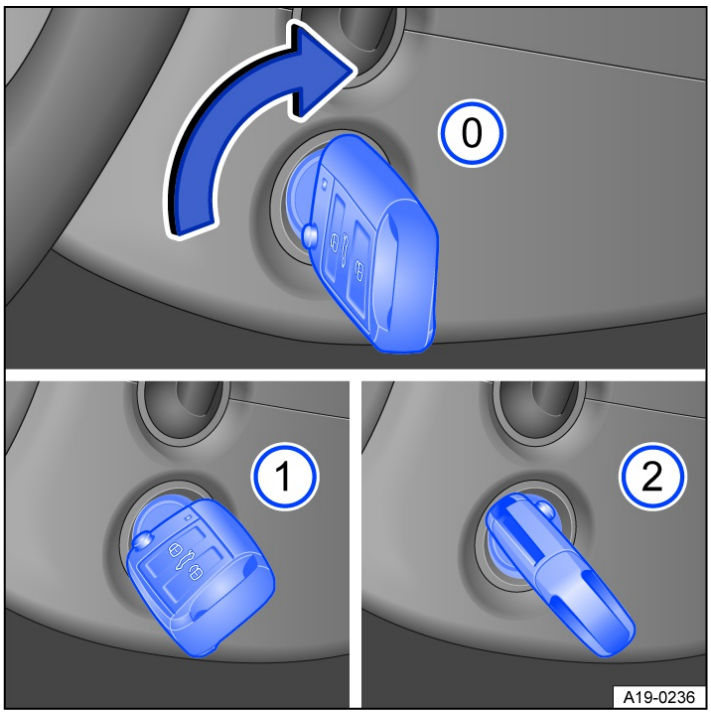


Fig. 1 To the right of the steering wheel: positions of the vehicle key in the ignition lock.

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

Vehicle key positions → *Fig. 1*:

0

Ignition switched off. The vehicle key can be removed.

1

Ignition switched on. Steering lock can be released.

The diesel engine is pre-heated and the indicator lamp lights up yellow.

2

Vehicles with a manual gearbox: Depress the clutch pedal. Start the engine. Release the vehicle key. Once released, the vehicle key moves back to position → *Fig. 1* (1).

Vehicles with an automatic gearbox: Press the brake pedal when the indicator lamp lights up green. Start the engine. Release the vehicle key. Once released, the vehicle key moves back to position → *Fig. 1* (1).

Ignition switched on warning

A warning message appears in the instrument cluster display if the driver door is opened while the ignition is switched on. An acoustic signal may also be given.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and

you will no longer be able to steer the vehicle.
- The key bit in the vehicle key must be folded out fully and locked in position.
- Only attach light objects weighing less than 100 g to the vehicle key.

NOTICE

The 12-volt battery may be discharged unintentionally and prevent the engine from restarting if the ignition is switched on while the engine is switched off.
- Always switch off the ignition before you leave the vehicle.

Depending on market for vehicles with DSG dual clutch gearbox: If the vehicle key is removed when a position is engaged, the engine will be switched off and the handbrake activated automatically. Select the selector lever position P if the vehicle key cannot be removed. If necessary, press the lock button in the selector lever and then release it.

Starter button

The starter button replaces the ignition lock (Press & Drive).

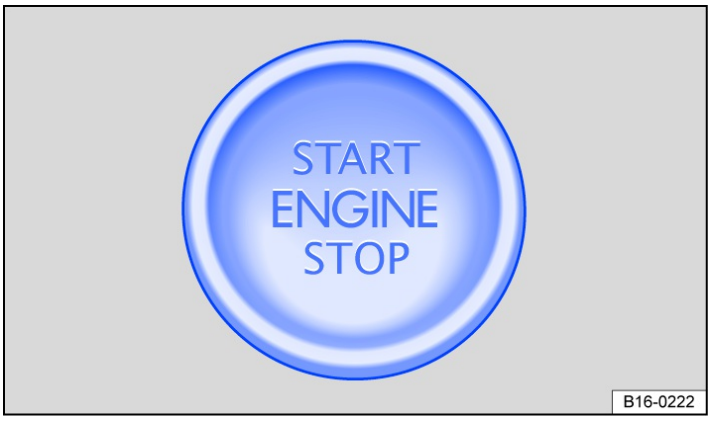


Fig. 1 In the lower section of the centre console: starter button for starting the engine.

The starter button (Press & Drive) is used to start the engine.

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on or off

Press the starter button once without depressing the brake or clutch pedal →⚠.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent when the engine stop is active, the ignition will switched off automatically after a certain period of time. If the dipped beam headlights were switched on at the time, the side lights will remain switched on for approximately 30 minutes. The side lights can be switched off manually or by locking the vehicle *(→ Central locking button)* *(→ Parking light)*.

Engine restart function

If no valid vehicle key is detected in the vehicle interior once the engine has been switched off, the engine can be restarted within approximately five seconds. A corresponding message appears on the instrument cluster display.

After this time, the engine cannot be restarted without a valid vehicle key in the vehicle interior.

WARNING

Unintentional vehicle movements can cause serious injury.

- Do *not* depress the brake or clutch pedal when the ignition is switched on as the engine will start immediately.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.
- Always take all vehicle keys with you every time you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine, switch on the ignition or operate electrical equipment such as the electric windows.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Starting the engine

— Vehicles with ignition lock: Switch on the ignition *(→ Ignition lock)*.

— Vehicles with starter button: Press the starter button once. The ignition is switched on.

— Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp lights up in the instrument cluster.

— Depress and hold the brake pedal until the electronic parking brake has been switched off.

— Vehicles with a manual gearbox: fully depress the clutch pedal and hold it until the engine has been started. Move the gear lever to neutral position.

— Vehicles with an automatic gearbox: Move the selector lever to position N or select parking lock P.

— Vehicles with ignition lock: turn the vehicle key further in the ignition lock – do not depress the accelerator. Release the vehicle key once the engine has started.

— Vehicles with starter button: press the starter button *(→ Starter button)* without depressing the accelerator. There must be a valid vehicle key in the vehicle before the engine can be started. Release the starter button once the engine has started.

— Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp lights up in the instrument cluster.

— If the engine does not start immediately, switch off the starter and try again after about a minute.

— Vehicles with starter button: the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start *(→ Engine start)*.

— Switch off the electronic parking brake if you wish to pull away.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.
- Never start or run the engine in unventilated or closed rooms. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start or run the engine if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

- The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.
- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- Do not push-start or tow-start the vehicle. Unburnt fuel can damage the catalytic converter.

NOTICE

If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.
- Fill up with fuel if necessary or jump start .
- If the engine does not start, seek expert assistance.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

Components with a high power consumption are switched off temporarily when the engine is started.

The engine cannot, for example, be started with the starter button if the button cell in the vehicle key is weak or flat. In this case, use the emergency start function *(→ Engine start)*.

When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C (+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Switching off the engine

— Bring the vehicle to a standstill →⚠.
— Park the vehicle *(→ Parking)*.
— Vehicles with ignition lock: Switch off the ignition.
— Vehicles with starter button: briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure *(→ Engine start)*.
— Follow the instructions in the instrument cluster .

Warning before leaving the vehicle

In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

Vehicles with DSG dual clutch gearbox: If the selector lever is in position N, an acoustic warning signal will sound when the driver door is opened and the warning message The vehicle is not secured against rolling away! will appear on the instrument cluster display. This warns you that the vehicle could potentially roll away.

⚠ WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.
- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- If the vehicle key is removed, the steering lock may activate and you may no longer be able to steer the vehicle.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.
- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately two minutes before switching it off.

After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. The immobiliser is automatically deactivated by this when a valid vehicle key is inserted in the ignition lock.

The electronic immobiliser is automatically activated when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

Engine preheating

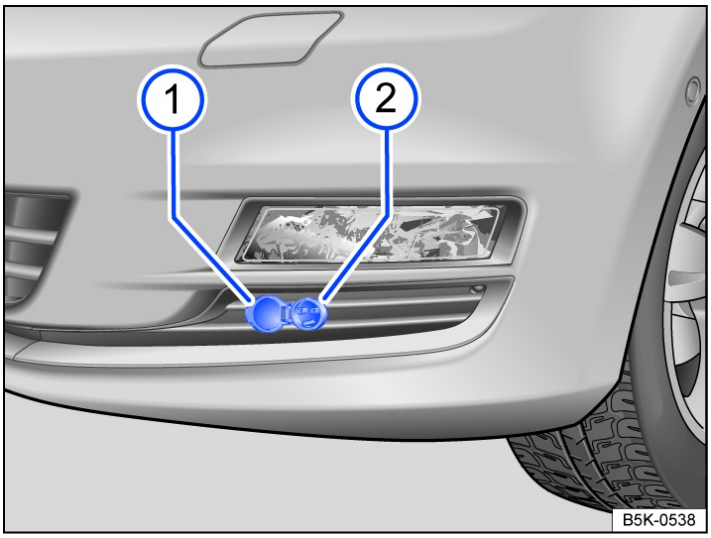


Fig. 1 In the front bumper: connection socket (2) for engine preheating.

In engine preheating mode, the engine coolant is heated slowly using a heating element while the vehicle is stationary. The supplied cables must be connected to a 230-volt socket outlet or 115-volt socket outlet protected with a residual circuit breaker, e.g. in a garage. The engine will reach its operating temperature much more quickly if the vehicle is switched on when the coolant has been preheated. This reduces fuel consumption and exhaust emissions during the warm-up phase.

Preheating the engine can take up to 3 hours depending on the outside temperature.

Connecting the engine preheating system

— Only use the cables supplied with the vehicle.

— All cables and connections must be undamaged → ⚠.

— Open the cap → *Fig. 1* (1).

— Insert the connecting cable into the socket → *Fig. 1* (2).

— Connect the connecting cable to the mains cable.

— Connect the mains cable to a 230-volt socket or 115-volt socket that is earthed and equipped with a residual current circuit breaker.

— Before starting the engine, always remove the connecting cable and close the cap → *Fig. 1* (1).

⚠ WARNING

Incorrect use of the engine preheating system can cause short circuits, electric shocks, fire, or severe and fatal injuries.

- Connect the mains cable to a 230-volt socket or 115-volt socket that is earthed and equipped with a residual current circuit breaker, and protected against water, moisture and other liquids.
- Never connect the engine pre-heating system to any other socket, irrespective of whether it is protected or not.

⚠ WARNING

The use of unsuitable or damaged sockets and mains cables, and failure to adhere to general safety procedures, can lead to short circuits, accidents, severe injuries and death.

- Never use damaged sockets or mains cables. Check connectors and cables for damage before use.
- Never modify or repair electrical components.
- Always protect electrical connectors from water, moisture and other liquids.

It is sufficient to test the residual current circuit breaker once a month if the engine preheating system is only used occasionally. If it is used regularly, test it once a week.

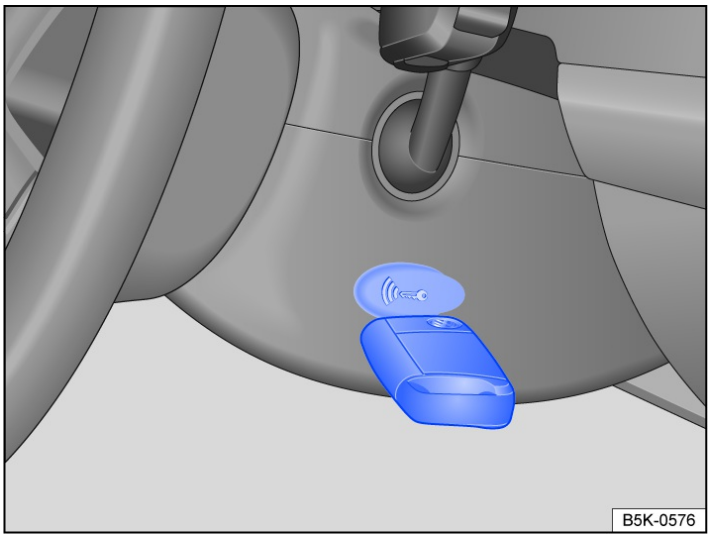


Fig. 1 On the right-hand side of the steering column: emergency start function in vehicles with the keyless locking and starting system Keyless Access.

EPC Fault in engine management system

The indicator lamp lights up yellow.

Fault in engine management system.

— The engine should be checked by a qualified workshop as soon as possible.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with EPC engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

— Make sure that the displayed engine speed is not exceeded.

— The engine should be checked by a qualified workshop as soon as possible.

glow plug system or engine management system

Vehicles with a diesel engine:

The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster for a few seconds.

The indicator lamp flashes yellow.

There is a fault in the engine management system.

— The engine should be checked by a qualified workshop as soon as possible.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

Vehicles with DSG dual clutch gearbox

— Press the lock button in the selector lever and release.

— Remove the vehicle key from the ignition lock.

Vehicles with a manual gearbox

— Remove the vehicle key from the ignition lock.

No valid vehicle key recognised

A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

— Depress and hold the brake pedal.

— Hold the vehicle key to the right of the steering column trim directly after pressing the starter button→ *Fig. 1*.

— The ignition is switched on automatically, and in some cases the engine is started.

Engine cannot be switched off

The engine cannot be switched off by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

— Press the starter button twice within a few seconds or press and hold once.

The motor switches off automatically *(→ Starter button)*.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

— Use an authorised vehicle key.

— If the fault persists, seek expert assistance.

Engine cannot be started

The engine cannot be started with the ignition key or by briefly pressing the starter button while the brake or clutch pedal is depressed.

A fault has developed in the starting system.

— Turn and hold the vehicle key or press the button until the engine starts.

— Seek expert assistance.

Start/stop system

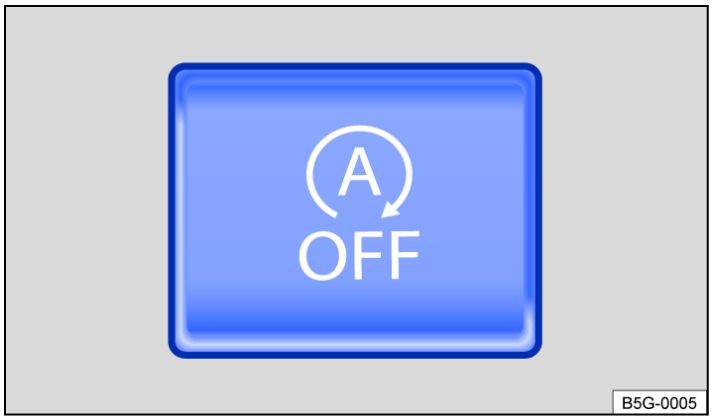


Fig. 1 In the lower part of the centre console: button for the start/stop system.

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on. The instrument cluster display will show information about the current status.

Further information on start/stop mode can be accessed in the Infotainment system using the MENU button or function button and the Vehicle, Selection, Vehicle status function buttons.

Indicator lamps

If the indicator lamp Ⓐ lights up, the start/stop system is available and automatic engine stop is active.

If the indicator lamp lights up, the start/stop system is not available or the start/stop system has started the engine automatically. Check whether all technical requirements have been fulfilled. If not, ensure that all technical requirements are met → *Important preconditions for automatic engine switch-off*.

The display on the instrument cluster may show the status of the start/stop system.

In addition, start/stop information on the current status of the start/stop system can be displayed as required in Infotainment systems with a navigation function. Touch the i in the start/stop information to obtain further information on the status.

Vehicles with a manual gearbox

— Disengage the gear and release the clutch pedal when the vehicle is coming to a stop, or when it is stationary. The engine stops.

— Depress the clutch pedal to restart the engine.

Vehicles with the DSG ® dual clutch gearbox

— To stop, press and hold the brake pedal. The engine goes off when the vehicle comes to a stop or is stationary.

— Take your foot off the brake pedal or depress the accelerator to restart the engine.

Important preconditions for automatic engine switch-off

— The driver is wearing their seat belt.

— The driver door is closed.

— The bonnet is closed.

— A minimum engine temperature has been reached.

— Vehicles with Climatronic: The temperature of the vehicle interior is within the preset temperature range, and the humidity level is not too high.

— The defrost function of the air conditioning system is not switched on.

— The charge level of the 12-volt vehicle battery is sufficient.

— The temperature of the 12-volt vehicle battery is not too low or too high.

— The vehicle is not on a steep incline.
— Vehicles with DSG dual clutch gearbox: The steering wheel is not turned too sharply.
— The windscreen heating is not switched on.
— Reverse gear is not engaged.
— Park Assist is not active.
— Golf R and Golf Estate R: the selector lever is not in positionS or in the Tiptronic gate. The Race driving profile is not activated.

The engine can also switch off later if the conditions for automatic engine switch-off are fulfilled only after the vehicle has come to a stop, e.g. if the defrost function is switched off when stationary.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

— If the temperature inside the vehicle greatly increases or decreases.
— Golf R and Golf Estate R: Activation of Race driving profile. Move the selector lever to positionS or the Tiptronic gate.
— If the vehicle starts rolling.
— If the electric voltage of the 12-volt vehicle battery drops.
— If the steering wheel is moved.

As a general rule, the engine always starts again automatically when required by the detected situation and the vehicle.

Conditions that require a manual engine start

The engine must be started manually in the following conditions:

— If the driver door is opened.
— If the bonnet is opened.

Activating and deactivating the start/stop system manually

— Press the (A OFF) button in the centre console to deactivate the system manually. If the start/stop system has been deactivated, the indicator lamp in the → *Fig. 1* button lights up.
— Press the (A OFF) button in the centre console again to activate the system manually once more → *Fig. 1*.

The instrument cluster shows the status of the start/stop system every time the (A OFF) button is pressed.

If the start/stop system has switched the engine off, it will start again as soon as the system has been deactivated manually with the (A OFF) button.

Start-Stop mode with automatic Adaptive Cruise Control (ACC)

The engine will be switched off after the Adaptive Cruise Control (ACC) has brought the vehicle to a standstill via an active braking intervention .

Vehicles with DSG dual clutch gearbox and eco-coasting function: When Adaptive Cruise Control (ACC) is active, the DSG® dual clutch gearbox can shift into coasting mode and the engine can be switched off.

Vehicles with DSG dual clutch gearbox: When Adaptive Cruise Control (ACC) is active, the DSG® dual clutch gearbox can shift into coasting mode.

In the following instances, the engine will restart when the Adaptive Cruise Control(ACC) is active:

— If the accelerator is depressed.
— When the Adaptive Cruise Control (ACC) has resumed speed and distance control.
— If the vehicle ahead has moved on.

Start/stop mode in vehicles with activated cruise control system (CCS)

Vehicles with DSG dual clutch gearbox and eco-coasting function: When the cruise control system is active, the DSG® dual clutch gearbox can shift into coasting mode and the engine can be switched off.

In the following instances, the engine will restart when the cruise control system is active:

— If the accelerator is depressed.

— If the cruise control system has resumed speed control.

WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- When the ignition is switched off, the steering column lock may activate and you will no longer be able to steer the vehicle.
- The start/stop system must be deactivated if work is to be carried out in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.

The engine stop function may be deactivated automatically if the temperature is above around 38°C (100°F).

The start/stop function is activated automatically if the Eco driving profile is selected on vehicles with driving profile selection .

Golf Estate R: if in vehicles with driving profile selection the Race or Individual driving profile, selection Engine: Sport or gear range S is selected, the start/stop system is deactivated automatically.

Always deactivate the start/stop system manually when driving through water.

Engine no longer starts automatically

Vehicles with eco-coasting function: If the motor no longer starts automatically, the warningError: Vehicle energy system. Please look for a workshop may appear on the instrument cluster display.

— Start the motor manually *(→ Starting the engine)*.

— Deactivate the start/stop system manually.

— Go to a qualified workshop immediately.

Manual gearbox: Selecting a gear

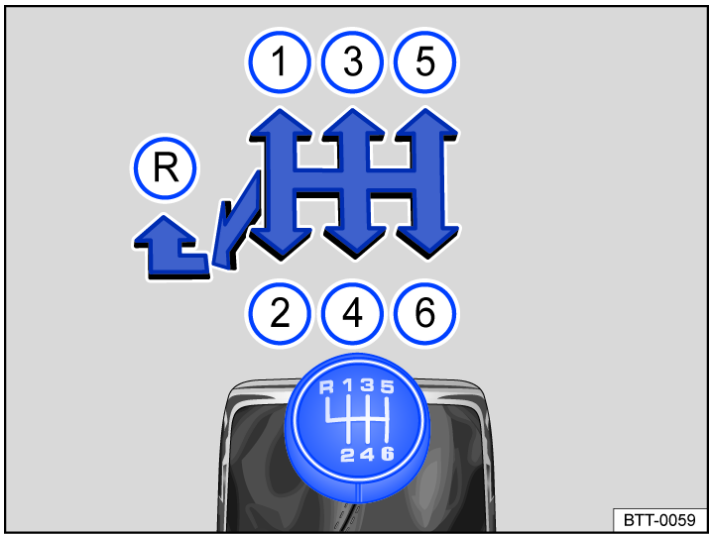


Fig. 1 Gear shift pattern of a 6-speed manual gearbox.

Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are displayed on the gear lever → *Fig. 1*.

— Fully depress and hold the clutch pedal.

— Move the gear lever to the required position →⚠.

— Release pedal to engage the clutch.

— In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

— Reverse gear should be selected only when the vehicle is stationary.

— Fully depress and hold the clutch pedal →⚠.

— Move the gear lever to the neutral position and push down.

— Push the gear lever completely to the left and then forwards into the reverse gear position → *Fig. 1* Ⓡ.

— Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time, i.e. to the next lower gear and not with high engine speed →⚠. At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this →⚠.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adjust your driving style in accordance with the flow of traffic.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also

applies when the electronic parking brake has been switched on.

- Never engage reverse gear while the vehicle is in motion.

WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle, with accidents and serious injuries as a consequence.

NOTICE

Serious damage to the clutch and gearbox could occur if the gear lever of the manual gearbox is shifted to a gear which is too low when travelling at high speeds or at high engine speeds. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following points in order to avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.
- Do not hold the vehicle by “riding” the clutch on uphill gradients with the engine running.

Changing up a gear early will help to save fuel and minimise engine noise.

Troubleshooting

Clutch “is slipping”

The indicator lamp lights up yellow.

Clutch is not transmitting the full engine torque.

— If necessary, remove foot from the clutch pedal.

Clutch overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given *(→ Manual gearbox)*.

The clutch can overheat, for example if the vehicle pulls off frequently, travels at a “crawl” for long periods, or in stop and go traffic.

Overheating is indicated by the warning lamp and in some cases by additional warning lamps and a text message on the instrument cluster display.

— You can continue to drive.

Clutch defective

The indicator lamp lights up yellow.

The clutch is faulty.

— Drive on carefully!

— Seek expert assistance. Failure to do so can cause considerable clutch damage.

Function of the DSG® dual clutch gearbox

Description

The vehicle is equipped with a DSG® dual clutch gearbox.

The DSG® dual clutch gearbox is a gearbox which uses dual-clutch technology to change gear automatically. It uses a dual clutch and two gear train halves to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic gearbox.

Function

Engine power is transferred to the drive shaft via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two gear train halves, the engine power is always connected to one gear train half when driving. Before a gear shift, the next-higher or lower gear is already preselected in the load-free second gear train half. The clutch on the non-driven gear is then closed, and the other is opened at the same time. This makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch gearbox the clutch can be opened at idling speed, thus saving fuel. Thanks to its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information *(→ Scope of service)*. In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half *(→ Automatic gearbox)*. The gearbox must then be checked as soon as possible by a qualified workshop.

DSG® dual clutch gearbox: selecting a selector lever position

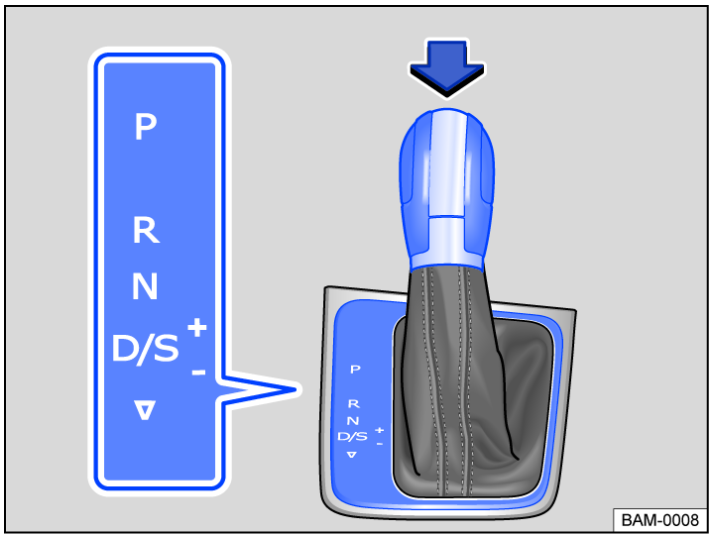


Fig. 1 Left-hand drive vehicles: selector lever for dual clutch gearbox DSG with lock button (arrow). Mirrored in right-hand drive vehicles.

The selected selector lever position will be shown in the instrument cluster display when the ignition is switched on.

P – Parking lock

The drive wheels are blocked. May only be selected when the vehicle is *stationary*.

To disengage this selector lever position while the ignition is switched on, depress the brake pedal and press the lock button in the selector lever.

R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D/S – Standard forward driving position

Position D: Normal programme.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position S: Sport programme.

The forward gears are automatically changed up *later* and down *earlier* than in selector lever position D. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions D and S, tap the selector lever to the rear▽ → *Fig. 1*.

The selector lever will always move back into selector lever position D/S. This also functions in the Tiptronic gate *(→ Tiptronic)*.

Selector lever lock

The selector lever lock in position P or N prevents gears from being engaged inadvertently, which would cause the vehicle to move.

To release the selector lever lock, switch on the ignition and depress the brake pedal. Then press the lock button in the selector lever handle in the direction of the arrow → *Fig. 1*.

The selector lever lock is not engaged if the position N is skipped, e.g. when shifting from reverse to D/S. This makes it

possible, for instance, to rock the vehicle backwards and forwards to free the vehicle if it is stuck in snow or mud. The selector lever lock engages automatically if the brake pedal is not depressed and the lever is in position N for more than approximately one second and the vehicle is travelling no faster than approximately 5 km/h (3 mph).

WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never depress the accelerator when selecting a position.
- When the engine is running, the vehicle starts moving as soon as a position is engaged and the brake pedal is released.
- Never select reverse gear R or engage the parking lock P while the vehicle is in motion.

WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the engine is running and a position has been selected. If you have to leave the vehicle while the engine is running, always switch on the electronic parking brake and move the selector lever to position P.
- If the engine is running and the selector lever is in positionD/S or R, the vehicle must be held by the foot brake. The vehicle will creep forward even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.
- Never leave the vehicle in selector lever positionN. The vehicle can roll downhill, irrespective of whether or not the engine is running.

NOTICE

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards.

If the selector lever is moved accidentally toN when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a driving position again.

If the selector lever is not left in the parking lock positionP for long periods when the engine is switched off, the 12-volt vehicle battery will discharge.

Changing gear using Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

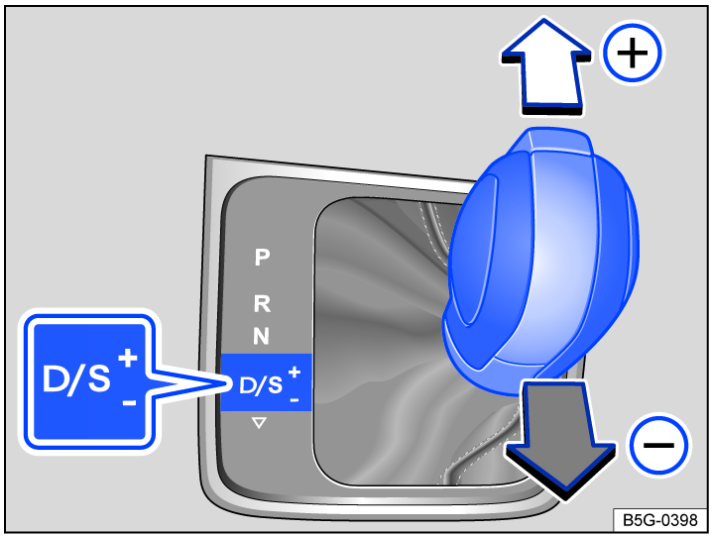


Fig. 1 Selector lever in Tiptronic position (left-hand drive).
Mirror image for right-hand drive vehicles.

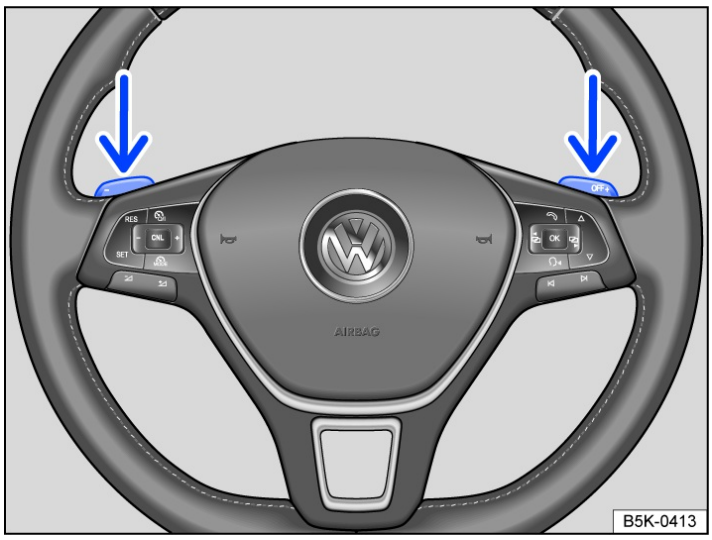


Fig. 2 Steering wheel with paddles for Tiptronic.

The gear that is currently selected will be maintained when the Tiptronic programme is selected. This remains the case as long as the system does not automatically carry out a change of gear due to the current driving situation.

Operating Tiptronic with the selector lever

— Push the selector lever from position D/S to the right into the Tiptronic gate.

— Tap the selector lever forwards (+) or back (−) to shift gear up or down → *Fig. 1*.

When tapping the selector lever in the Tiptronic gate, it is not necessary to press the lock button on the selector lever.

Operating Tiptronic with the paddles

— Pull the right paddle towards the steering wheel to change up a gear → *Fig. 2*.

— Pull the left paddle towards the steering wheel to change down a gear.

— To leave the Tiptronic programme, pull the right paddle towards the steering wheel for approximately one second.

The Tiptronic programme is automatically exited if the selector paddles are not operated for some time and the selector lever is not in the Tiptronic gate.

NOTICE

- When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.
- When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with DSG® dual clutch gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear you will need. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

— Reduce your speed.

— Push the selector lever from position D/S to the right into the Tiptronic gate *(→ Tiptronic)*.

— Tap the selector lever to the rear to change down gear.

— OR: shift down a gear using the paddles on the steering wheel *(→ Tiptronic)*.

Stopping and pulling away on uphill gradients

The steeper the uphill gradient, the lower the gear you will need.

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function *(→ Auto Hold function)*.

When you stop the vehicle on an uphill gradient with a selected position, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. The brake pedal or the electronic parking brake should not be released until you pull away →.

Coasting with DSG® dual clutch gearbox

In coasting mode, the momentum of the vehicle can be used to save fuel in conjunction with an anticipatory driving style. When the eco-coasting function is active, the engine is not only disengaged but also switched off. The engine no longer brakes the vehicle – the vehicle can roll for a longer distance. The function is available only in the selector lever position D/S and at speeds of approximately 40 – 130 km/h (25 mph – 80 mph).

If you depress the brake when the vehicle is coming to a stop, the engine remains switched off until the vehicle is stationary.

When coming to a stop without braking, the engine restarts automatically at creeping speed.

An automatic engine start may take place in order to ensure reliable engine restarting and to guarantee the power supply of the vehicle electrical system.

Initiating coasting

— Select the Eco driving profile from the driving profile selection menu *(→ Driving profile selection)*.

— Vehicles with eco-coasting function: in the driving profile selection, choose the driving profile Eco, Normal or Comfort *(→ Driving profile selection)*.

— Take your foot off the accelerator. The engine will be disengaged and run at idling speed. The vehicle rolls without the braking effect of the engine.

— Vehicles with eco-coasting function: take your foot off the accelerator slowly. The engine can be disengaged and switched off automatically.

— If the speed falls below 130 km/h (80 mph).

— Depress the accelerator briefly.

Cancelling coasting mode

— Depress the brake pedal forcefully.

— OR: depress the accelerator or brake pedal briefly.

— OR: pull a paddle towards the steering wheel.

— OR: press the selector lever to the Tiptronic position.

— OR: change the driving profile from Eco, Normal or Comfort.

Kickdown function

The kickdown function enables maximum acceleration in the selector lever position D/S or in the Tiptronic position.

If the accelerator is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration.

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

When the Eco driving profile is selected in vehicles with driving profile selection *(→ Driving profile selection)* and the accelerator is depressed fully beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

Launch Control Programme

Depending on equipment, vehicles with DSG® dual clutch gearbox have a Launch Control Programme. The Launch Control Programme gives the vehicle maximum acceleration from a standing start.

— Switch off TCS *(→ Brake support systems)*.

— Depress and hold the brake pedal with your left foot.

— Move the selector lever to position D/S in the S gear or to the Tiptronic position, or in vehicles with driving profile selection, choose Sport or Race driving profile *(→ Driving profile selection)*.

— With your right foot, depress the accelerator until the engine speed reaches approximately 3,200 rpm.

— Take your left foot off the brake → ⚠. The vehicle will start with maximum acceleration.

— Switch the TCS back on after acceleration.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adjust your driving style in accordance with the flow of traffic.
- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if the TCS is switched off, especially if the road is slippery.
- Switch the TCS back on after acceleration.
- Only use the Launch Control Programme if the road and traffic conditions allow for it.

⚠ WARNING

Never ride the brake pedal. Do not overuse the brake pedal. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

- If you stop the vehicle on an incline, do not attempt to stop it from rolling back by depressing the accelerator while a position is still selected. The DSG® dual clutch gearbox could overheat and be damaged.
- Never allow the vehicle to roll in position N, particularly if the ignition is switched off. The DSG® dual clutch gearbox will not be lubricated and could be damaged.
- Vehicles with Launch Control Programme: accelerating with the Launch Control programme places heavy strain on all vehicle components. This can lead to higher wear.

NOTICE

Never let the brakes rub by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

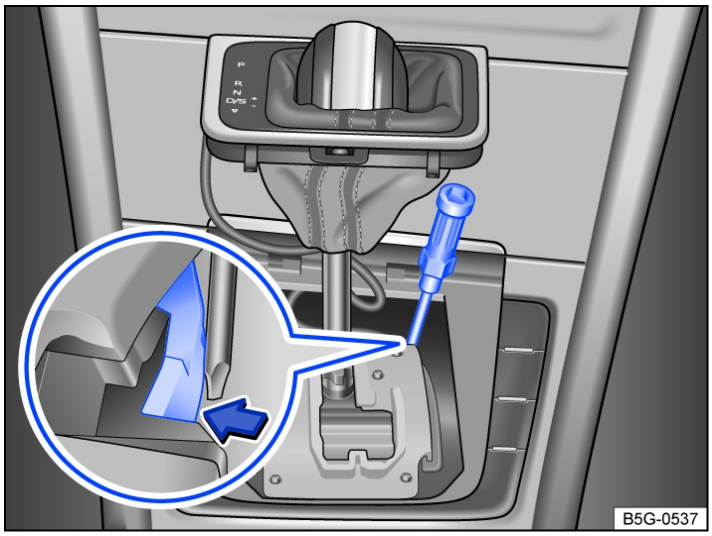


Fig. 1 Manually release selector lever lock (variant 1)

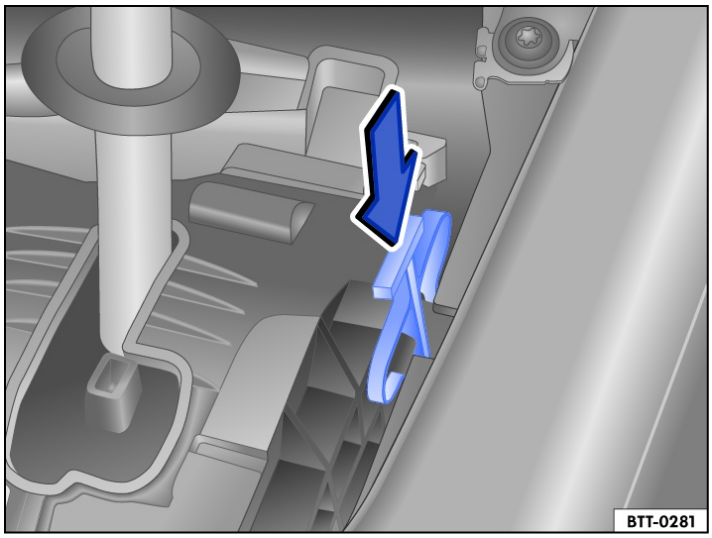


Fig. 2 Manually release selector lever lock (variant 2)

The engine will not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

— To select a position, press the brake pedal.

— See also Electronic parking brake *(→ Electronic parking brake)*.

Driving off is prevented by the lock button

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

— Check whether the lock button is engaged.

— Engage the lock button if necessary.

Driving off is prevented by the selector lever lock

The indicator lamp flashes green. An information text is additionally displayed.

In rare cases, the selector lever lock may not engage in vehicles with a DSG® dual clutch gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

— Depress the foot brake and then release it again.

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given. A text message may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot, for example, if the vehicle pulls off regularly, during long periods at crawling speed, or in stop-and-go traffic.

— Do not continue driving!

— Allow the gearbox to cool down with engaged parking lock P →.

— Do not drive on if the indicator lamp does not go out.

— Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Releasing the selector lever lock manually

If the power fails in the vehicle, e.g. if the 12-volt battery is flat and the vehicle is to be towed, the selector lever lock must be released manually. Seek professional assistance.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

— Switch on the electronic parking brake. If the electronic parking brake cannot be switched on, the vehicle will have to be prevented from rolling off using other means.

— Switch off the ignition.

— Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring.

— Pull the cover up and over the selector lever →.

Depending on the vehicle equipment, there are two possible manual release mechanisms for the selector lever lock.

Releasing the selector lever lock manually:

— Using the flat blade of the screwdriver from the vehicle tool kit, carefully push the release lever in the direction of the arrow → *Fig. 1* (magnifying glass) and keep it in this position (variant 1).

— OR: push the release lever in the direction of the arrow → *Fig. 2* and hold it in this position (variant 2).

— Press the lock button on the front of the selector lever and move the selector lever into position N.

— After manual unlocking, carefully press the cover into the centre console while ensuring that the electrical wires are positioned correctly.

Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency programme. The vehicle can still be driven in the emergency programme, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.

In all cases, you should have the DSG® dual clutch gearbox checked by a qualified workshop immediately.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

— Depress the brake pedal and reselect the position.

— If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

Never release the parking lock when the electronic parking brake is switched off. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and the selector lever in the position

N, the DSG® dual clutch gearbox will be damaged, e.g. when being towed.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, the vehicle must either be parked safely or driven faster than 20 km/h (12 mph).
- Safely park the vehicle immediately and switch the engine off if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.
- In order to prevent damage to the gearbox, you should not continue driving on until the acoustic warning stops. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.

Downhill speed control

The downhill speed control system helps when braking and travelling downhill in vehicles with a DSG® dual clutch gearbox → ⚠. The downhill speed control uses the braking power of the engine.

The DSG® dual clutch gearbox selects the best gear depending on the steepness of the gradient and the current speed. The selector lever must be in position D/S. The downhill speed control is not active in Tiptronic mode.

As the downhill speed control can shift down only as far as third gear, it may be necessary to activate the Tiptronic mode when driving down particularly steep inclines. When in Tiptronic mode, select second or first gear manually in order to make use of the braking effect of the engine and to relieve the load on the brakes.

The start/stop system is automatically deactivated as long as downhill speed control is active.

Activating downhill speed control automatically:

— If the downhill gradient is greater than approximately 6%.

— AND: if the selector lever is in position D/S.

— In addition, if the cruise control system or Adaptive Cruise Control (ACC) is switched off: if the vehicle speed is less than approximately 80 km/h (50 mph) or the brake pedal is depressed.

— In addition, if the cruise control system or Adaptive Cruise Control (ACC) is active: if the stored speed is exceeded.

Deactivating downhill speed control automatically:

— If the downhill gradient becomes less steep.

— OR: if the gearbox shifts up a gear because the engine speed is higher than approximately 4,500 rpm.

— Or additionally if the cruise control system or Adaptive Cruise Control (ACC) is active: if the stored speed can be maintained.

⚠ WARNING

The intelligent downhill speed control technology cannot overcome the laws of physics, and functions only within the limits of the system. Never allow the extra convenience afforded by pull-away assist systems to tempt you into taking any risks when driving.

- Unintentional vehicle movements can cause serious injury.
- The downhill speed control cannot replace the full concentration of the driver.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- The downhill speed control cannot hold the vehicle on the gradient in all situations or brake it sufficiently on all slopes going downhill (e.g. if the ground is slippery or icy).

⚠ WARNING

Always be prepared to brake the vehicle. Accidents and injuries could occur if this is not ensured.

- The downhill speed control is only a support function and may not be able to brake the vehicle sufficiently in all situations when driving downhill.
- The vehicle may become faster despite the downhill speed control being in operation.

Information on the steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Vehicles with eco-coasting function: the power steering also works when the engine is switched off while driving→ ⚠.

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering column lock in vehicles with a starter button

The steering column is locked electronically in vehicles with a starter button:

— Stop the vehicle and move the selector lever to positionP if necessary.

— Switch off the ignition and then open the driver door. The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

— Stop the vehicle and move the selector lever to positionP if necessary.

— Remove the vehicle key.

— Turn the steering wheel slightly until the steering lock audibly engages.

To unlock the steering column:

— Turn the steering wheel slightly to relieve the load on the steering lock mechanism.

— Insert the vehicle key into the ignition lock.

— Hold the steering wheel in this position and turn the ignition on.

Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering →⚠.

Progressive steering

Depending on the vehicle equipment, progressive steering can adjust the required steering movement to the driving situation. Progressive steering only functions when the engine is running.

In *urban traffic*, less steering input is required when parking, manoeuvring, or turning sharply.

When driving on *country roads* or on the *motorway*, the progressive steering provides a more sporty, direct steering response, and a dynamic feel.

⚠ WARNING

If the power steering is not working, the steering wheel is difficult to turn, which makes it difficult to steer the vehicle.

- Depending on the vehicle equipment level, the power steering functions only when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and

it will no longer be possible to steer the vehicle.

WARNING

In conjunction with the ESC, counter steering assistance provides the driver with assistance when steering in critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.

NOTICE

When the vehicle is towed, the ignition must be switched on to prevent the steering wheel from locking, and so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

Fault in steering

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering column lock.

— Do not drive on! Seek expert assistance.

— If the warning lamp lights up red, the steering may be stiff because the electromechanical steering has failed.

— If the warning lamp flashes red, it is not possible to unlock the steering column.

Fault in steering

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

— Re-start the engine and drive a short distance slowly.

— If the indicator lamp continues to light up, seek expert assistance.

The indicator lamp flashes:

— Turn the steering wheel to and fro.

— Switch the ignition off and then on again.

— Observe the messages on the instrument cluster display.

— Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

Vehicles with adaptive chassis control (DCC)

The adaptive chassis control (DCC) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. The DCC incorporates the chassis tuning of the selected driving profile.

The Comfort driving profile is available only for vehicles with DCC.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Selecting a driving profile

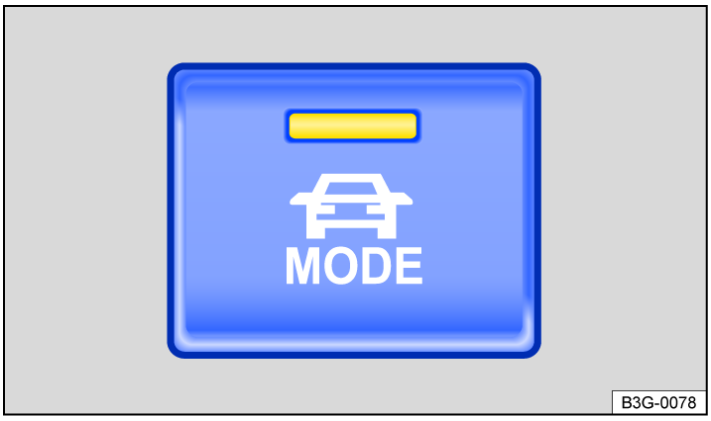


Fig. 1 In the centre console: MODE button for driving profile selection.

You can select the driving profile when the ignition is switched on and the vehicle is stationary or when driving→⚠.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

— To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting the driving profile via the MODE button

1. MODE →*Fig. 1*.
2. To select driving profiles, press MODE again or touch the desired driving profile in the Infotainment system.

If the Normal driving profile is selected, the LED in the MODE button will remain switched off.

Displaying information on the driving profile

— To display further information on the selected driving profile, touch i in the Infotainment system.

Selecting the Individual driving profile

— Press MODE until the Individual driving profile is selected.

— To open the Individual menu, touch Change.

⚠ WARNING

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Drive with your full attention and with responsibility.

Characteristics of the driving profiles



Eco: switches the vehicle into economical mode and helps you to drive the vehicle in a fuel-efficient manner. The system automatically switches to gear position E when the Eco driving profile is selected.



Comfort: the driving profile creates a comfort-oriented vehicle setup and is suited to poor roads or long motorway journeys, for example.



Normal: the driving profile corresponds to the basic settings of the vehicle systems and offers a balanced setup, e.g. for everyday use.



Sport: this setting gives you a sporty driving feeling. If you select theSport driving profile, position S will be selected on vehicles with an automatic gearbox.



Individual: you can adapt individual vehicle systems according to your personal wishes.



The Sport driving profile can also be called Race in sporty special editions of the vehicle.

Standard behaviour of the driving profiles and vehicle systems

The Normal driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of the Normal driving profile as soon as you switch the ignition off and on again.

You can switch the Drive vehicle system to the settings of the desired driving profile again:

— Select the desired driving profile again.

— OR: to activate the settings in the Sport driving profile again, move the selector lever of the automatic gearbox back to the S position.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

Fault in adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: damper may be displayed on the instrument cluster display.

— Go to a qualified workshop and have the system checked.

The driving profiles or vehicle systems do not behave as expected.

— Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system:



CCS (active).



Shown small or grey: cruise control system not regulating speed.



Shown large or white: cruise control system regulating speed.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Changing gear

Cruise control is interrupted as soon as you depress the clutch pedal and is resumed automatically after the gear change.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and change down a gear as required.

⚠ WARNING

Use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance at a constant speed.

- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch cruise control off after use to avoid unintentional speed control.
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

Operating the CCS with the turn signal lever

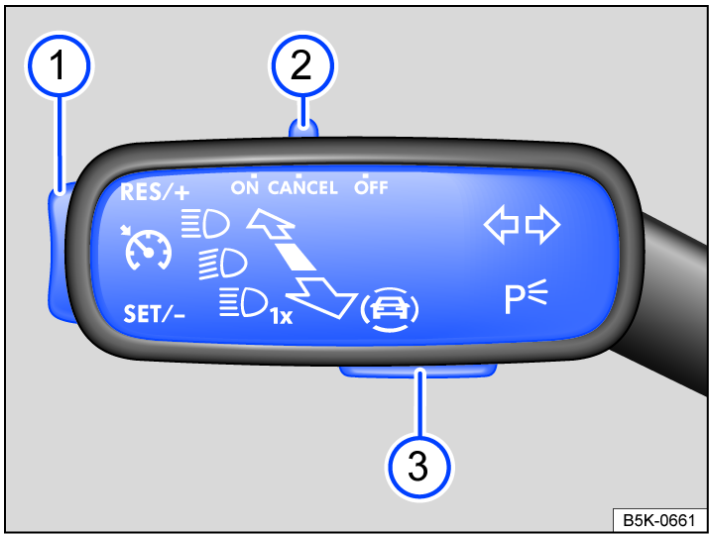


Fig. 1 On the left of the steering column: switch and buttons for operating the cruise control system.

Switching on

— Move → *Fig. 1* (2) switch to position **ON**.

No speed has been stored and the system is not yet active.

Starting control

— Press → *Fig. 1* (1) button in the area **SET/-** while driving.

The cruise control system stores and regulates the current speed.

The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed by means of the → *Fig. 1* (1) button while the cruise control system is regulating speed:

RES/+ (briefly)
+ 1 km/h (1 mph)

SET/- (briefly)
- 1 km/h (1 mph)

Press and hold the → *Fig. 1* (1) button to continuously change the stored speed. The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Interrupting control

— Move the → *Fig. 1* (2) switch to the **CANCEL** position or depress the brake pedal.

The speed remains stored in the memory.

Resuming control

— Press → *Fig. 1* (1) button in **RES/+** area.

The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

— Move → *Fig. 1* (2) switch to OFF position.

The cruise control system is switched off and the stored speed is deleted.

Changing to the speed limiter

— Press the → *Fig. 1* (3) button.

— Select the speed limiter on the instrument cluster display.

The cruise control system is switched off.

Operating the cruise control system via the multifunction steering wheel

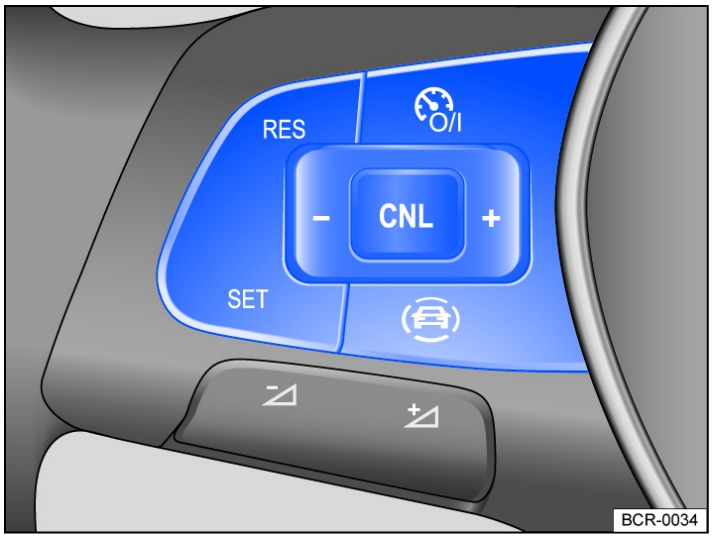


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the cruise control system.

Switching on

— Press the O/I button.

No speed has been stored and the system is not yet active.

Starting control

— Press the SET button while driving.

The cruise control system stores and regulates the current speed.

The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed during speed control by the cruise control system:

RES
+ 1 km/h (1 mph)

SET
- 1 km/h (1 mph)

+
+ 10 km/h (5 mph)

–
- 10 km/h (5 mph)

Press and hold the + or – button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Interrupting control

— Briefly press the CNL or O/I button. Alternatively, depress the brake pedal.

The speed remains stored in the memory.

Resuming control

— Press the RES button.

The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

— Press and hold the button.

The cruise control system is switched off and the stored speed is deleted.

Changing to the speed limiter

— Press the button.

— Select the speed limiter on the instrument cluster display.

The cruise control system is switched off.

Fault in the CCS.

— Go to a qualified workshop.

Control is interrupted automatically.

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for forward travel.

— Brake support systems, e.g. TCS or ESC, have performed an intervention.

— The vehicle was braked by Front Assist.

— If the problem persists, switch off the cruise control system and go to a qualified workshop.

Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

Speed range

The speed limiter is available when driving forwards at speeds from approx. 30 km/h (20 mph).

Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

How do I operate the speed limiter?

Depending on the vehicle equipment, you can operate the speed limiter either by means of the turn signal lever or via the multifunction steering wheel .

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:



Speed limiter is switched on and speed is stored.



Shown small or grey: speed limiter not active.



Shown large or white: speed limiter active.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and change down a gear as required.

WARNING

Always switch off the speed limiter after use to avoid unintentional speed regulation.

- The speed limiter does not relieve the driver of his responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

Operating the speed limiter with the turn signal lever

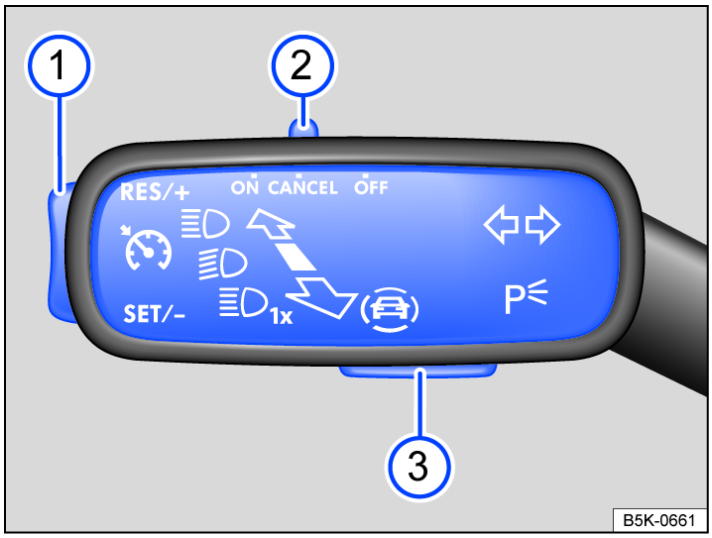


Fig. 1 On the left of the steering column: switch and buttons for operating the speed limiter.

Switching on

— Move → *Fig. 1* (2) switch to position **ON**.

The speed last set is stored. The system is not yet active.

Starting control

— Press → *Fig. 1* (1) button in the area **SET/-** while driving.

The current speed is stored as the maximum speed. The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed by means of the → *Fig. 1* (1) button:

RES/+ (briefly)
+ 1 km/h (1 mph)

SET/- (briefly)
- 1 km/h (1 mph)

Press and hold the → *Fig. 1* (1) button to continuously change the stored speed.

Interrupting control

— Press → *Fig. 1* (2) switch in **CANCEL** position.

The speed remains stored in the memory.

Resuming control

— Press → *Fig. 1* (1) button in **RES/+** area.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

— Move → *Fig. 1* (2) switch to **OFF** position.

The speed limiter is switched off and the speed remains stored(also after the ignition is switched off).

Switching to the cruise control system (CCS) or Adaptive Cruise Control (ACC)

— Press the → *Fig. 1* (3) button.

— Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Operating the speed limiter via the multifunction steering wheel

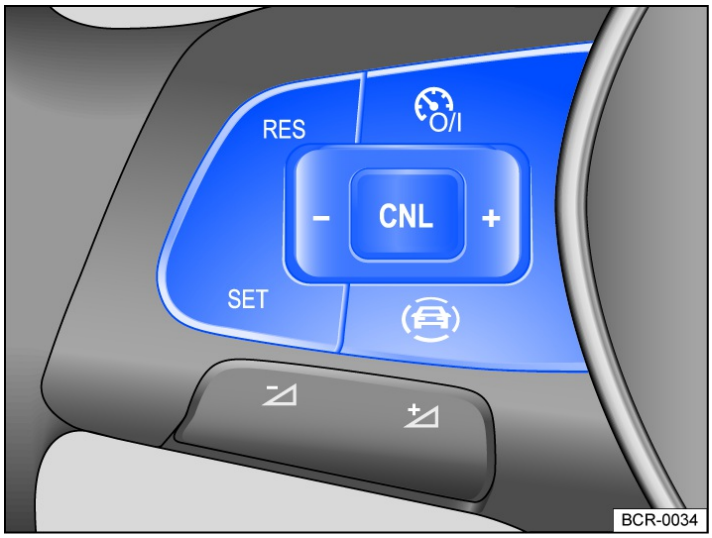


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the speed limiter.

Switching on

— Press the O/I button.

The speed last set is stored. The system is not yet active.

Starting control

— While driving, press the SET button.

The current speed is stored as the maximum speed. The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed:

RES
+ 1 km/h (1 mph)

SET
- 1 km/h (1 mph)

+
+ 10 km/h (5 mph)

-
- 10 km/h (5 mph)

Press and hold the + or - button to continuously change the stored speed.

Interrupting control

— Press the button CNL or O/I.

The speed remains stored in the memory.

Resuming control

— Press the RES button.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

— Press and hold the O/I button.

The speed limiter is switched off and the speed remains stored(also after the ignition is switched off).

Switching to the cruise control system (CCS) or Adaptive Cruise Control (ACC)

— Press the button.

— Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Control is interrupted automatically.

— Malfunction. Switch off the speed limiter and go to a qualified workshop.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

Control cannot be started.

— The selected driving profile does not allow control to be started. Select a different driving profile and repeat the process.

Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does the vehicle have ACC?

The vehicle is equipped with ACC if you can make settings for ACC in the vehicle settings of the Infotainment system.

Speed range

The ACC controls the vehicle in the speed range between around 30 km/h(20 mph) and around 210 km/h (130 mph), in the USA up to around 150 km/h (95 mph). This speed range may differ in certain markets.

Driving with ACC

You can override regulation by the ACC system at any time. Control will be cancelled if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed.

The intervention by the ACC system is less dynamic when towing a trailer.

Brake request



If automatic deceleration by the ACC system is not sufficient, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Brake immediately!

Radar sensor

The ACC system detects driving situations by means of the radar sensor at the front of the vehicle . The range of the radar sensor is up to approximately 120 m (400 ft).

⚠ WARNING

The intelligent technology used in the ACC system cannot overcome the laws of physics and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the ACC can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC offroad or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Brake immediately if a brake request is displayed on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts rolling unintentionally, e.g. after a brake request.
- Be prepared to control the speed yourself at all times.

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If the ACC does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Stop-and-go traffic

The ACC can brake vehicles with an automatic gearbox to a standstill and hold them stationary. The ACC remains active and the instrument cluster display shows ACC ready to start for a few seconds. During this time the vehicle will move off again automatically as soon as the vehicle in front moves off (depending on the vehicle equipment level and not available in all countries).

Extending or reactivating readiness to drive:

— Press the RES button.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

— Press the RES button or briefly depress the accelerator.

The ACC remains inactive in the following cases:

— The vehicle is stationary for longer than approximately three minutes.

— A vehicle door is opened.

— The ignition is switched off.

⚠ WARNING

If the message ACC ready to start is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases the radar sensor may be unable to detect obstacles that are located in the vehicle's path. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

Inside Overtaking Prevention System

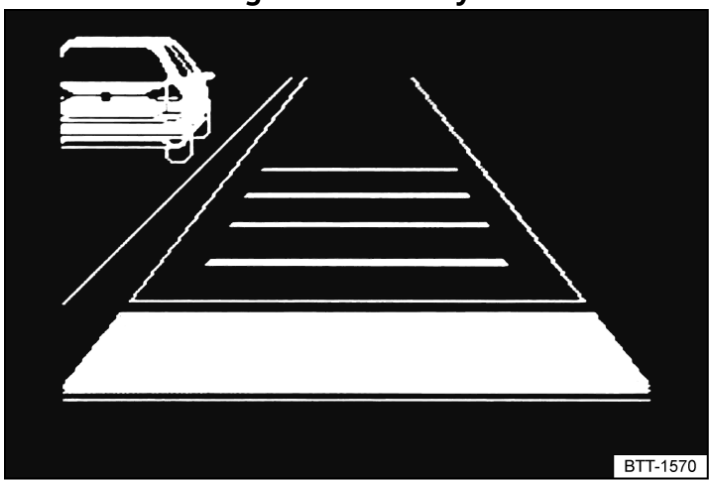


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

If the ACC detects a slower vehicle in the left-hand lane(left-hand traffic: in the right-hand lane), the ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (50 mph), but is not available in all countries.

Limits of the ACC

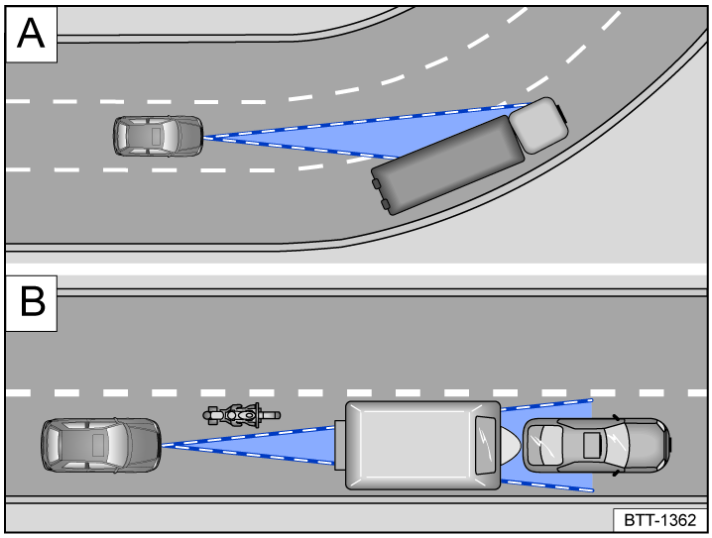


Fig. 1 A Driving through bends. B Vehicles outside the range of the radar sensor.

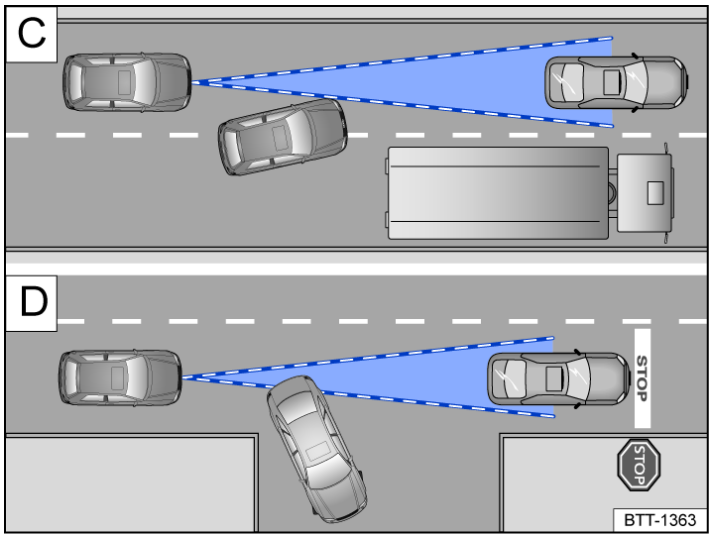


Fig. 2 C Vehicle changes lane. D Turning and stationary vehicle.

When not to use the ACC

Due to the system limitations, the ACC is not suitable for use in the following driving situations. Cancel control *(→ Adaptive Cruise Control (ACC))*:

— Driving in heavy rain, snow or heavy spray.

— Driving through tunnels.

— Driving through road works.

— Driving on winding roads, e.g. mountain roads.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

⚠ WARNING

If you use the ACC in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Adaptive Cruise Control (ACC))*.

Objects that cannot be detected

The radar sensor detects only vehicles that are moving in the same direction. It does not detect:

— Persons.

— Animals.

— Stationary vehicles.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

If a stationary vehicle is hidden behind a vehicle that has been detected by the adaptive cruise control and this vehicle turns off the road or changes lane, the ACC will not react to the stationary vehicle → *Fig. 2* D.

Bends

The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → *Fig. 1* A.

Vehicles outside the sensor range

The ACC may not react or may react with a delay or with an unwanted response in the following driving situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → *Fig. 1* B.

— Vehicles that change into your lane directly in front of your vehicle → *Fig. 2* C.

— Vehicles with bodies or attachments that project beyond the vehicle.

Switching the ACC on and off

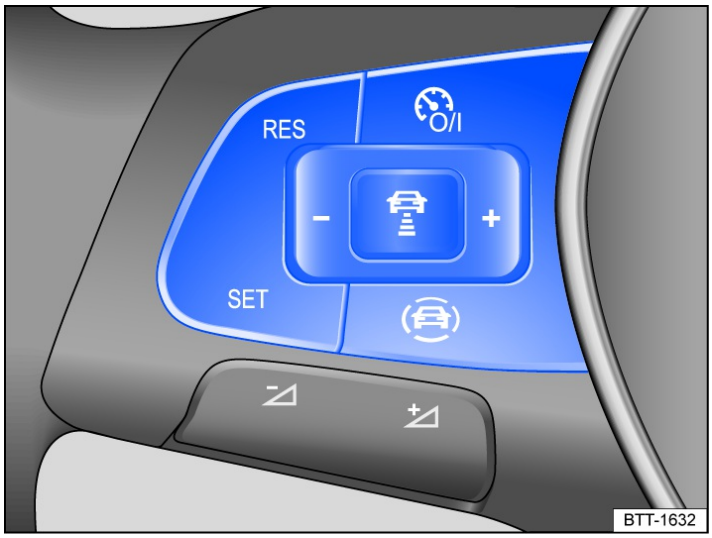


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the ACC.

Switching on

— Press the O/I button.

ACC is not yet controlling, indicator lamp corresponding to the driving situation lights up grey.

Starting control

— Press the SET button while driving forwards.

The ACC stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, the ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

The following indicator lamps light up, depending on the driving situation:



ACC regulating.



The ACC is regulating the speed, no vehicle detected ahead.



The ACC is regulating the speed, vehicle in front detected.

Cancelling control

— Briefly press the button or depress the brake pedal.

The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS) is deactivated.

Resuming control

— Press the RES button.

ACC adopts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

— Press and hold the button.

The set speed is deleted.

Changing to the speed limiter

— Press the button.

— Select the speed limiter on the instrument cluster display.

The ACC is switched off.

Setting the ACC

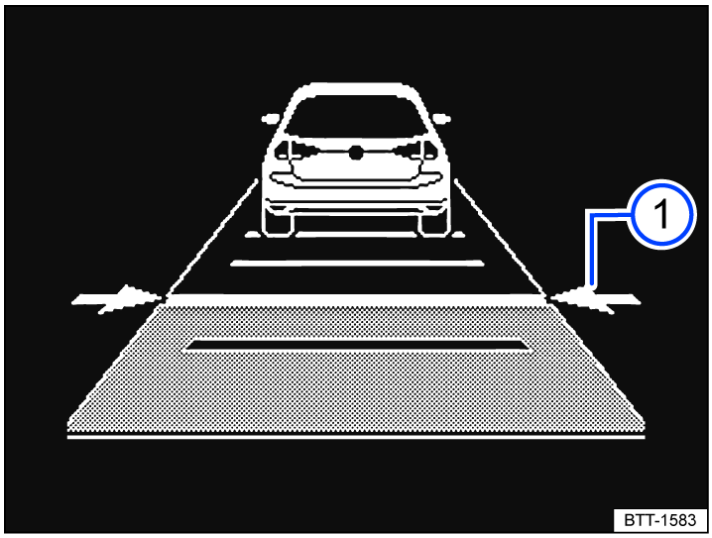


Fig. 1 On the instrument cluster display: set distance (1) (illustration, the ACC is regulating).

Setting the distance

You can set the distance in five steps from very small to very large:

— Press the button and then the + or − button.

— Alternatively, press the button as often as necessary until the desired distance is set.

The instrument cluster display shows the chosen setting → *Fig. 1* (1). Please observe any country-specific requirements for the minimum distance.

In the vehicle settings of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance *(→ Vehicle settings menu)*.

If the ACC is not active, the set distance and vehicle are not highlighted on the instrument cluster display.

Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

RES
+ 1 km/h (1 mph), only while ACC is regulating

SET
- 1 km/h (1 mph), only while ACC is regulating

+
+ 10 km/h (5 mph)

−
- 10 km/h (5 mph)

Press and hold the corresponding button to continuously change the stored speed.

WARNING

If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of the ACC is insufficient, you are in danger of colliding with the vehicle in front. The braking distance is also longer in rain and winter road conditions.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Speed and distance control are overridden when you press the accelerator. The ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

Setting the system behaviour

You can influence how sportily ACC reacts:

— Vehicles with driving profile selection: Set preferred driving profile .

— Vehicles without driving profile selection: Select your preferred driving programme in the vehicle settings menu of the Infotainment system *(→ Vehicle settings menu)*.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

The ACC is not available.

The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Fault or malfunction. Switch off and restart the engine.

— Paint work or structural modifications have been made to the front of the vehicle.

— The genuine Volkswagen badge is not used.

— If the problem persists, go to a qualified workshop.

The ACC does not function as expected.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was interrupted automatically. Allow the brakes to cool down and check their functionality again.

— If the problem persists, go to a qualified workshop.

Control cannot be started.

Make sure that the following conditions are met:

— A forward gear other than first gear is selected (manual gearbox) or the selector lever is in selector lever positionD/S or the Tiptronic gate.

— The speed is at least 25 km/h (16 mph) in the case of vehicles with manual gearbox.

— The brake lights on the vehicle are working.

— The brake lights on the vehicle are working.

— ESC is not active.

— The brake pedal is not depressed.

Unusual noises during automatic braking.

— This is normal and is not a fault.

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) with City Emergency Braking System and Pedestrian Monitoring can help to avoid accidents.

Within the limits of the system, Front Assist can warn the driver about imminent collisions, prepare the vehicle for emergency braking, assist with braking, and initiate automatic braking. The warning times vary depending on the traffic situation and driver behaviour.

Front Assist is not a substitute for the full concentration of the driver.

Driving with Front Assist

You can cancel the automatic braking interventions of Front Assist by steering or pressing the accelerator.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

Radar sensor

Front Assist detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

Functions included in the system

The City Emergency Braking System and Pedestrian Monitoring (depending on vehicle equipment) are part of Front Assist and are automatically active when Front Assist is switched on.

⚠ WARNING

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. The driver is always responsible for braking in time.

- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Front Assist cannot prevent accidents and serious injuries on its own.
- Front Assist can issue unnecessary warnings and carry out unwanted braking interventions in certain complex driving situations, e.g. at traffic islands.
- Front Assist can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is dirty or its position has been changed.
- Front Assist without Pedestrian Monitoring does not react to persons. In addition, the system does not react to animals or to vehicles that are crossing or approaching in the same lane.
- If you are unsure whether your vehicle possesses Pedestrian Monitoring, please enquire about this at a qualified workshop before starting your journey.
- Be prepared to take over control of the vehicle yourself at all times.

Warning levels and braking intervention

Front Assist can detect the following objects within the system limits and depending on the vehicle equipment:

— Pedestrians and vehicles also moving relative to your vehicle.

— Crossing pedestrians.

— Stationary vehicles.

Front Assist can provide assistance and intervene if the vehicle is approaching a detected object in such a way that a collision with the object will occur if the vehicle speed is maintained and there is no driver intervention. The assistance may include an advance warning, an urgent warning and automatic braking.

Under ideal conditions, this can prevent a collision or help to reduce the consequences of the collision.

Front Assist operates in the following speed ranges:

	Advance warning	Urgent warning	Automatic braking	Braking intervention
Vehicle stationary	30 to 85 km/h (20 to 53 mph)	-	5 to 50 km/h (3 to 30 mph)	5 to 85 km/h (3 to 53 mph)
Vehicle also moving	30 to 250 km/h (20 to 155 mph)	30 to 250 km/h (20 to 155 mph)	5 to 250 km/h (3 to 155 mph)	5 to 250 km/h (3 to 155 mph)
Pedestrian also moving	30 to 65 km/h (20 to 40 mph)	-	-	-
Crossing pedestrian	30 to 65 km/h (20 to 40 mph)	-	5 to 65 km/h (3 to 40 mph)	-

The values apply only under ideal conditions and are approximate values which depend on the market and vehicle equipment. Please contact a suitable qualified workshop if you have any queries about the equipment installed in your vehicle.

Advance warning



The system detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Urgent warning

If the driver does not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

Automatic braking

If the driver also does not react to the urgent warning, the vehicle can be braked automatically with braking force that increases in several stages. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that the driver is braking insufficiently when there is a risk of collision, the system can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as the brake pedal is pressed hard.

City Emergency Braking System

The City Emergency Braking System is part of Front Assist. If the driver does not react to a possible collision, the system can also automatically brake the vehicle with increasing braking force without any advance warning.

The red warning lamp lights up

Distance warning



The system detects when safety is endangered by driving too close to the vehicle in front. The indicator lamp lights up. Increase the distance.

Speed range: approx. 65 km/h (40 mph) to 250 km/h (155 mph).

Limits of Front Assist

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Autonomous Emergency Braking (Front Assist))*.

Objects that cannot be detected

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
— Vehicles that change into your lane directly in front of your vehicle.
— Vehicles with bodies or attachments that project beyond the vehicle.
— Oncoming vehicles or vehicles crossing your path.
— Pedestrians who are standing still or coming towards the vehicle.

Function limitations

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

— In tight bends.
— Driving in heavy rain, snow or heavy spray.
— Driving in multi-storey car parks and tunnels.
— Driving on roads with embedded metal objects, e.g. railway tracks.
— Reversing.
— If TCS is switched off manually.
— If ESC is taking corrective action.
— If the Offroad driving profile mode is switched on (depending on equipment).
— If ESC Sport (depending on equipment) is on *(→ Brake support systems)*.
— If the radar sensor is dirty or covered.
— If several brake lights on the vehicle are faulty.
— If there is a fault in several brake lights on a trailer with an electrical connection to the vehicle.
— If the vehicle accelerates hard or the accelerator is fully depressed.
— In complex driving situations, e.g. at traffic islands.
— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off→ ⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

— If the radar sensor is covered by any auxiliary equipment, e.g. auxiliary headlights.

— If the radar sensor is faulty.

— After external force on the radar sensor, e.g. after a rear-end collision.

— In the event of multiple unwanted interventions.

⚠ WARNING

Failure to switch off Front Assist in the situations mentioned can result in accidents and serious injuries.

Pedestrian Monitoring

Pedestrian Monitoring can help to avoid accidents with pedestrians or to mitigate the consequences of an accident.

The system may give a warning when there is a risk of collision, prepare the vehicle for emergency braking, help to brake the vehicle or perform an automatic brake intervention. In the event of an early warning, the red warning lamp lights up in the instrument cluster display.

When Front Assist is switched on, the Front Assist component, Pedestrian Monitoring, is also active.

Pedestrian Monitoring is not available in all countries, depending on the vehicle equipment level.

WARNING

The intelligent Pedestrian Monitoring technology cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by the Pedestrian Monitoring system tempt you into taking any safety risks when driving. The driver is always responsible for braking in time.

- If Pedestrian Monitoring issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the pedestrian.
- Pedestrian Monitoring cannot prevent accidents and serious injuries on its own.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions in complex driving situations, e.g. on a main road that turns sharply.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is covered or its position has been changed.
- Be prepared to take over control of the vehicle yourself at all times.

Operating Front Assist

Front Assist and the advance warning (in some countries) are automatically switched on when you switch on the ignition.

Volkswagen recommends that Front Assist and also the distance and advance warnings are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

— Switch Front Assist on and off in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

— Or: switch Front Assist on and off in the instrument cluster menus *(→ Menus and information displays)*.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator lamp lights up in the instrument cluster display.

Setting the distance and advance warnings

When Front Assist is switched on, you can adjust the distance and advance warnings as follows:

— Switch the desired function on and off in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, you can also set the warning time for the advance warning.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

Troubleshooting

Front Assist is not available, the radar sensor does not have sufficient visibility.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Paint work or structural modifications were carried out on the front of the vehicle.

— The genuine Volkswagen badge is not used.

— If the problem persists, switch off Front Assist and go to a qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, switch off Front Assist and go to a qualified workshop.

Introduction to the topic

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera in the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

System limits

Use the lane keeping system only on motorways and well-developed country roads.

The system is not active under the following conditions:

— The vehicle speed is under 60 km/h (approximately 35 mph).

— The lane keeping system has not detected a road lane marking.

— In tight bends.

— Temporarily if the driving style is very dynamic.

⚠ WARNING

The intelligent technology used in the lane keeping system cannot overcome physical limitations, and functions only within the limits of the system. Always take care when using the lane keeping system otherwise you could cause accidents or injuries. The system is not a substitute for the full concentration of the driver and their steering.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- The lane keeping system cannot recognise all road lane markings. In certain circumstances, the lane keeping system may detect poor road surfaces, road structures or objects incorrectly as road lane markings. Immediately override any undesired intervention by the system.
- Observe the information on the instrument cluster display and respond according to the prompts, if the traffic situation permits.
- In the following situations undesired intervention by the lane keeping system can occur or no control assistance is provided by the lane keeping system. This means that it is crucial that the driver is attentive in these situations. It may be necessary to switch off the lane keeping system temporarily:
  - Very sporty driving.
  - In poor weather conditions and when driving on poor roads.
  - Driving through road works.
  - Over hill tops or through dips.
- Always pay close attention to the surroundings of the vehicle and watch the road ahead.
- If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

Driving with the lane keeping system

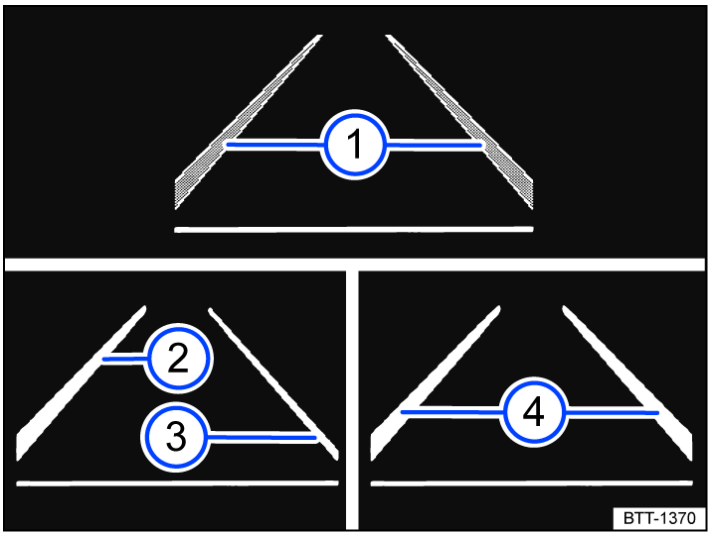


Fig. 1 On the instrument cluster display: lane keeping system displays.

Switching the lane keeping system on and off

— Depending on the vehicle equipment, by means of the button for the driver assist systems .

— OR: in the Assist systems menu in the instrument cluster.

— OR: in the Driver assistance menu in the Infotainment system *(→ Vehicle settings menu)*.

The lane keeping system is able to intervene at speeds above around 65 km/h (40 mph) when road lane markings can be identified (system status active). The indicator lamp lights up green.

If the indicator lamp in the display of the instrument cluster lights up yellow, the Lane Assistant is switched on but not ready to control (system status passive).

When the indicator is on, the system temporarily switches to passive mode to allow manual lane changes.

The system also temporarily switches to passive mode if the driver intervenes forcefully in the steering.

Adaptive lane guidance (country-dependent)

The adaptive lane guidance system detects the preferred position in a lane and keeps the vehicle in this position.

Adaptive lane guidance is switched on and off in the Driver assistance menu in the Infotainment system *(→ Vehicle settings menu)*.

Displays

Display areas in the instrument cluster display *Fig. 1*:

1 Road lane markings detected. System not regulating.

2 Road lane markings detected. System is actively intervening on the indicated side.

3 No road lane markings detected. System not regulating.

4 Road lane markings detected. System assists by regulating. Adaptive lane guidance active.

Driver intervention prompt

If the system does not detect any steering input, it prompts the driver to take over active steering by way of acoustic warnings and a display on the instrument cluster.

If the driver does not react to this, the system provides a warning by means of a short braking jolt and switches to passive state.

Depending on vehicle equipment, semi-automatic vehicle control is activated in a medical emergency (Emergency Assist).

Steering wheel vibration

The following situations can lead to vibration of the steering wheel:

— If the corrective steering intervention is not sufficient to keep the vehicle in its lane.

— If the system can no longer detect a lane during a significant steering intervention.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Troubleshooting

Error message, system switches off

— Clean the windscreen *(→ Vehicle care, exterior)*.

— Check the area of the windscreen that is in the camera's field of view for damage.

The system is not responding as expected

— Regularly clean the camera's field of view, and keep it free from snow and ice.

— Do not cover the camera's field of view.

— Check the area of the windscreen that is in the camera's field of view for damage.

— Do not attach any objects to the steering wheel.

If you are unsure or have questions, please consult a specialist workshop.

Traffic Jam Assist

Traffic Jam Assist helps the driver to keep in the lane, and also provides assistance when following other vehicles in congestion or slow-moving traffic.

Traffic Jam Assist is an extension of the lane keeping system (Lane Assist) for vehicles with automatic gearbox and combines its functions with the Adaptive Cruise Control (ACC). Please, therefore, read the information on ACC and Lane Assist carefully and observe the system limits and warnings listed there.

Traffic Jam Assist function

Traffic Jam Assist can maintain a time interval set by the driver to a vehicle in front and help the vehicle to stay in the lane →⚠.

The system automatically controls acceleration, braking, steering and, if required, will decelerate to a stop behind a vehicle that is stopping, and then drives away again automatically.

Only use the Traffic Jam Assist on motorways and well-built country roads. Do not use Traffic Jam Assist in urban traffic.

Switching on and off

Traffic Jam Assist is switched on and off in conjunction with adaptive lane guidance of the lane keeping system in the Infotainment system *(→ Vehicle settings menu)*.

Traffic Jam Assist can also be switched off together with the lane keeping system by pressing the button for driver assist systems.

Prerequisites

Only when the following requirements exist, is the Traffic Jam Assist active:

— The lane keeping system and adaptive lane guidance are switched on and active *(→ Lane keeping system (Lane Assist))*.

— Adaptive Cruise Control (ACC) is switched on and active *(→ Adaptive Cruise Control (ACC))*.

— The selector lever is in selector lever position D/S or in the Tiptronic gate.

— The speed is under 60 km/h (35 mph).

Switch off Traffic Jam Assist in the following situations

Traffic Jam Assist should always be switched off in the following situations due to system limitations:

— When a high level of concentration is required by the driver.

— Very sporty driving.

— In poor weather conditions, e.g. snow or heavy rain.

— Poor road conditions.

— Driving through road works.

— In urban areas.

⚠ WARNING

The intelligent technology of Traffic Jam Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Always take care when using Traffic Jam Assist as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Do not use Traffic Jam Assist in poor visibility, on steep or winding roads, on slippery road surfaces, e.g. on snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Traffic Jam Assist offroad or on unsurfaced roads. Traffic Jam Assist is designed solely for use on surfaced roads.
- Traffic Jam Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- If the speed reduction achieved by Traffic Jam Assist is insufficient, brake the vehicle immediately by depressing the foot brake.
- If the vehicle starts to roll unintentionally after a driver intervention prompt, brake the vehicle immediately by depressing the foot brake.
- Take control of the vehicle immediately if a *driver intervention prompt* appears on the instrument cluster display.

- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- You must be prepared to take control of the vehicle (by accelerating or braking) at all times.

If Traffic Jam Assist does not function as described in this chapter, do not use the system; consult a qualified workshop.

If there is a fault in the system, visit a qualified workshop and have the system checked.

Semi-automatic vehicle control in a medical emergency (Emergency Assist)

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

Emergency Assist is an extension of the lane keeping system (Lane Assist) and combines these functions with the Adaptive Cruise Control (ACC) . Please read the information on ACC and Lane Assist carefully and observe the listed system limits and instructions.

Function

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by visual and acoustic warnings and by braking jolts.

If the driver remains inactive, the system automatically controls the accelerator, brake and steering to slow the vehicle down and keep it in lane →⚠. If there is sufficient stopping distance, the system decelerates the vehicle to a complete stop and switches on the electronic parking brake automatically .

When Emergency Assist is actively controlling the vehicle, the hazard warning lights are switched on and the vehicle performs slight snaking movements within its lane to warn other road users.

The hazard warning lights can be deactivated by pressing the accelerator or brake, by making a steering intervention or, depending on the situation, by pressing the button for the hazard warning lights.

When Emergency Assist has been triggered, the system is not available again until the ignition has been switched off and then back on.

Prerequisites

— The lane keeping system and ACC are switched on.

— The selector lever is in selector lever position D/S or in the Tiptronic gate.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

Switching on and off

Emergency Assist is automatically activated when the lane keeping system is switched on *(→ Lane keeping system (Lane Assist))*.

⚠ WARNING

The intelligent technology used in Emergency Assist cannot overcome the physical limits specified, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor for the Adaptive Cruise Control (ACC) or the camera for the lane keeping system are covered or have been displaced, Emergency Assist may carry out unwanted brake or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

⚠ WARNING

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently than expected, cancel the intervention of Emergency Assist by braking or steering. Switch off the lane keeping system (Lane Assist).
- Do not use the lane keeping system (Lane Assist). Go to a qualified workshop and have the system checked.

Introduction to the topic

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed in relation to other vehicles and uses visual signals in the wing mirrors to inform the driver.

System limits

Use the Blind Spot Monitor only on surfaced roads.

The Blind Spot Monitor may not always interpret the traffic correctly in the following situations:

— In tight bends.

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— At crests in the road.

— In poor weather conditions.

— Where there are special roadside structures, e.g. high or offset crash barriers.

⚠ WARNING

The intelligent technology used in the Blind Spot Monitor cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by the Blind Spot Monitor tempt you into taking any safety risks when driving. Careless or unintentional use of the Blind Spot Monitor can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Pay attention to the indicator lamps in the exterior mirrors and in the instrument cluster display and respond according to the commands.
- Always pay close attention to the surroundings of the vehicle.
- Never use the Blind Spot Monitor if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the indicator lamp in the wing mirror in direct sunlight.

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

Driving with the Blind Spot Monitor

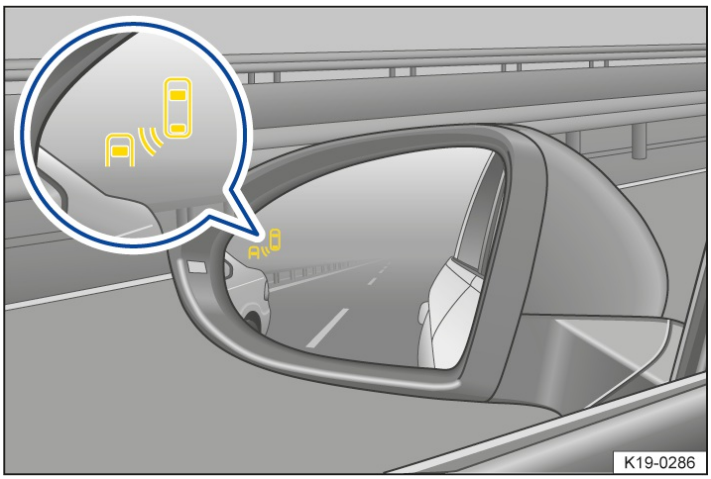


Fig. 1 In the exterior mirror: Blind Spot Monitor display.

Switching on and off

— Depending on the vehicle equipment, by means of the button for the driver assist systems .

— OR: using the Assist systems menu in the instrument cluster.

— OR: depending on the vehicle equipment, in the Driver assistance menu in the Infotainment system *(→ Vehicle settings menu)*.

When the Blind Spot Monitor is operational the yellow indicator lamp in the exterior mirrors lights up shortly one single time.

This most recent system setting is retained even after the ignition has been switched off and on.

Function

When switched on, the Blind Spot Monitor is active from a speed of approx. 15 km/h (9 mph).

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

In the following driving situations, the yellow indicator lamp will *light up* in the corresponding exterior mirror → *Fig. 1*:

— If your vehicle is being overtaken.

— When overtaking another vehicle with a speed difference of up to approximately 10 km/h (6 mph). No display will be shown if the overtaking manoeuvre is much faster.

If a vehicle is detected in the blind spot and the turn signal is additionally activated in the direction of the detected vehicle *(→ Blind Spot Monitor)*, the yellow indicator lamp *flashes*.

In the case of vehicles with a lane keeping system, the yellow indicator lamp *flashes* even if you do not activate the turn signal when leaving your lane, provided that the lane keeping system is switched on (Blind Spot Monitor Plus). The driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning.

Automatic deactivation

The radar sensors of the Blind Spot Monitor will switch off automatically if, for example, the system detects that a radar sensor is permanently covered. This can be caused by a layer of ice or snow in front of the radar sensor, for example.

A text message will be shown on the instrument cluster display.

If the Blind Spot Monitor has been automatically deactivated, the system cannot be activated until the ignition has been switched off and back on again.

The Blind Spot Monitor is automatically deactivated and cannot be activated when the factory-fitted towing bracket is electrically connected to a trailer or similar. Once a trailer is electrically connected to the vehicle and the driver pulls away, a

text message appears in the instrument cluster display to inform the driver that the Blind Spot Monitor has been deactivated. The Blind Spot Monitor will be automatically activated again when the trailer has been unhitched from the vehicle, provided that the function was activated previously. The Blind Spot Monitor must be deactivated manually if you tow a trailer using a towing bracket that was not fitted at the factory.

Troubleshooting

Blind Spot Monitor is not working

The indicator lamp lights up yellow.

— Go to a qualified workshop.

System fault

— Clean the radar sensors or remove stickers or accessories from the radar sensors, wing mirrors and bumper *(→ Vehicle care, exterior)*.

— Check for any visible damage.

The system is not responding as expected

This could have various causes:

— The radar sensors are dirty. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings *(→ Vehicle care, exterior)*.

— The general conditions for system operation have not been met *(→ Blind Spot Monitor)*.

— The radar sensors are covered by water.

— The vehicle is damaged in the area of the radar sensors, e.g. caused by parking collisions.

— The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.

— Only Volkswagen-approved vehicle paints may be used on the rear bumper. Other vehicle paints can restrict the function of the system or cause faults.

— The side windows have been retrofitted with tinted window films.

Parking the vehicle

Always park the vehicle on a suitable surface → ⚠.

Always park the vehicle in the sequence specified.

— Depress and hold the brake pedal.

— With a manual gearbox, depress the clutch pedal *fully* or disengage the clutch.

— With an automatic gearbox, engage the parking lock P.

— Switch on the electronic parking brake .

— Stop the engine and switch off the ignition *(→ Switching off the engine)*. The indicator lamp Ⓟ in the instrument cluster display lights up red.

— With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.

— Take your foot off the brake pedal.

— Turn the steering wheel slightly if necessary to engage the steering lock mechanism.

— Get out of the vehicle. Take all vehicle keys with you.

— Make sure that all vehicle occupants leave the vehicle.

— Lock the vehicle.

Additional points for parking on uphill and downhill gradients

Turn the steering wheel so that the front wheels will roll against the kerb if the parked vehicle starts to move.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel, oil etc.

⚠ WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster display when the ignition is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.
- Never leave children or people requiring assistance alone in the vehicle. They could switch off the electronic parking brake, or move the selector lever or gearshift lever, and thus set the vehicle in motion.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

NOTICE

- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Otherwise low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system may be damaged in the process. Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects.

Please adhere to relevant legislation when stopping and parking your vehicle.

Operating the electronic parking brake

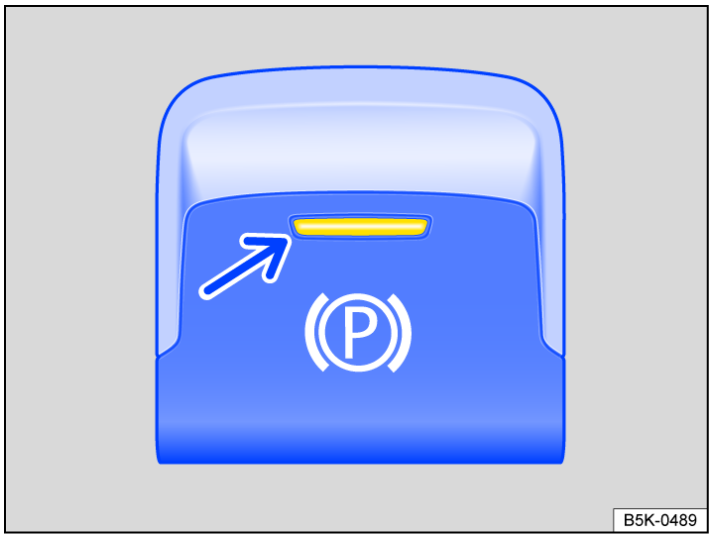


Fig. 1 In the centre console: button for the electronic parking brake (illustration).

Switching on

— When the vehicle is stationary, pull and hold the (P) button until the indicator lamp in the button lights up yellow.

— If the indicator lamp in the → *Fig. 1* button and the red indicator lamp (P) in the instrument cluster display light up, the electronic parking brake is switched on.

Switching off

— Switch on the ignition.

— Depress the brake pedal and press the (P) button.

— OR: when the engine is running, gently press the acceleratorwithout pressing the brake pedal.

— The indicator lamp in the → *Fig. 1* button and the red indicator lamp (P) in the instrument cluster display go out.

Automatic switch-off for the electronic parking brake when driving off

The electronic parking brake is released automatically when driving off if one of the following situations occurs when the driver door is closed →⚠:

— DSG dual clutch gearbox: A position is engaged or changed.

— Manual gearbox: The clutch is depressed fully before driving off.

Moving off on steep uphill gradients or with increased vehicle weight

You can prevent the electronic parking brake from switching off automatically by pulling the(P) button upwards and holding it while pulling away.

If higher engine power is required to move off, the electronic parking brake will be deactivated only when you release the(P) button.

This can make it easier to move off with a high maximum trailer weight.

Automatic switch-on of the electronic parking brake if the driver does not leave the vehicle correctly

On vehicles with and automatic gearbox or DSG® dual clutch gearbox: the electronic parking brake may switch itself on automatically if the system detects that the driver has not left the vehicle correctly.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake→⚠!

— Pull and hold the Ⓟ button. The vehicle brakes strongly. An acoustic warning sounds at the same time.

⚠ WARNING

Incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Never use the electronic parking brake to brake the vehicle, except in emergencies. The braking distance is considerably longer as only the rear wheels are braked in some cases. Always use the foot brake.
- Never press the accelerator if a position or gear has been selected and the engine is running. The vehicle could start moving even if the electronic parking brake is switched on.

⚠ WARNING

If not parked properly, the vehicle may roll away. This can cause accidents, serious injuries and damage to property.

- Always park the vehicle in the specified order *(→ Parking)*.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster display when the ignition is switched off.

Troubleshooting

Electronic parking brake is switched on

The Ⓟ indicator lamp lights up red.

Holding force is insufficient in the current situation

The Ⓟ indicator lamp flashes red.

It is not possible to park the vehicle safely.

— Park the vehicle in a different place or on a level surface.

— Hold the electronic parking brake until the vehicle pulls away.

Electronic parking brake fault

The indicator lamp lights up yellow.

Go to a Volkswagen dealership or qualified workshop.

Electronic parking brake does not switch itself off

The prerequisites for switching off are not met.

OR: the 12-volt vehicle battery is discharged.

— Check whether all requirements for switching off the electronic parking brake are met *(→ Electronic parking brake)*.

— Jump-start the vehicle *(→ Jump starting)*.

Electronic parking brake makes noises

— Noises may be heard when the electronic parking brake is switched on and off.

— If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and audible checks when the vehicle is parked.

Auto Hold function

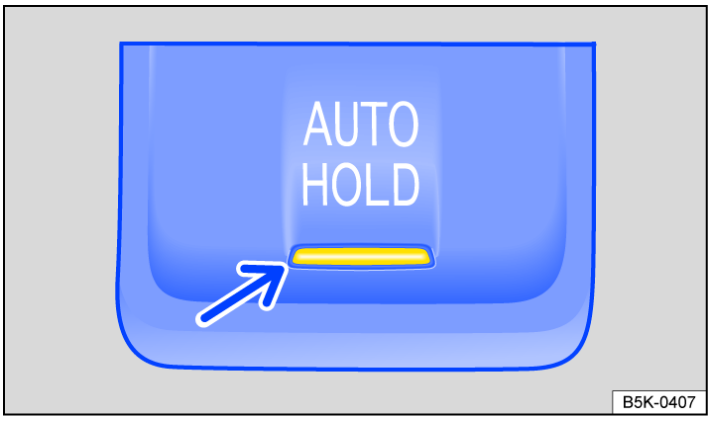


Fig. 1 In the centre console: button for the Auto Hold function.

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Prerequisites

— The driver door is closed.

— The engine is switched on.

If position N is selected, the Auto Hold function will not switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position →⚠.

Switching on the Auto Hold function

— Press the AUTO HOLD button. The indicator lamp in the AUTO HOLD button → *Fig. 1* lights up yellow. Auto Hold is ready for use, but the car is not necessarily stopped →⚠.

If the Auto Hold function has been switched on before switching the ignition off, the function switches on when the ignition is switched on the next time.

Holding the vehicle stationary with the Auto Hold function

— Make sure that the Auto Hold function is switched on.

— Bring the vehicle to a standstill using the brake *(→ Parking)*.

— Manual gearbox: Either keep the clutch *fully* depressed or shift to neutral.

— Release the brake. The green indicator lamp Ⓟ lights up in the instrument cluster display. The vehicle is being held stationary by the Auto Hold function →⚠.

Switching off the Auto Hold function

— press the AUTO HOLD button →⚠. The indicator lamp in the AUTO HOLD button → *Fig. 1* goes out.

The electronic parking brake switches on automatically to hold the vehicle securely. However, the electronic parking brake will not switch on if the brake pedal is depressed when the Auto Hold function is switched off →⚠.

Switching off the Auto Hold function temporarily using the Ⓟ button

When manoeuvring, it may be necessary to turn the Auto Hold function off once temporarily to enable the vehicle to roll more easily.

— With the engine switched on, depress the brake pedal.

— Press the Ⓟ button. The Auto Hold function is switched off.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed when the vehicle has come to a standstill.

Settings in the Infotainment system

With some equipment levels, additional settings can be made in the Infotainment system, such as switching on the Auto Hold function automatically when starting a journey *(→ Vehicle settings menu)*.

WARNING

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp Ⓟ lights up green or red on the instrument cluster if the vehicle is to be held securely. The vehicle is being held by the Auto Hold function if the green indicator lamp is lit and by the electronic parking brake if the red warning lamp is lit.
- Never leave the vehicle if the engine is running and the Auto Hold function is switched on.
- The Auto Hold function cannot hold the vehicle in all hill start situations or brake it sufficiently on all slopes going downhill, e.g. if the ground is slippery or icy.

NOTICE

Always switch off the Auto Hold function before driving into a car wash. Damage may otherwise be caused by automatic activation of the electronic parking brake.

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

— Some objects may not be detected by the sensors or cameras, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles and also open or opening boot lids.

— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings *(→ Parking systems)*.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle.
- Take into account the fact that the response times of the parking systems may not be sufficient to issue a warning if you approach too quickly.
- Always observe the area around the vehicle and pay attention to small children, animals and objects.
- Do not allow the parking system displays to distract you from the traffic around you.

⚠ WARNING

Camera lenses enlarge and distort the field of view. The image can be inaccurate for estimating the distance from persons or obstacles and could cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

Prerequisites for functioning of the parking systems

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment screen:

— The doors and the boot lid must be closed.

— Exterior mirrors are not folded in.

— The surrounding area has a flat surface.

— The vehicle does not have a heavy load at the rear or on one side.

— The engine is running.

— TCS and where applicable ESC are switched on *(→ Brake support systems)*.

Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

— The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

— The distance when driving past the parking space should be around 1 m (3 feet).

— Vehicles with rear view camera system: when the reverse gear is engaged, the maximum speed is 15 km/h (9 mph).

— Vehicles with Park Assist: the speed when driving past the parking space should not exceed 40 km/h (25 mph) for parallel parking spaces or 20 km/h (12 mph) for perpendicular parking spaces.

Parking system displays

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. Do not continue driving!

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

USA and Canada: If the camera image of a parking system is switched on, the displayed function buttons will be hidden for safety reasons. Touch the MENU function button to show the function buttons again.

General settings

	Red-coloured image element: close obstacle. Vehicle is at risk. Brake.
	Red line: boundary lines.
	Red frame: outline of the vehicle (parallel parking)
	Yellow-coloured image element: obstacle in the vehicle path. Vehicle is at risk. Adjust the steering wheel angle.
	Yellow lines: vehicle path depending on the steering angle.
	Yellow auxiliary box: front and rear boundaries of the parking space (parallel parking).
	Green-coloured image element: boundary lines.
	Green lateral line: turning point when driving into a parking space (parallel parking).
	Green frame: outline of the vehicle (parallel parking).
	White-coloured image element: obstacle outside the path of the vehicle.
	System fault in the monitored area (depending on equipment level). The colour may vary.
	Mute audio signals.
	Adjust brightness, contrast and colour.
	Show display.
	Hide display.
	Exit current display and end function.

The following also applies to vehicles with Park Distance Control

	Switch to rear view camera system (depending on vehicle equipment).
	Manoeuvre braking *(→ Automatic braking intervention)*.

The following also applies to vehicles with rear view camera system

	Switch to Park Distance Control *(→ Park Distance Control)*.
	Switch to perpendicular parking *(→ Rear view camera system mode 1 (perpendicular parking))*.
	Switch to parallel parking *(→ Rear view camera system mode 2 (parallel parking))*.
	Switch to park mode “crossing traffic” *(→ Rear view camera system)*.
	Turn the steering wheel (park mode “parallel parking”).
	Stop the vehicle (park mode “parallel parking”).
	Switch to trailer support or off-road support *(→ Rear view camera system)* (depending on vehicle equipment).

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space.

Automatic braking intervention

The automatic braking intervention serves to reduce collisions.

If the vehicle is equipped with an automatic braking intervention function, this function can initiate emergency braking as soon as an obstacle is detected when driving backwards and, if required, when driving forward.

When does an automatic braking intervention take place?

The following prerequisites must be met for an automatic braking intervention:

— The vehicle speed does not exceed a maximum of around 10 km/h (6 mph) when manoeuvring.

— A parking system is active.

— An obstacle is detected by the system.

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

What happens when an automatic braking intervention takes place?

— The vehicle is braked.

— OR: the vehicle is braked to a standstill and then held for around two seconds.Step on the brake!

Switching off

— The automatic braking intervention function is deactivated as soon as a parking system is deactivated or when the function has made a control intervention.

— Touch the function button on the Infotainment system screen to manually switch off manoeuvre braking.

Switching on

— The automatic braking intervention function is active as soon as a parking system has been activated.

— Touch the function button on the Infotainment system screen to manually switch on manoeuvre braking.

Things to note for trailer towing

The automatic braking intervention function at the rear of the vehicle when reversing is deactivated if a trailer is electrically connected to the factory-fitted towing bracket *(→ Trailer towing)*.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Manoeuvring with the trailer manoeuvring system (Trailer Assist)

An automatic braking intervention can take place in the following situations:

— Speed exceeded.

— Steering interventions by driver.

— Diver door is open.

— The button is pressed.

Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

WARNING

Do not let the parking systems' automatic braking intervention tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.
- The automatic braking intervention of Park Assist is ended after approximately 1.5 seconds. Depress the brake pedal of

the vehicle yourself following the automatic braking intervention.

Switch off the parking system if automatic braking intervention takes place too frequently, e.g. when driving on offroad terrain.

If the manoeuvre braking function of the parking aid has performed a corrective intervention, the function is inactive for 5 metres in the same direction of travel and will be ready for use again only once the gear or drive position has been changed.

The parking manoeuvre will be aborted after emergency braking by Park Assist.

After an emergency braking by the Rear Traffic Alert, 10 seconds must elapse before automatic braking intervention can take place again.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.

— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol in the Infotainment system. The parking system is switched off completely if necessary.

If the Park Distance Control is disturbed, an acoustic warning and, if necessary, a text message are displayed on the instrument cluster.

— Check whether any of the causes described apply.

— You can switch the system back on again once you have rectified the cause of the problem.

— If the problem persists, go to a qualified workshop.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations *(→ Automatic braking intervention)*.

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Park Assist is active and the parking manoeuvre is automatically cancelled

Park Assist cancels the parking manoeuvre in the following situations:

— Function button is pressed.

— The driver intervenes using the steering wheel.

— The driver door is opened.

— The time limit or number of manoeuvres for parking are exceeded.

— TCS is switched off or is taking corrective action.

— There is a system fault.

Start the parking procedure again *(→ Park Assist parking space search)*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol appears on the instrument cluster display.

— Depress the brake pedal.

Parking Assist parks the vehicle inaccurately in or out after a wheel change

When parking, the parking result deteriorates, e.g. increased or reduced distance to the curb.

— Drive a longer distance with the vehicle, including curves.

Park assist automatically learns the new wheel circumferences.

Introduction to the topic

The Park Distance Control system assists the driver when manoeuvring and parking.

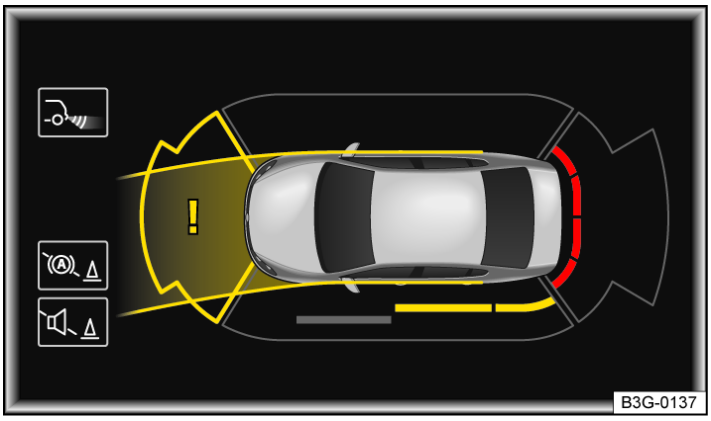


Fig. 1 The Infotainment system screen displays Park Distance Control with steering wheel angle and obstacles.

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle *(→ Front view)* *(→ Rear view)*. If there is an obstacle in the detection range of the sensors, the system indicates this on the Infotainment system screen and by means of signal tones → *Fig. 1* , →ⓘ.

Settings

Depending on the vehicle equipment, settings for Park Distance Control can be made in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed *(→ Personalisation)*.

Things to note for trailer towing

The rear sensors for Park Distance Control are not switched on if the factory-fitted towing bracket is electrically connected to a trailer.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

ⓘ *NOTICE*

The collision area has been reached at the latest when the second to last segment is displayed on the Infotainment system screen. Do not drive on!

ⓘ *NOTICE*

With some equipment levels, distances to obstacles in the side areas are also displayed. The vehicle must be moved a few metres forwards or backwards in order to scan the side areas in full. An obstacle entering these areas from the outside will not be displayed.

Switching Park Distance Control on and off



Fig. 1 In the centre console: button for switching Park Distance Control on and off.

Switching on

Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

— OR: press the → *Fig. 1* button.

Switching off

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 10–15 km/h (6–9 mph).

— OR: press the → *Fig. 1* button.

— OR: move the selector lever to position P.

Automatic activation when driving forwards (with some equipment levels)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

— Press the → *Fig. 1* button.

— Switch the ignition off and then back on again.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines aid the view to the rear.

Rear view camera system parking modes

Depending on the vehicle equipment, the following rear view camera system views may be available:

— Perpendicular parking : guidelines are displayed to help with reverse parking perpendicular to the side of the road.

— Parallel parking : guidelines and boxes help with reverse parking parallel to the side of the road.

— Trailer support or offroad support: shows the area behind the vehicle with an enhanced zoom factor and guidelines (depending on vehicle equipment).

— Crossing traffic : shows a wide-angle view of the area behind the vehicle and the side areas (“”“fish-eye view”””).

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. This may result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

CAUTION

Vehicles with a swivelling Volkswagen badge: people can sustain crush injuries when the rear view camera system is extended.

- When engaging reverse gear, make sure that no persons are positioned directly behind the vehicle or can interfere with the function of the Volkswagen badge on the boot lid.

Switching the rear view camera system on and off

Switching on

Select reverse gear.

— OR: press the P button.

Switching off

Rear view camera system with parking modes: The rear view camera system is switched off when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

Trailer support

Rear view camera system with parking modes:

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

Guidelines are displayed in the Infotainment system.

Red lines: position of towing bracket.

Green lines: distance to towing bracket.

Orange line: predicted path of the towing bracket, depending on the steering angle.

Rear view camera system with parking modes: Parking perpendicular to the road

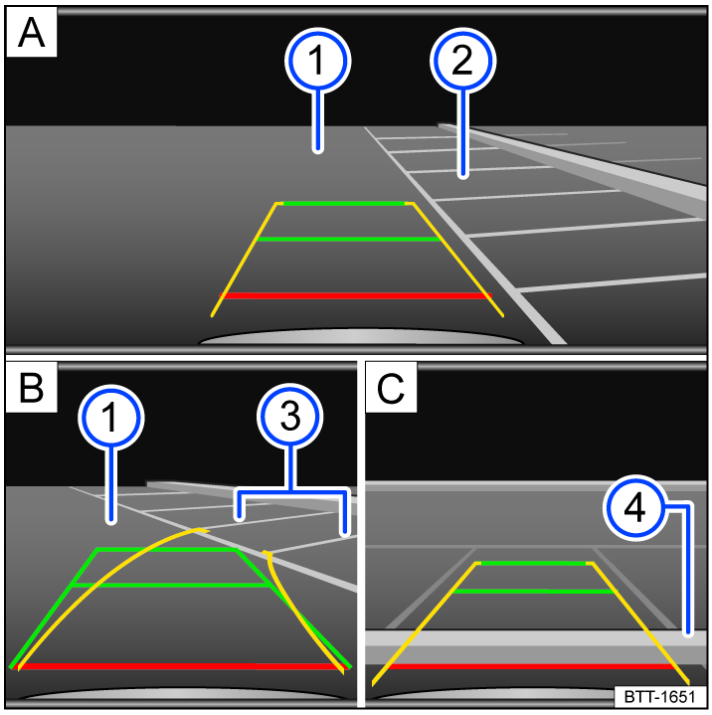


Fig. 1 Infotainment system screen display: driving into a parking space using the rear view camera system with parking modes.

Key to → *Fig. 1*:

A

Choose parking space.

B

Drive towards the selected parking space.

C

Align the vehicle in the parking space.

1

Road.

2

Parking space.

3

Side limit of the parking space.

4

Rear limit of the parking space.

Driving into a parking space

Press the P button or function before driving past the parking space.

— Touch the function button in the Infotainment system.

— Position the vehicle in front of the parking space → *Fig. 1* A (2).

— Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit

lines → *Fig. 1* B (3).

— Stop when the red line reaches the rear limit→ *Fig. 1* C (4).

Rear view camera system with parking modes: Parking parallel to the road

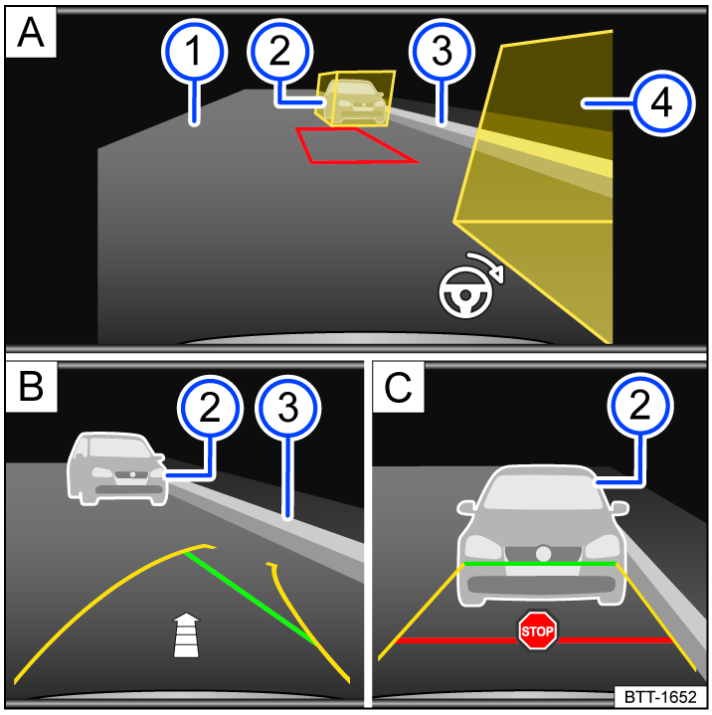


Fig. 1 Infotainment system screen display: rear view camera system with parking modes.

Key to → *Fig. 1*:

A

Choose parking space.

B

Drive towards the selected parking space.

C

Align the vehicle in the parking space.

1

Road.

2

Obstacle or auxiliary box.

3

Side limit of the parking space.

4

Obstacle or auxiliary box.

Driving into a parking space

— Press the P button or function before driving past the parking space.

— Touch the function button in the Infotainment system.

— Operate the turn signal for the relevant side of the road.

— Position the vehicle parallel to the parking row at a distance of around one metre. The yellow auxiliary boxes must cover the obstacles → *Fig. 1* A (2) and (4). The area in between must be free of obstacles.

— Select reverse gear. A red frame shows the target position of your vehicle → *Fig. 1* A.
— Turn the steering wheel so that the red frame moves between the auxiliary boxes and turns green → *Fig. 1* A. Leave the steering wheel in this position while reversing.
— If a change has to be made to the steering wheel angle, one of the yellow lateral lines will turn red. The steering wheel symbol shows the driver when the steering wheel angle has to be changed.
— Reverse slowly until the stop sign is displayed or the green line is aligned with the side limit of the parking space → *Fig. 1* C. An arrow → *Fig. 1* B shows the remaining distance to be covered according to the number of segments shown.
— Stop the vehicle. Steer in the opposite direction until the steering angle is reached and the direction arrow is no longer displayed.
— Continue reversing until the stop symbol is displayed or until the red line reaches the rear limit.

Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Park Assist is an extension of Park Distance Control *(→ Park Distance Control)*.

Park Assist automatically steers the vehicle. The driver must control the accelerator, gear changes and brake →⚠.

The following functions are supported:

— Displaying suitable parking spaces.

— Selecting a parking mode

— Driving into suitable parallel and bay parking spaces,

— Driving out of a parallel parking space.

Observe the text message in the instrument cluster display.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.
- Always keep your eye on the parking direction and the area around the vehicle because small children, animals and objects are not always detected.

⚠ WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not reach for the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, intervene and take over the steering.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects for orientation. Please ensure that the wheels and tyres are not damaged when parking the vehicle.

- If necessary, abort the parking manoeuvre in good time.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

Park Assist cannot be activated if the vehicle detects an electrically connected trailer *(→ Trailer towing)*.

When carrying out parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Looking for a parking space



Fig. 1 In the centre console: button for switching on the Park Assist system.

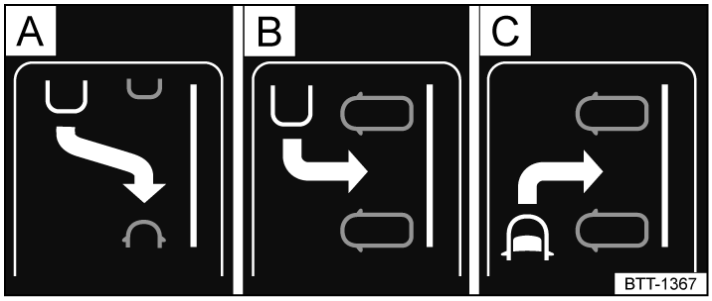


Fig. 2 In the instrument cluster display: parking modes for parking.

Parking modes:

A
Reverse parallel parking.

B
Reverse perpendicular parking.

C
Forward perpendicular parking.

— Press the P button → *Fig. 1* button. The indicator lamp lights up yellow and the park function is active.

— Drive slowly past a row of parked vehicles, paying attention to the traffic.

— Park Assist automatically searches for a suitable parking space on the front passenger side.

A parking mode is displayed when a parking space is detected → *Fig. 2*.

Press the P button → *Fig. 1* button to select one of several displayed parking spaces in sequence.

If you wish to move forwards into the perpendicular parking space, select park mode “Forward perpendicular parking” → *Fig. 2* C by pressing the P button → *Fig. 1* button.

If you want to search for a parking space on the opposite side of the road, operate the turn signal for the corresponding side.

Park Assist can be activated retrospectively. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

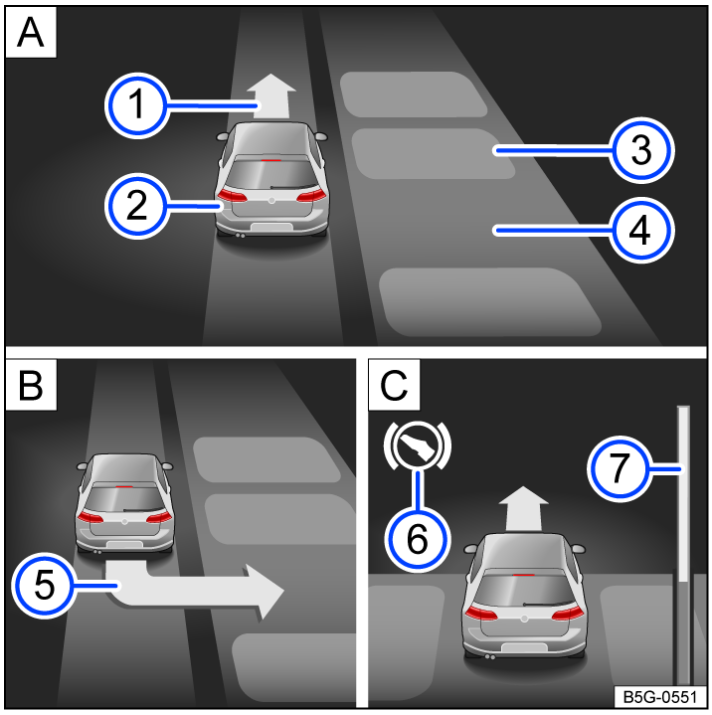


Fig. 1 On the instrument cluster display: parking perpendicular to the road.

Key to → *Fig. 1*:

A

Choose parking space.

B

Drive into a parking space.

C

Manoeuvre in the parking space

1

Prompt to drive forward.

2

Your vehicle.

3

Parked vehicle or obstacle.

4

Detected parking space.

5

Prompt to reverse.

6

Prompt to brake.

7

Progress bar (remaining relative distance).

— Stop the vehicle in front of or behind the parking space.

— Observe the prompt to park on the instrument cluster display → *Fig. 1* (5).

— Select reverse gear when a reverse arrow appears on the instrument cluster display.

— Release the steering wheel.

— Text message Steering intervention active!. Observe Monitor vehicle area. on the instrument cluster display.

— Accelerate carefully.

— Brake when an acoustic signal sounds, the display lights up or a text message appears on the instrument cluster display.

— Depending on the parking space, it may be necessary to make several manoeuvres. When the parking procedure is completed, a text message is displayed in the instrument cluster.

Wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking procedure in order to achieve an optimal parking result.

Switch off the engine and stop the vehicle *(→ Parking)*.

Driving out of a parking space

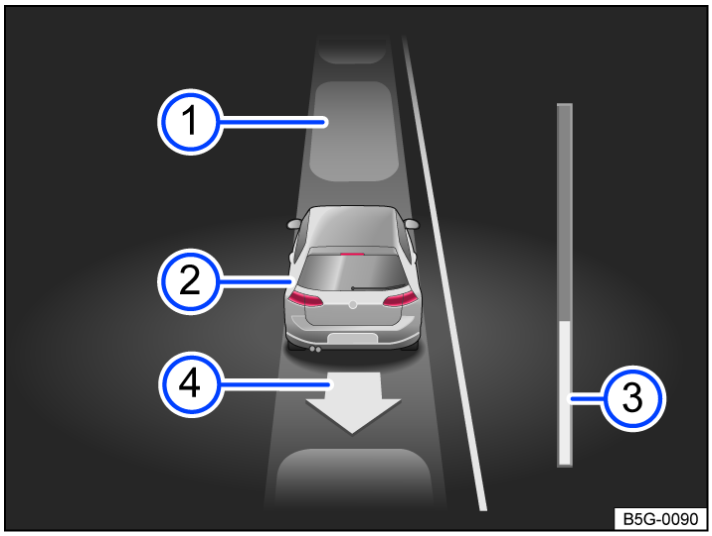


Fig. 1 On the instrument cluster display: reversing out of a parallel parking space.

Key to → *Fig. 1*:

1. Parked vehicle.
2. Your vehicle.
3. Progress bar (remaining relative distance).
4. Direction of travel when driving out of a parking space

Park Assist can drive out of parallel parking spaces if the prerequisites for this are met *(→ Parking systems)*.

— Press the button.
— Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
— Select reverse gear.
— Release the steering wheel when the following message is shown: Steering intervention active. Please monitor area around vehicle.
— Accelerate carefully.
— Brake when an acoustic signal sounds, the display lights up, or until the prompt to drive forward appears on the instrument cluster display.
— Depress the brake pedal until Park Assist has finished steering or until the display on the instrument cluster goes out.
— Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.
— Take over steering with the steering angle set by Park Assist.
— Drive the vehicle out of the parking space when permitted by the traffic situation.

Introduction to the topic

Trailer Assist helps the driver when reversing or manoeuvring the vehicle when towing a trailer.

The trailer manoeuvring system steers a trailer by adjustment of the rotary knob for the exterior mirrors.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

⚠ WARNING

The trailer manoeuvring system does not use the area around the vehicle for orientation. No obstacle detection takes place. Drivers must judge for themselves whether the trailer can be manoeuvred safely.

- Always pay close attention to the movements of the trailer and, if required, stop the manoeuvre to avoid causing any damage. On rare occasions the trailer may behave differently, even when Trailer Assist is operated correctly.
- Do not rely only on the displays in the instrument cluster.

For technical reasons, the trailer manoeuvring system cannot always detect trailers with LED rear lights correctly.

Prerequisites for the trailer manoeuvring system (Trailer Assist)

The following prerequisites must be met for the trailer manoeuvring system:

— The drawbar must not be covered.

— The single- or two-axle trailer without steered axles is hitched to the vehicle and electrically connected with the vehicle.

— The vehicle and trailer are stationary.

— Driver door and boot lid are closed.

— The maximum jackknifing angle is not exceeded.

— Exterior mirrors are not folded in.

— ESC is switched on.

— A driver interaction must take place within around three minutes, otherwise the manoeuvring procedure will be terminated and the Trailer Assist function ended.

— The trailer has been synchronised.

Synchronising the trailer

After each change of the vehicle and trailer, the trailer must be synchronised. In the process, the length of the drawbar is redetermined by the system:

— Perform as many different turning and cornering manoeuvres with the trailer as possible.

The more accurately it can determine the length of the drawbar, the more angles are available when manoeuvring.

There is a maximum of four end stops for the angle display: around 30°, 45°, 60° and 75°.

Switching on and manoeuvring the vehicle and trailer

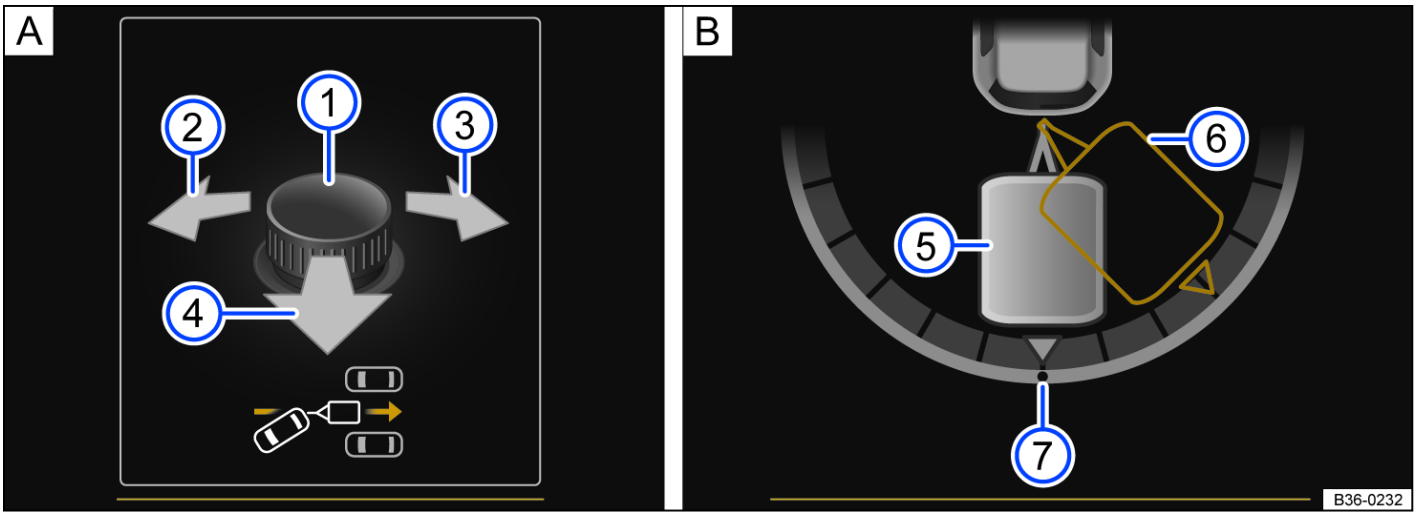


Fig. 1 On the instrument cluster display: operating the trailer manoeuvring system.

Key to → *Fig. 1*:

1. Rotary knob for adjusting the exterior mirror position.
2. Align the trailer to the left.
3. Align the trailer to the right.
4. Drive into the towing bracket.
5. Current position of the trailer (grey).
6. Target trailer position (orange).
7. Zero position on the angle display.

Switching on

— Stop the vehicle.

— Select reverse gear.

— Press the P button.

Manoeuvring

— Check the requirements before using the trailer manoeuvring system *(→ Trailer manoeuvring system)*.

— Release the steering wheel →.

— Tilt the rotary knob until the desired direction is reached. A representation of the current position of the vehicle and trailer is shown on the instrument cluster display for orientation purposes → *Fig. 1* B.

— Slowly accelerate and reverse. Keep an eye on the area around the vehicle.

— Correct the angle with the rotary knob if necessary → *Fig. 1* A (1).

— Push the rotary knob to the left or right to select the direction of travel.

— Pull the knob rearwards to drive in the direction of the trailer.

— Drive forwards and backwards until the required position is reached.

The manoeuvring operation has been completed when a corresponding message is displayed on the instrument cluster. An acoustic signal may also sound.

WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not reach for the steering wheel until prompted to do so by the system.
- Exception: if a dangerous situation occurs, intervene and take over the steering.

The exterior mirrors cannot be adjusted while Trailer Assist is active *(→ Exterior mirrors)*.

The vehicle cannot be driven at speeds above around 6 km/h(4 mph) while Trailer Assist is active.

Rear Traffic Alert

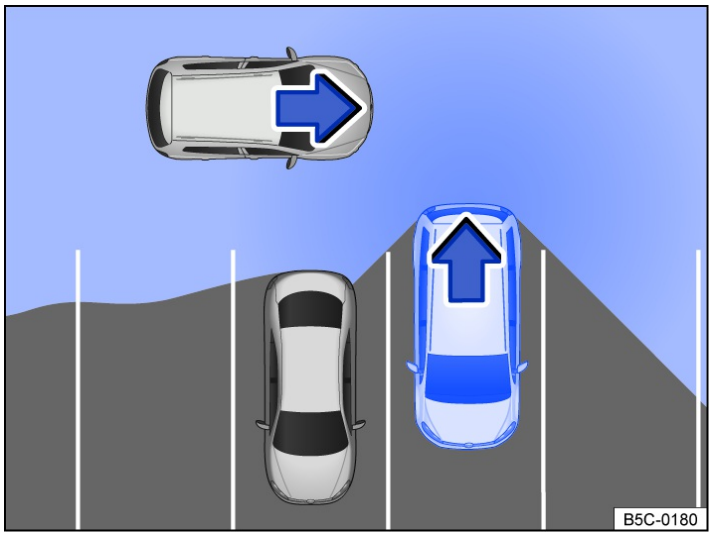


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

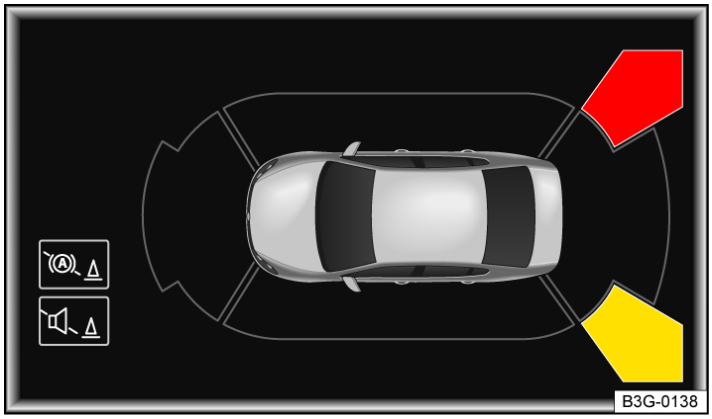


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

Please also observe the information and warnings that apply to all parking systems *(→ Parking systems)*.

Switching on and off

— Via the Assist systems menu in the instrument cluster *(→ Menus and information displays)*.

— OR: depending on the vehicle equipment, by means of the button for the driver assist systems *(→ Assist systems menu)*.

— OR: depending on the vehicle equipment, in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Function

Rear Traffic Alert functions using radar sensors in the rear bumper.

— Switch on the ignition.

— Switch on Rear Traffic Alert as required.

— Observe the acoustic signals and text messages on the instrument cluster display. Coloured segments show the area behind the vehicle on the Infotainment system screen *→ Fig. 2*.

If Park Distance Control is deactivated, no feedback can be given to the driver. The Rear Traffic Alert is also temporarily deactivated.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

Information on brake support systems

These braking support systems can help the driver in critical driving or braking situations. The driver is responsible for driving safety →⚠.

The brake pedal may move or noises may occur while the brake support systems are regulating. Continue to brake with the necessary force, and if necessary steer the vehicle.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the same tyres.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

Depending on the equipment level, adjustments can be made to the vehicle settings for ESC and TCS *(→ Brake support systems)*.

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and to improve driving stability in certain driving situations →⚠.

Traction control system (TCS)

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills *(→ Brake support systems)*.

Anti-lock brake system (ABS)

The anti-lock brake system can prevent the wheels from locking when the brakes are applied up until the point where the vehicle is nearly stationary and assists the driver in steering the vehicle and keeping it under control *(→ Brake support systems)*.

Brake Assist system

The brake assist system can help to reduce the stopping distance. The brake assist system reinforces brake pressure when the driver depresses the brake pedal quickly in an emergency situation.

Electronic differential lock (EDL and XDS)

EDL brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS improves traction by braking interventions in order to keep the vehicle on its intended course.

Automatic Post-Collision Braking System

The multicollision brake automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

— The driver does not depress the accelerator pedal.

— The brake pressure transmitted through the depressed brake pedal is less than the brake pressure introduced by the system.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Do not take risks where safety is concerned.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved.

- Repairs and modifications to your vehicle should only be carried out by a qualified workshop.
- Always use suitable tyres. Driving stability depends on the tyre grip.

⚠ WARNING

Driving without the brake servo can considerably increase the braking distance and thus cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.

Switching TCS, ESC or ESC Sport on and off

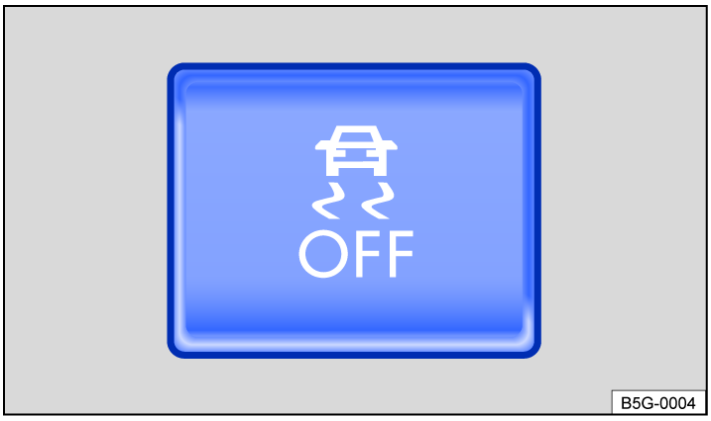


Fig. 1 In the centre console: button for switching TCS, ESC and ESC Sport on and off manually (with some equipment levels).

In the following situations it may be useful to switch off the traction control system (TCS) to achieve better traction:

— When driving in deep snow or on loose surfaces.

— When rocking the vehicle backwards and forwards to free it when stuck.

Then switch the TCS back on again.

Switching TCS or ESC Sport or ESC on and off

ASR, ESC and ESC Sport can be switched on or off in the vehicle settings of the infotainment system *(→ Vehicle settings menu)* or via the → *Fig. 1* button → ⚠ depending on the equipment.

With the TCS or ESC switched off, or the ESC Sport switched on, the yellow indicator lamp in the instrument cluster display lights up.

Press the button for approximately one second:

— *Applies to Golf GTI , Golf GTD*: TCS switched off.

— *Applies to Golf R*: TCS switched off and ESC Sport switched on.

Switch on TCS: press the button again.

Press the button for approximately three seconds:

— *Applies to Golf GTI , Golf GTD:* TCS switched off and ESC Sport switched on.

— *Applies to Golf R*: TCS and ESC switched off.

Switch on TCS and ESC: press the button again.

⚠ WARNING

With the ESC switched off, there is a much greater chance of the vehicle breaking away than with the ESC switched on! It can be difficult for untrained drivers to retain control of the vehicle, especially at high speeds. This can result in accidents and severe injuries.

- Volkswagen therefore recommends switching off the ESC only in the following conditions:
  - When driving the vehicle on a closed track or racetrack.
  - If you as a driver have experience of a sporty driving style in racing mode.
- Never take a safety risk and observe the laws of physics.

ABS failure or fault

Indicator lamp lights up yellow.

— Go to a qualified workshop. The vehicle can be braked without ABS.

ESC or TCS is taking corrective action

Indicator lamp flashes yellow.

ESC switched off manually

Indicator lamp lights up yellow.

TCS switched off manually

Indicator lamp lights up yellow.

ESC Sport switched on

Indicator lamp lights up yellow.

ESC switched off for system reasons

Indicator lamp lights up yellow.

— Switch the ignition off and on.

— Drive a short distance at a speed of 15 – 20 km/h(9 – 12 mph) if necessary.

— If the indicator lamp continues to light up, seek expert assistance.

The brake support systems make noises

Noises may be heard when the brake support systems are performing control interventions.

WARNING

- If the brake warning lamp lights up together with the ABS indicator lamp the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle. If possible, reduce your speed and drive carefully at low speed to the nearest qualified workshop in order to have the brake system tested. Avoid sudden braking and driving manoeuvres on the way.
- If the ABS indicator lamp does not go out or comes on while the vehicle is in motion, the ABS is not working properly. The vehicle can be stopped using the normal brakes only (without the anti-lock brake system). The protection provided by the anti-lock brake system is no longer available. Go to a qualified workshop as soon as possible.

Introduction to the topic

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing with a weight of max. 2.5 kg(around 5.5 lbs). Never leave any heavy, hard or sharp objects in the pockets.

WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the stowage compartment closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Introduction to the topic

⚠ WARNING

Improper use of the cigarette lighter or ashtray could cause fires, burns and other serious injuries.

- Always use the cigarette lighter properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never put paper or any other combustible materials in the ashtray.

Cigarette lighter

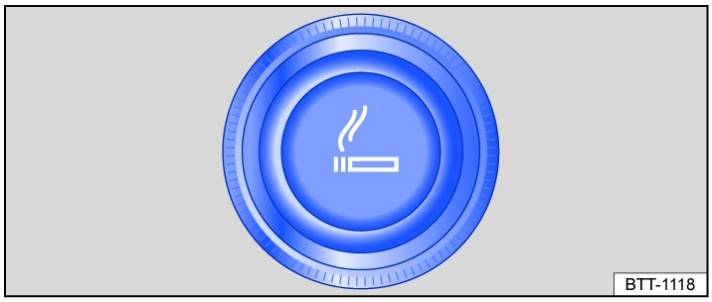


Fig. 1 In the lower part of the centre console: cigarette lighter.

— With the ignition switched on, press in the knob on the cigarette lighter.

— Wait for the lighter to pop out.

— Pull out the cigarette lighter and use *(→ Ashtray and cigarette lighter)*.

The cigarette lighter socket can also be used as a 12-volt socket.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine. When the start/stop system that is fitted in some vehicles automatically switches off and restarts the engine, it is not necessary to switch off any connected electrical consumers.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

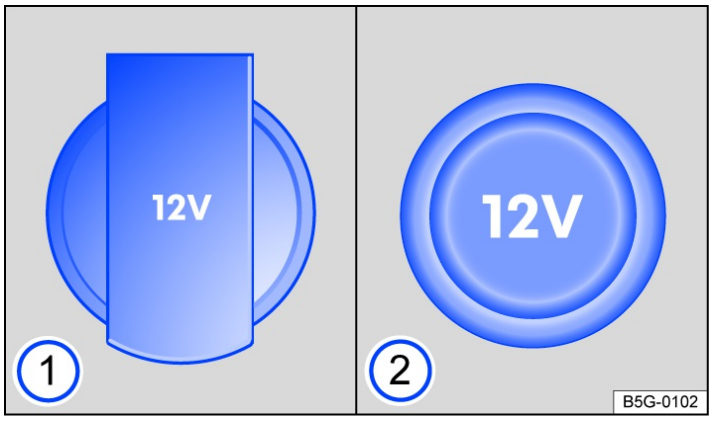


Fig. 1 In the lower part of the centre console and in the luggage compartment: fold-open 12-volt socket (1) or 12-volt socket with removable cover (2).

The maximum power rating is 180 watts.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

If there are several sockets in the vehicle and two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 180 watts *(→ Sockets)*.

Cyber security

Control units for data transmission, interfaces, and media and diagnostic connections are connectivity components, via which information and data can be exchanged between the vehicle and external devices or the Internet. The connectivity components that are not included in all vehicles are, in particular:

— Diagnostic port.

— Control unit with built-in eSIM card (OCU).

— Mobile phone interface.

— Media Control.

— App-Connect.

— Wi-Fi hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— AUX-IN socket.

— SD card slot.

— SIM card slot.

Connectivity components are the key elements for cyber security. In addition to other control units, connectivity components in particular are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile devices, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth® devices and mobile devices in the vehicle than do not contain manipulated data or malware.

— Have the vehicle serviced, repaired and maintained only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Computers, data media and mobile devices that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- In addition to the well-known precautions for using the Internet, you should protect your computer, media, and mobile devices with suitable anti-virus software.
- Regularly update the appropriate anti-virus program with the updates or upgrades provided by the provider.

⚠ WARNING

In spite of the security mechanisms installed in the vehicle, it is not possible to fully exclude the risk of unauthorised access by malware or an internet attack on vehicle functions and control units. Malware that has infected the vehicle can influence or deactivate control units and vehicle functions, or can take over control and lead to serious accidents and fatal injuries.

- Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile devices.
- If the vehicle functions or reacts differently than normal or behaves in an unusual way, reduce your speed(if possible) immediately and in a controlled manner and go immediately to the nearest qualified workshop or seek expert assistance, e.g. tow recovery.

Introduction to the topic

Prior to use, Volkswagen Car-Net has to be activated online by concluding a Car-Net contract with Volkswagen AG. The contract is subject to a country-specific time restriction.

An internet connection connects the vehicle to the computer or mobile device.

Both the Car-Net portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

You can find the procedure for creating a user account, the service description and further information on Volkswagen Car-Net in Europe and Japan at www.volkswagen.com/car-net. The scope and availability of Car-Net services and service portfolios may vary depending on the country, the vehicle, and the equipment.

The voice or search recognition technology for Volkswagen Car-Net® does not recognise and return search results for all words. For example, Google Speech Recognition includes a “Safe Search” feature that prevents the display of search results if (even accidentally) vulgar terms are detected.

Activating Volkswagen Car-Net

Volkswagen Car-Net can be activated at www.volkswagen.com/car-net or, for some vehicles, directly in the Infotainment system:

Step 1: Create a user account.

Step 2: Add a vehicle to your user account.

Step 3: Order Volkswagen Car-Net.

Step 4: Activate Volkswagen Car-Net.

Service description

Read and observe the service description before using Volkswagen Car-Net services. Service descriptions are updated from time to time and made available online.

— Always use the latest edition of the relevant service description.

⚠ WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- If possible, go to another location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and damaging third-party applications.
- Malicious software on data media, computes, tablets and mobile devices.

Services portfolio

The initial assignment of services listed here corresponds to the status as of March 2019 and represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

You can find information on which Car-Net services are actually included in the portfolio at the time when you conclude or renew your contract at www.volkswagen.com/car-net.

Guide & Inform services

Maximum possible scope. Not available in all vehicles and countries.

— 3D City Maps.
— Vehicle Health Report.
— Hybrid Radio.
— Internet Radio.
— News (RSS feeds).
— My Points of Interest (PPOI)
— Weather.
— Parking Spaces.
— Satellite Maps.
— Filling Stations.
— Charging Stations.
— Online Gracenote.
— Online Map Update.
— Online Route Calculation.
— Online POI search (voice control).
— Online POI search (text input)
— Online Destination and Route Import.
— Online Traffic Information.
— Time Manager.

Security & Service services

Maximum possible scope. Not available in all vehicles and countries.

— Departure Times
.
— e-manager
.
— Charging
.
— Air Conditioning
.
— Automatic Accident Notification.
— Driving data.
— Vehicle status.
— Vehicle Health Report.
— Emergency Call Service.
— Breakdown Call.

— Parking Position.
— Service Scheduling.
— Doors & Lights.
— Area Alert.
— Speed Alert.
— Horn & Turn Signals.
— Charging Stations.
— Online Anti-Theft Alarm.
— Online Auxiliary Heater.
— Filling Stations.
— Lock & Unlock.
— Time Manager.

Car-Net status display

The symbols may be marked with Wi-Fi or LTE and indicate the connectivity type.

The current Volkswagen Car-Net status is displayed on the Infotainment screen as follows:

Symbol, meaning	
	White globe + Wi-Fi: “Guide & Inform” is available.
	Grey globe: “Guide & Inform” and/or “Security & Service” are not available or not activated, tracking services1) are inactive.
	Grey globe + Wi-Fi: “Guide & Inform” is not available with established connectivity, tracking services1) are inactive.
	Grey globe, white key: private mode is active. All purchased Volkswagen Car-Net service packages have been deactivated by the user.
	White globe, white key + LTE: personalised private mode is active. A Volkswagen Car-Net service package has been deactivated by the user, tracking services1) are inactive.
	White globe, white vehicle + LTE: “Guide & Inform” and/or “Security & Service” are available, tracking services1) are active.
	Grey globe, white vehicle: “Guide & Inform” is not available or not activated, tracking services1) are active.

1) Relates to the following services: area notification, speed notification, parking position, online theft warning system.

Legal requirements



Fig. 1 Symbol for vehicles that send tracking information.

When using the Volkswagen Car-Net services, information about the vehicle is transmitted and processed online. These data can at least indirectly provide information about the respective driver (driving behaviour, location, etc.). As a contracting party to the Car-Net contract with Volkswagen AG, you must ensure that data protection and personal rights are safeguarded when your vehicle is used by other drivers (e.g. family members or friends). You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

GPS tracking: check with all occupants

Some Volkswagen Car-Net services require geodata and vehicle data to determine whether the vehicle is being used within specified speed thresholds, where the vehicle has been parked or whether the vehicle is being used in a geographically defined area. This information is displayed in the Car-Net Portal and in the Volkswagen We Connect App (formerly Car-Net App).

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the service (if possible) or exclude the occupant from use of the vehicle.

GPS tracking: symbol

If a factory-fitted control unit is used to detect the vehicle's current location and speed, this symbol → *Fig. 1* will be located in the vehicle (e.g. on the roof console). However, the absence of the symbol in the vehicle does not mean that the control unit is not transmitting the current position or speed of the vehicle.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in connection with the Volkswagen Car-Net services can be found in the data protection declaration, which can be accessed in the current version via the Volkswagen homepage.

S-PIN

For some Car-Net services, a special personal identification number (S-PIN) must be entered before each access. The S-PIN must be treated as strictly confidential by the customer. If the S-PIN is disclosed to a third party, the customer must change the S-PIN immediately.

Permanent transfer of the vehicle

If the vehicle has been given to you by another person for permanent use(e.g. used car purchase), Car-Net may already be activated and the previous user may still be able to view data collected via Car-Net and control certain functions of your vehicle.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user. Alternatively, you can use the Infotainment system directly to permanently delete the previous user as the primary user and set the vehicle to offline mode, thereby restricting your vehicle's communication with the Volkswagen AG data server and the processing of vehicle and personal data.

Deactivating Car-Net services

If your vehicle is already equipped with the legally required emergency call function “eCall”, this function will not be affected by the deactivation.

Individual deactivation

You can deactivate the Car-Net services portfolio or individual services in the Infotainment system. The services concerned can then be run again when the deactivation is cancelled in the Infotainment system.

Deactivation by qualified workshop

If you sell the vehicle or lend it for a longer period, inform the user about the services or OCU deactivated by the qualified workshop.

Temporary deactivation: If your vehicle is in a workshop, you may find that the service technicians have deactivated individual or all Car-Net services for the duration of the workshop visit. The services will be available again once the work is complete. In the event that this is not the case, please contact your qualified workshop.

Permanent deactivation: To permanently deactivate the Volkswagen Car-Net portfolio “Security & Service” or “e-Remote”, you must request the OCU to be deactivated by a qualified workshop.

If the OCU has been deactivated, the qualified workshop responsible for the work will attach a sticker inside the vehicle, for example on the roof console. The sticker indicates that the Volkswagen emergency call service, automatic accident notification and all Car-Net services no longer function.



Fig. 1 Retrofitted sticker in the vehicle if Volkswagen Car-Net services have been deactivated by a qualified workshop.

Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the Volkswagen Car-Net services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

— Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
— Changing the mobile phone standard for the transmission of mobile data by telecommunications providers, e.g. from UMTS to EDGE or GPRS.
— An existing mobile telecommunications standard has been shut down by the telecommunications provider.
— Impairment or interruption to mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
— If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
— Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
— Countries and regions where Volkswagen Car-Net services are not available.

Opening the settings menu

MENU ▶ Car-Net ▶ Settings.

The setting options depend on the country and vehicle and are not available in all vehicle models.

Function button and its function:
Network: opens the Network settings menu.
Wi-Fi: opens the Wi-Fi settings to set up the Infotainment system as a Wi-Fi hotspot or to establish a connection with an external Wi-Fi device.
Services administration: activate or deactivate available Volkswagen Car-Net services.
Private mode: deactivate all Volkswagen Car-Net services except the emergency call service for theSecurity & Service services.
Guide & Inform: activate and deactivate the Guide & Inform services.
Security & Service: activate or deactivate the Security & Service services, except the emergency call service.

Introduction to the topic

The privacy function enables the staggered blocking or authorisation of data transmission between the vehicle and the internet.

The required mode can be set in the Infotainment system.

The privacy function applies only to data transmissions via the OCU with an integrated SIM card. The privacy function cannot prevent the transmission of data from a paired mobile device to the telephone interface.

The privacy function is not available with all Volkswagen Infotainment systems.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Please note that every vehicle user can adjust individual privacy function settings. These settings may be different from those preferred by the vehicle owner.

Glossary

In order to permit or prevent data transmission, activate one of the following modes on the Infotainment system.

Mode: Maximum privacy 

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services are deactivated and do not transmit any data.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card is deactivated.
  — All vehicle functions that require an online connection via the eSIM card are deactivated *(→ Privacy settings)*.
— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers, certificates. This can restrict functions and services or mean that they are not available.
— Legally required services cannot be deactivated and still transmit data.

Mode: No position data 

The following happens in this mode:

— The current position of the vehicle is not transmitted.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated *(→ Privacy settings)*.

Mode: Use my position 

The following happens in this mode:

— Information on the current position of the vehicle is not provided to other persons.
  — All tracking services remain activated.
  — Only the primary user can access the positioning data of the vehicle via theWe Connect portal or We Connect app.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Mode: Share my position 

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services can transmit and receive data without restriction.
  — All tracking services are activated.
  — The primary user and secondary users can access the positioning data of the vehicle via theWe Connect portal or We Connect app.
— The eSIM card is activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

Symbol, meaning	
	grey bullet point (offline): no connection to the Internet.
	white bullet point (online): connection to the Internet.
	Flag for maximum privacy settings mode.
	Flag for no location mode.
	Flag for use location mode.
	Flag for share location mode.

Example of the maximum privacy settings display:  .

Effects on online functions and tracking services

If data transfer is restricted, the following online functions and tracking services cannot be executed, for example.

Online vehicle functions

— Emergency Call Service.

— Online Voice Control.

— Online Map Update.

— Online Software Update.

— Online Traffic Information.

— Personalisation.

— We Connect registration and activation.

Tracking services

— Vehicle tracking.

— Area Alert.

— Speed Alert.

— Online Anti-Theft Alarm.

— Parking Position.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

Introduction to the topic

The “Volkswagen Media Control” app can be used to remotely control certain functions in radio mode, media mode and navigation mode. Information can be exchanged between a mobile device and the Infotainment system. The individual functions can then be operated via the mobile device.

The availability and functions of the “Volkswagen Media Control” app vary depending on country and the mobile device used.

Prerequisites for operation:

— A mobile device.

— The “Volkswagen Media Control” app is available on the respective mobile device.

— A Wi-Fi connection between the Infotainment system and the mobile device must be established , *(→ Wi-Fi)*.

— ☑ Mobile device data transfer is activated. *(→ Media control)*

Recommended setup:

— Mobile device as a Wi-Fi hotspot with the Infotainment system as a client in its Wi-Fi.

— Infotainment system as a Wi-Fi hotspot with a separate Media Control mobile device as a client in its Wi-Fi.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible mobile devices, certified apps and availability is available at the homepage of Volkswagen or from your Volkswagen dealership.

The telephone functions are not included in this app.

Data transfer and control functions

Using Volkswagen Media Control, the factory-fitted Infotainment system can be operated from other seats as follows:

— Remote control of the radio and media player.

— Remote control of the media playback function.

Moreover, using the Infotainment system, playback of audio data and video files on up to two tablets can be controlled via the Media Control main menu.

Depending on the country and device, you can exchange the following information between the mobile device and the Infotainment system:

— Navigation destinations.

— Traffic information.

— Content of social media networks.

— Audio transmission.

— Video transmission.

— Display of vehicle data.

Media Control main menu

Availability of the Media Control main menu, functions and display of symbols are country-dependent and dependent on the Infotainment system used.

Symbols in the Media Control **main menu:**



Opens the media browser.



Opens the Volkswagen Media Control Settings menu *(→ Media control)*



Opens the playback view.

 and 

Start or pause playback. When two tablets are connected, the playback is always started or paused on both tablets.



Audio playback takes place via the vehicle loudspeakers.



Plays the previous track in the playlist.



Plays the next track in the playlist.



Reduces the playback volume.



Increases the playback volume.

Media playback on up to two connected tablets can be controlled via the Infotainment system via theMedia Control main menu.

When two tablets are connected, playback is always started on both tablets. For this, the media file to be played need only be on one of the two tablets.

Music being played can also be played back using the vehicle speakers.

Opening the Media Control **main menu**

— Touch MENU ▶ Media ▶ Media Control to open the Media Control main menu.
OR:Touch MENU ▶ Media Control to open the Media Control main menu.

Mobile devices connected via Wi-Fi are displayed in the basic view in the main menu.

Starting playback on connected tablets

— Touch to open the media browser.
— Select the connected tablet from the list on which the media file to be played is saved.
— Select the category from the list according to which the saved media files should be sorted.
— Select the media file to be played.

The selected media file is played on all connected tablets.

Opening the Volkswagen Media Control settings **menu**

The navigation to the Media Control main menu depends on the Infotainment system used.

— Touch MENU ▶ Media ▶ Media Control to open the Media Control main menu.

OR:Touch MENU ▶ Media Control to open the Media Control main menu.

— Touch Settings.

Function buttons in the Volkswagen Media Control settings **menu**

Wi-Fi:

opens the Wi-Fi and mobile hotspot settings menu to establish a Wi-Fi connection with a mobile device.

☑ Mobile device data transfer:

data transfer for mobile devices is activated.

Operation via apps:

opens a context menu with the selection options Deactivate (operation of the Infotainment system via the tablet is deactivated), Confirm (operation of the Infotainment system via the tablet requires confirmation on the Infotainment system) and Allow (operation of the Infotainment system via the tablet is activated).

Introduction to the topic

Some Infotainment systems can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

Some Infotainment systems can use the Wi-Fi hotspot of an external Wi-Fi device(Wi-Fi client) *(→ Wi-Fi)*.

A data connection is required to set up a connection to the internet and to use services such as We Connect.

The Wi-Fi connection is encrypted using WPA2 protection by default for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.

The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile phone tariff which includes a data flat rate. For more information contact your mobile telephone provider.

Depending on your mobile telephone tariff, additional costs(such as roaming charges) may be charged for loading and using online data packages, especially if you use these services abroad.

Setting up a data connection

eSIM (embedded SIM)

The vehicle has an online connectivity unit with embedded SIM card (eSIM). In order to use this eSIM, you must purchase data plans for use via the In-Car-Shop.

The following must be activated in the Settings menu:

— Either Network settings ▶ *Allow internet connection*.

— Or Data connection ▶ *Integrated data connection*.

SIM card in SIM card reader

Suitable SIM card in SIM card reader . *Allow internet connection* must be activated in the Network settings menu. A stable network can be set up only with a compatible SIM card.

Car-Stick

Suitable Car-Stick in suitable USB socket *(→ Car-Stick)*. *Allow internet connection* must be activated in the Network settings menu.

Bluetooth® profile rSAP

The Infotainment system is connected with a suitable mobile device via the Bluetooth® profile rSAP. *Allow internet connection* must be activated in the Network settings menu.

External Wi-Fi device

Use the Wi-Fi hotspot of an external mobile device *(→ Wi-Fi)*.

Configuring a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

In order to establish a connection to the Internet and be able to use Volkswagen Car-Net, for example, a data connection is additionally required, for example via an internal eSIM card, a CarStick or an external Wi-Fi device. The possible data connection types vary according to country and depend on the Infotainment system used.

Setting up the Wi-Fi connection

- Touch MENU ▶ Settings ▶ Wi-Fi ▶ mobile hotspot, to open the Hotspot (Wi-Fi) settings menu.
- Activate the ☑ Mobile hotspot checkbox.
- Touch Hotspot (Wi-Fi) settings. Obtain the name of the hotspot and the network key from the Hotspot (Wi-Fi) settings sub-menu.
- Enter the displayed network key on the mobile device and confirm.
- The Wi-Fi connection is set up. It may be necessary to enter further information on the mobile device to complete the connection.
- Repeat the procedure to connect further mobile devices.

The following hotspot settings can also be adjusted in the Hotspot (Wi-Fi) settings menu:

Security level:
the encryption type WPA2 is displayed. The encryption type WPA2 automatically generates a network key.

Network key:
automatically generated network key. Touch the function button to manually change the network key. The network key should consist of at least 8 and a maximum of 63 characters.

SSID:
name of the Wi-Fi network (maximum 32 characters). Touch the function key in order to change the name of the Wi-Fi network manually.

☐ Do not send network name (SSID):
tick this checkbox to switch off visibility of the Wi-Fi network.

Connecting CarStick to a USB port

The suitable CarStick is connected to the vehicle USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available sticks (e.g. UMTS sticks) are not compatible with the Infotainment system. A suitable CarStick is available from Volkswagen dealerships.

Depending on the country and the vehicle equipment level, the vehicle may be fitted with one or more USB connections.

The fitting location of the USB connections depends on the vehicle.

It is not possible to connect to the Internet via a CarStick on all Infotainment systems.

Connecting

To install the CarStick and connect to the Internet, read and observe the manual for the CarStick.

Additional settings may be necessary *(→ Wi-Fi)*.

The availability of a suitable CarStick depends on the country concerned. Information about availability is available on the Volkswagen website or from your Volkswagen dealership.

If the connected CarStick is not recognised, close the connections with all devices and connect the CarStick again.

Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

WPS with Infotainment system as Wi-Fi hotspot

- MENU ▶ ⚙ ▶ Wi-Fi ▶ Mobile Hotspot (Wi-Fi), to access the menu Hotspot settings.
- Touch WPS quick connection (WPS button).
- Activate WPS on the mobile device to be connected.

  The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
- Repeat the procedure to connect further mobile devices.

It is possible to establish only one WPS connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

- Touch MENU ▶ Settings ⚙ ▶ Wi-Fi ▶ Wi-Fi, to open the Hotspot (Wi-Fi) menu.
- Touch WPS quick connection (WPS button).
- Activate WPS on the external Wi-Fi device.
- The Wi-Fi connection is set up. It may be necessary to enter further information on the mobile device to complete the connection.

WPS is not supported by all mobile devices or other external Wi-Fi devices. Establish the connection manually in this case:

— Set up the Infotainment system as a Wi-Fi hotspot

.

— Connect the Infotainment system as a client to an external Wi-Fi device *(→ Wi-Fi)*.

Configuring a Wi-Fi client

The Infotainment system can use the Wi-Fi hotspot of an external Wi-Fi device, such as a mobile phone, to establish an Internet connection to use online services.

Setting up the Wi-Fi connection

— Activate the Wi-Fi hotspot on the Wi-Fi device; refer to the manufacturer's operating instructions.

— Touch MENU ▶ Settings ▶ Wi-Fi ▶ Wi-Fi, to open the Hotspot (Wi-Fi) menu.

— Activate Wi-Fi on the Infotainment system. For this, activate the ☑ Wi-Fi checkbox.

— Touch Find and select the required Wi-Fi hotspot from the list. The search process for available Wi-Fi hotspots may take a few seconds.

— If necessary, enter the Wi-Fi hotspot network key on the Infotainment system and confirm with OK.

The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

Manual settings: enter the network settings of an external Wi-Fi device manually.

The infotainment system cannot be used simultaneously as a hotspot and as a client of a Wi-Fi network. To connect the infotainment system as a client with a Wi-Fi device, the hotspot of the infotainment system must first be switched off.

Due to the large number of possible Wi-Fi devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the Wi-Fi function is country-specific and may vary.

Opening the Network settings **menu**

— Touch MENU ▶ SETTINGS to open the System settings menu.
OR: In the Car-Net main menu touch Settings to open the Car-Net settings (online services) menu.
— Touch Network to open the Network settings menu.
— To adjust the settings for a certain function, touch the appropriate function button. Changes are automatically stored when a menu is closed.

Note: the Network Settings menu is visible only when a SIM card is inserted in the Infotainment system, if there is a Bluetooth® rSAP connection , or if a suitable CarStick is connected to the Infotainment system.

Function buttons in the Network settings **menu**

Network settings
Opens the submenu for setting up the connection with the mobile provider (Mobile settings menu) from which the used SIM card was purchased.

☐ Data roaming:
data roaming is deactivated. Data roaming must be activated before a data connection can be used in other countries. This may entail additional charges. Contact your mobile network operator for information on roaming charges.

Current connection details:
displays the data packets sent and received via the Infotainment system. The display may differ from the data of the mobile network operator (provider).

Restore factory settings:
resetting to the factory settings deletes any inputs and settings that have been made.

Internet connection:
opens a context menu with the selection options Do not allow (data connection is not established), Display message (data connection is established only after confirmation of the query) and Always allow (data connection is established automatically).

Function buttons in the Mobile settings **menu**

Access point name:
name of the access point of the mobile provider for the mobile connection. The name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

User name:
user name for accessing the mobile provider's access point. The user name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

Password:
password for establishing the mobile connection. The password is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

Authentication:
authentication (confirmation of identity check) may be necessary with some mobile providers. If this is the case select Secure, otherwise select Normal.

Reset automatic connection settings:
any inputs and settings made are reset to default settings.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile device on the Infotainment system screen.

The mobile device must be connected to the Infotainment system using a USB interface with a data transfer function.

The following technologies may be available:

— Apple CarPlay.

— Android Auto™.

— MirrorLink®.

The availability of the App-Connect technologies is country-specific and may vary according to the mobile device.

For more information please visit the Volkswagen website.

Opening the App-Connect **main menu**

Navigation to the App-Connect main menu depends on the Infotainment system used.

- MENU ▶ .
  OR: press the APP Infotainment button.

WARNING

Using applications while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Always drive carefully and responsibly.

WARNING

Applications which are used unsuitably or incorrectly can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile device and the applications on it from misuse.
- Do not make changes to the applications.
- Observe the operating manual for the mobile device.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty applications, inadequate programming of applications, insufficient network strength or loss of data during transmission or by misuse of the mobile devices.

Applications (apps)

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile devices to be shown on the Infotainment system screen.

There may be problems with compatibility with third-party apps.

Apps, their use, and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile devices and all operating systems.

The apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and upgraded without prior notice.

In order to avoid distracting the driver, only certified apps can be used when driving .

Icons and settings for App-Connect

Symbols in the menu App-Connect

The actual symbols present depend on the installed Infotainment system and the vehicle model.



Show further information.



Open the App-Connect settings menu.



Open the App-Connect settings menu.



Select Apple CarPlay technology.



Select technology Android Auto™.

MirrorLink®

Select MirrorLink® technology.

Possible settings in the App-Connect settings menu

The setting options depend on the installed Infotainment system.

Mobile devices

Open Device Manager.

☑ Activate data transfer for VW apps:

data transfer for Volkswagen apps is activated.

☑Allow MirrorLink information to be shown

information is displayed in MirrorLink® mode.

Apple CarPlay™

Requirements for Apple CarPlay

Checklist

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ The iPhone must be connected to the Infotainment system via a USB port. Only USB connections with data transfer are suitable for using Apple CarPlay.

✓ The USB cable used must be an original Apple cable.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability is available on the homepage of Volkswagen and Apple CarPlay™ or from your Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch Apple CarPlay to set up a connection with the iPhone.

Disconnecting

- In Apple CarPlay mode, touch to go to the App-Connect main menu.
- Touch to terminate the active connection.

How the function buttons are displayed on the screen may vary.

Points to note

Please note the following points during an active Apple CarPlay connection:

— Bluetooth® connections between the iPhone and the Infotainment system are not possible.

— An active Bluetooth® connection is terminated automatically.

— Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are not available.

— The connected iPhone cannot be used as a media device in the Media main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— No turning instructions are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

— Touch briefly to start voice control of the Infotainment system.

— Press and hold to start the voice control (Siri) function of the connected iPhone.

Android Auto™

Requirements for Android Auto™

Checklist

The following conditions must be fulfilled in order to use Android Auto™:

✓ The mobile device – hereinafter referred to as a smartphone – must support Android Auto™.

✓ An Android Auto™ app must be installed on the smartphone.

✓ The smartphone must be connected to the Infotainment system via a USB connection with data transfer.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and Android Auto™ or from your Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The requirements for using Android Auto™ must be met.

Start Android Auto™:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch Android Auto to set up a connection with the smartphone.

Disconnecting

- In Android Auto™ mode, touch Back to Volkswagen to return to the App-Connect main menu.
- Touch to terminate the active connection.

Points to note

The following points apply when an Android Auto™ connection is active:

— An active Android Auto™ device can also be connected simultaneously to the Infotainment system via Bluetooth® (HFP profile).

— It is possible to use telephone functions via Android Auto™. If the Android Auto™ device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function of the Infotainment system can also be used.

— An active Android Auto™ device cannot be used as a media device in the Media main menu.

— It is not possible to use the Android Auto™ navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— The instrument cluster display shows information about the telephone mode.

— No information about turning off at junctions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

— Touch briefly to start voice control of the Infotainment system.

— Touch and hold to start the voice control function of the connected smartphone.

MirrorLink®

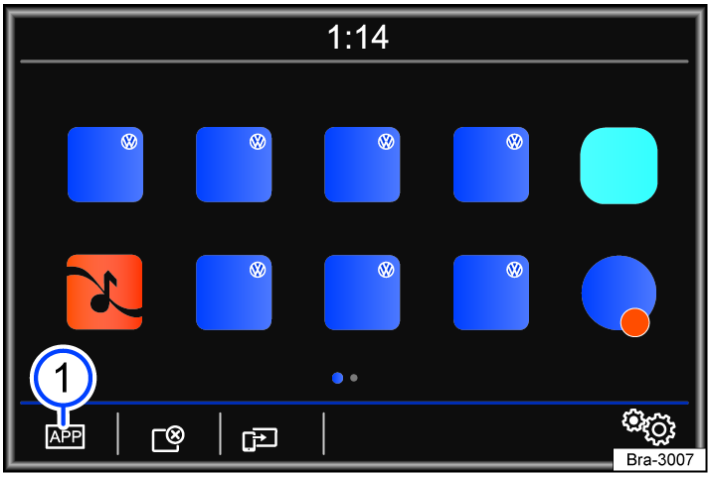


Fig. 1 MirrorLink® main menu: function buttons in the overview of compatible apps.

Function buttons

Function buttons and what they do:

APP

Goes back to the App-Connect main menu. Here you can end the MirrorLink® connection, connect another mobile device or select another technology.

Touch to close any open apps. Then touch apps to be closed or touch the function button Close All to close all open apps.

Touch to display the screen of the mobile device on the Infotainment system screen.

Open the MirrorLink® settings.

Touch to return to the MirrorLink® main menu.

Prerequisites for MirrorLink®

Checklist

The following conditions must be fulfilled in order to use MirrorLink®:

✓ The mobile device must support MirrorLink®.

✓ The mobile device must be connected to the Infotainment system via a USB port with data transfer.

✓ The USB cable used must be an original cable of the mobile device manufacturer.

✓ Depending on the mobile device used, a suitable Car-Mode appmust be installed on the device for using MirrorLink®.

Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile device when establishing a connection for the first time.

The requirements for using MirrorLink® must be met.

Start MirrorLink®:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch MirrorLink to set up a connection with the mobile device.

Disconnecting

- When MirrorLink® is in use, touch APP to return to the App-Connect main menu.
  OR: touch to go to the MirrorLink® main menu.
- Touch to terminate the active connection.

Points to note

The following points need to be noted during an active MirrorLink® connection:

— An active MirrorLink® device can also be connected simultaneously to the Infotainment system via Bluetooth®.

— If the MirrorLink® device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function on the Infotainment system can also be used.

— An active MirrorLink® device cannot be used as a media device in theMedia main menu.

— The instrument cluster display shows information about the telephone mode.

— No information about turning off at junctions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and MirrorLink® or from your Volkswagen dealership.

Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ according to country and vehicle. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

AUX-IN socket

The AUX-IN socket is a cable connection which can be operated only using a suitable connecting cable with a 3.5 mm jack.

AUX IN sockets are only available on some vehicles and not in all markets.

Characteristics of an AUX-IN socket


The connected external audio source is played over the vehicle speakers and cannot be controlled with the Infotainment system.

An external audio source connected to the socket is indicated by AUX on the Infotainment system.

Possible fitting locations of the AUX-IN socket:

— on the front of the Infotainment system.

— in the storage compartment of the centre armrest in the front.

— in the lower section of the centre console.

Connecting an external audio source

- Reduce the volume on the Infotainment system.
- Connect an external audio source to the AUX-IN socket.
- Start playback on the external audio source.
- Touch MENU ▶ Media to open the Media main menu.
  OR: press the MEDIA Infotainment button to open the Media main menu.
- Touch and select AUX.

The playback volume of the external audio source should be adjusted to the volume of the other audio sources .

Once the audio source has been changed in the Infotainment system, the external audio source continues to run in the background.

The audio source function button ( ) in the Media main menu can vary if another audio source is already connected to the Infotainment system (e.g. via Bluetooth® or USB) and selected.

Preparing the external audio source for removal

The external audio source must be prepared before removal.

- Stop playback.
- In the Media main menu, select the Settings system settings.
- Touch Remove safely and then select AUX.
- Disconnect the connection cable of the external audio source from the Infotainment system.

When the playback on the external audio source has ended or the plug is pulled out from the AUX-IN socket, the Infotainment system remains in the AUX menu. When selecting another audio source, the external source continues to run in the background.

Interference may occur if the external audio source is powered from the vehicle's 12-volt socket.

USB port

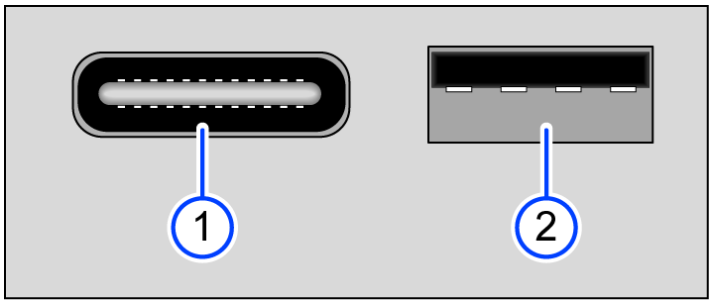


Fig. 1 Possible USB ports in the vehicle:

(1) USB port, Type C.
(2) USB port, Type A.

USB port type and methods

The following USB ports may be available in the vehicle:

— Type A: suitable for data transfer and the charging function.
— Type A: suitable only for the charging function (for charging batteries of external devices).
— Type C: suitable for data transfer and the charging function.
— Type C: suitable only for the charging function (for charging batteries of external devices).

Each USB port is a cable connection which can only be operated using a suitable connecting cable.

The USB port supplies the customary USB voltage of 5 volts.

USB type, method, quantity and installation positions of the USB ports are vehicle-dependent.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in “mass storage mode”. Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB port can be played and controlled via the Infotainment system.

Before connecting an audio source, check which USB port is installed in your vehicle. Only use suitable USB connection cables, appropriate for the respective USB type.

— USB ports “Type A” and “Type C” have different connector shapes.

Possible fitting locations of USB ports

— on the front of the Infotainment system.
— in the storage compartment of the centre armrest in the front.
— in the lower section of the centre console.

Connecting external data media to the USB port

- Reduce the volume on the Infotainment system.
- Connect external data media to the USB port.
- Start playback on the external audio source.
- Touch to access the Media menu.
- Select USB as the media source.

iPod-specific list views (Playlists, Artists, Albums etc.) can be displayed under ☰ or LIST.

Notes and restrictions

The number of USB connections and compatibility with Apple devices and other media players depends on the equipment level.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard disks with a capacity greater than 32 GB sometimes need to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

Please observe further limitations and notes on the requirements for media sources .

Do not connect or use USB extension cables or USB hubs.

Disconnecting

The connected data medium must be prepared for removal before you disconnect it.

Apple devices and devices with “Media Transfer Protocol (MTP)” can be separated from the system without logging off from the system.

▷ ▸ ⚙ ▸ Media settings ▸ Remove safely Touch ▸ USB. The sensor field is greyed out when the disconnection of the data medium is successful.

- Remove the data medium from the Infotainment system.

Bluetooth® interface

The Bluetooth® interface is a wireless connection.

In Bluetooth® audio mode, audio files from a Bluetooth® audio source (e.g. mobile device) that is connected via Bluetooth® can be played over the vehicle loudspeakers (Bluetooth® audio playback).

Bluetooth® audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Prerequisites

— The Bluetooth® audio source must support the A2DP Bluetooth® profile.

— In the Bluetooth settings menu, the ☑ Bluetooth audio (A2DP/AVRCP) function must be activated .

Controlling playback

The extent to which the Bluetooth® audio source can be controlled via the Infotainment system varies depending on which Bluetooth® audio source is connected.

With media players that support the AVRCP Bluetooth® profile, playback on the Bluetooth® audio source can be automatically started or stopped when the unit is switched to Bluetooth® audio mode or to a different audio source. In addition, depending on the Bluetooth® audio source, tracks can be displayed and changed via the Infotainment system.

Due to the large number of possible Bluetooth® audio sources, it is not possible to guarantee fault-free operation of all described functions. The Volkswagen website contains a list of compatible mobile devices.

Always switch off the warning and alert sounds on a connected Bluetooth® audio source, e.g. sounds generated when pressing the keys on a mobile device, to prevent interference noise and malfunctions.

Depending on the device, the Bluetooth® audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth® and the USB port simultaneously.

Connecting an external audio source via Wi-Fi

The Wi-FI connection is a wireless connection.

In the Wi-Fi mode, sources connected via Wi-Fi(e.g. mobile devices) can be used for audio transmission.

The availability of the Wi-Fi function varies depending on country and the Infotainment system used.

Prerequisites

— The connected audio source must have a suitable application (app) or must support media release under the UPnP (Universal Plug and Play) standard.

— Wi-FI connection to the audio source has been established.

Starting Wi-FI audio transmission

— Reduce the volume on the Infotainment system.

— Touch MENU ▶ MEDIA to open the Media main menu.

— Start the UPnP server application or suitable app for audio playback on the Wi-FI audio source.

— Touch and select Wi-FI.

— Observe the information on the further procedure on the Infotainment system screen and on the Wi-FI audio source screen.

The audio source function button ( ) in the Media main menu can vary if another audio source (e.g. via USB or AUX-IN) is already connected to the Infotainment system and selected.

Controlling playback

The extent to which the Wi-FI audio source can be controlled via the Infotainment system varies depending on what Wi-FI audio source is connected.

Introduction to the topic

The functions and settings of the Infotainment system depend on country, vehicle model and equipment and are not available in all Infotainment systems. These instructions describe the maximum configuration for the vehicle.

Before using for the first time

In order to make full use of the available functions, observe the following before using the Infotainment system for the first time:

— Observe the basic safety instructions ⚠ *(→ Getting started)*.

— Reset the Infotainment system to the factory settings if you have purchased your vehicle as a pre-owned vehicle.

— In order to permit fast access, search for your favourite radio stations and store them to station buttons .

— Use only suitable data media and audio sources.

— Use current map data for the navigation system.

— Pair a mobile device to make telephone calls via the mobile phone interface.

Other applicable documents

Please observe the following documents when using this Infotainment system and its components:

— The operating instructions for the mobile device or audio sources.

— The operating instructions for external data media and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

Activating functions

Some functions that were not yet activated or available at the time of delivery from the factory can be activated retroactively.

Your Volkswagen dealership will be able to give you information on whether and which functions can be activated in your Infotainment system.

If additional functions are activated following production of the vehicle, these instructions and other instructions in the vehicle wallet regarding the functions in question may contain differing or incomplete descriptions.

Safety notes

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Multi-storey car parks, tunnels, high buildings, mountains, and other electrical devices, e.g. battery chargers, can also impair radio reception.

— Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

The factory-installed radio with integrated hardware is networked with the control units installed in the vehicle. Incorrect repair or incorrect removal and installation of the radio therefore lead to an increase risk of accident and injury.

- Never replace the radio with a used radio from end-of-life vehicles or from recycling.
- Have the radio removed and installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Reading information off the screen and operating the Infotainment system can distract you from the road and cause accidents.

- Always drive carefully and responsibly.

⚠ WARNING

Connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and lead to accidents.

⚠ WARNING

Set the volume so that noises outside the vehicle(e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

⚠ WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

⚠ WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only if a mobile device is connected to the vehicle's mobile phone interface that contains an “unlocked” SIM card with sufficient credit, and if there is sufficient network coverage.

⚠ WARNING

Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

⚠ WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

⚠ WARNING

The limit values for electromagnetic radiation in the vehicle may be exceeded, and thus the health of the driver and vehicle occupants may be endangered when operating a mobile or wireless device without a connection to an external aerial. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials of the mobile device and an active medical implant, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile devices immediately if you suspect they may be interfering with an active medical implant or any other medical device.

⚠ WARNING

Mobile devices, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Secure any mobile devices and accessories outside the deployment zone of the airbags or stow them safely.

⚠ WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

⚠ WARNING

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. The screen is no substitute for full concentration on the part of the driver.

⚠ WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

⚠ WARNING

Switch off mobile devices in areas with a risk of explosion.

⚠ WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

NOTICE

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

NOTICE

The loudspeakers may be damaged if the volume is too high or the sound is distorted.

NOTICE

Depending on the country and unit, the unit may be protected against unauthorised use by a security code.
Once the security code has been entered for the first time, it remains stored in the vehicle(convenience radio coding). If the security code needs to be manually cleared, please consult a Volkswagen dealership. This is the case, for example, if the unit has been installed in another vehicle.
If only the vehicle battery has been disconnected, switch on the ignition before switching on the unit again.

Notes on use

— When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.
— Lightly pressing the buttons or touching the touchscreen is sufficient to operate the Infotainment system.
— It is important to make sure the unit is switched on and that the correct date and time are set in the vehicle to ensure the Infotainment system works properly.
— If a function button is missing from the screen or a button, this does not constitute a fault with the unit. It reflects the equipment that is available in the country in question.
— Some functions of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must additionally be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.
— There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
— The Infotainment system needs to start up completely before all displays are available and before it is possible to run functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.
— Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.
— Changes to settings may cause the display content to vary and some aspects of the Infotainment system operation to differ from the descriptions given in this manual.
— In order to ensure that the functionality of the system is not impaired, have any repairs or modifications to the Infotainment system performed only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.
— The Infotainment system is permanently linked to the vehicle and marked with a security code. It therefore cannot be used in another vehicle.
— Using a mobile device in the vehicle may cause noise from the speakers.
— In some countries, the Infotainment system is automatically switched off when the engine is switched off and when the 12-volt vehicle battery charge level is low.
— High speeds, poor weather and poor road conditions, loud noise levels (also outside the vehicle) and also network quality may impair telephone calls in the vehicle.
— In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. The volume reduction can be adjusted in the vehicle.
— Information on the included software and the licence conditions is stored under: ▸ Setup ▸ Copyright.
— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external audio sources and data media are removed where applicable.

Overview and controls for 9.2-inch version

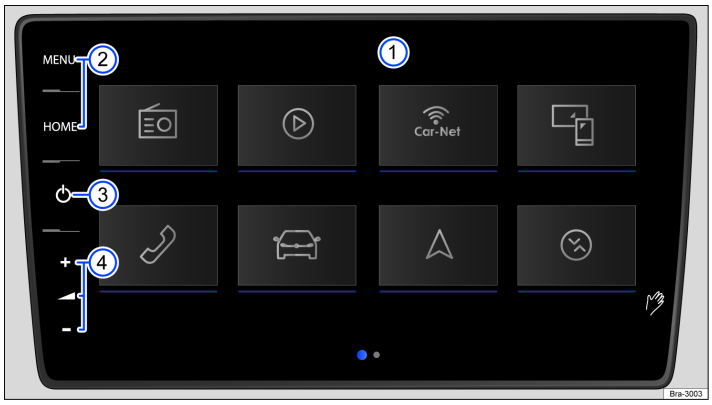


Fig. 1 Overview of control elements (9.2 inch).

1 Screen (touchscreen).

— Cleaning the screen .→ *Cleaning the screen*

2 Sensor fields MENU (make settings) and HOME (open start screen). .

3 Sensor field .

4 Sensor fields and .

Overview and controls for 8-inch version

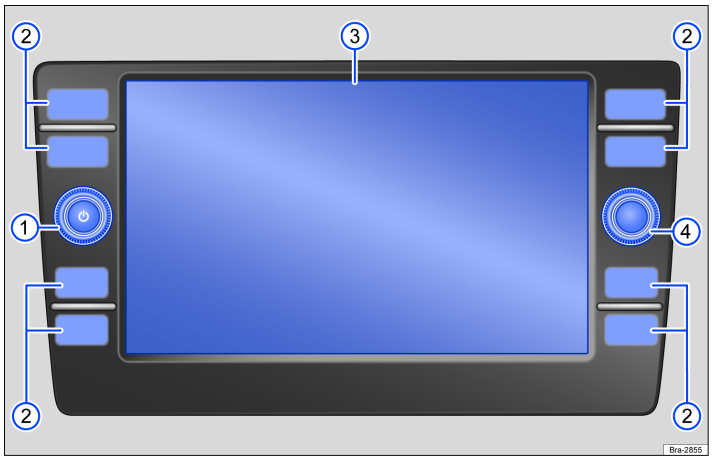


Fig. 1 Overview of control elements (8 inch). The layout may vary depending on the unit and country.

1 Rotary/push knob .

— Press to switch the infotainment system on or off.

— Turn anticlockwise to reduce volume.

— Turn clockwise to increase volume.

2 Infotainment buttons .

3 Screen.

— Cleaning the screen .→ *Cleaning the screen*

4 Menu control .

— Function depends on operating status.

Depending on the equipment, media drives and cable connections are positioned outside the device.

Overview and controls for 6.5-inch version

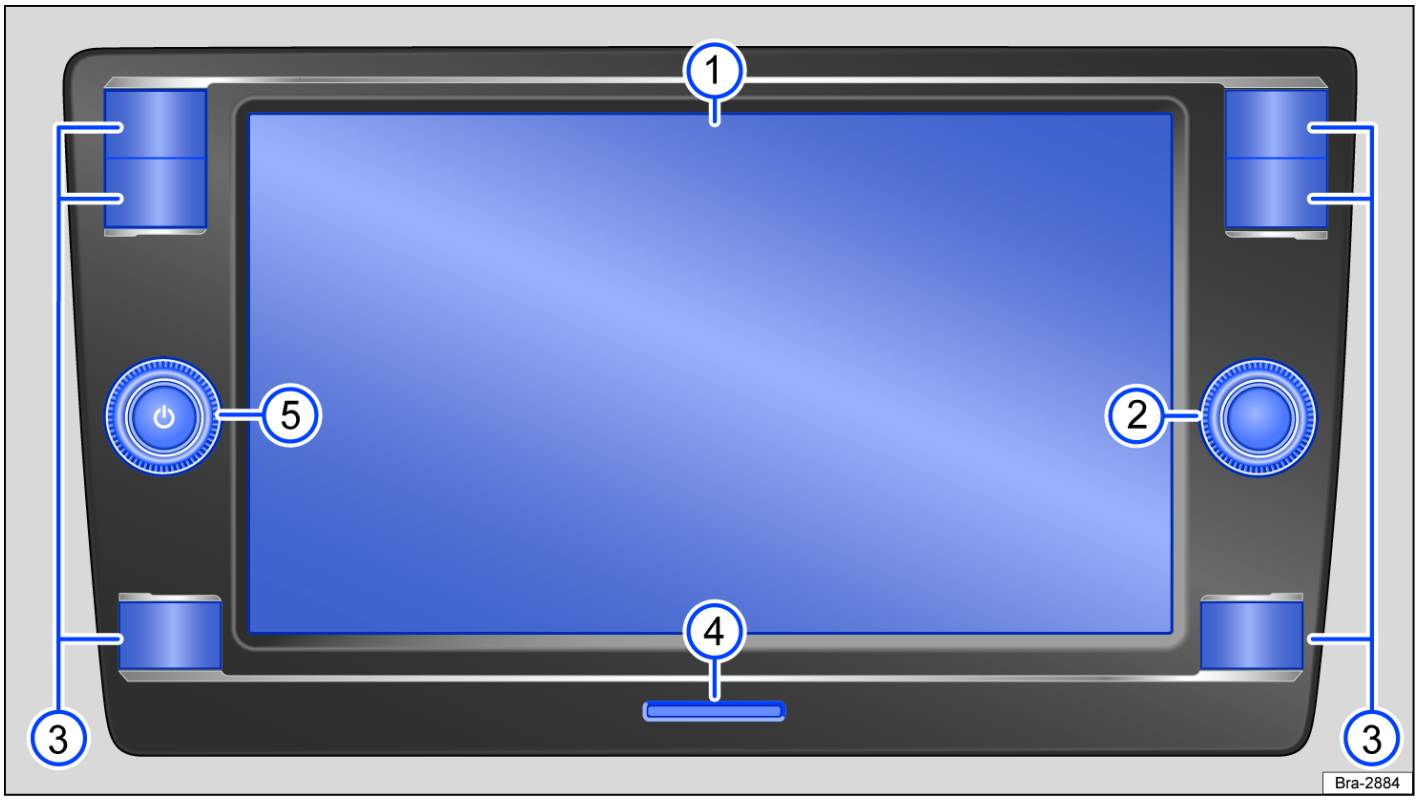


Fig. 1 Overview of control elements (6.5 inch). The layout may vary depending on the unit and country.

(1) Screen (touchscreen).

— Cleaning the screen .→ *Cleaning the screen*

(2) Menu control.

— Function depends on operating status.

(3) Infotainment buttons.

— Call up related path.

(4) SD card slot.

— Slot for SD cards.

(5) Rotary/push knob.

— Press to switch the infotainment system on or off.

— Turn anticlockwise to reduce volume.

— Turn clockwise to increase volume.

Depending on the equipment, media drives and cable connections are positioned outside the device.

Media drives

SD card slots and SIM card drives are available only in some Infotainment systems and markets.

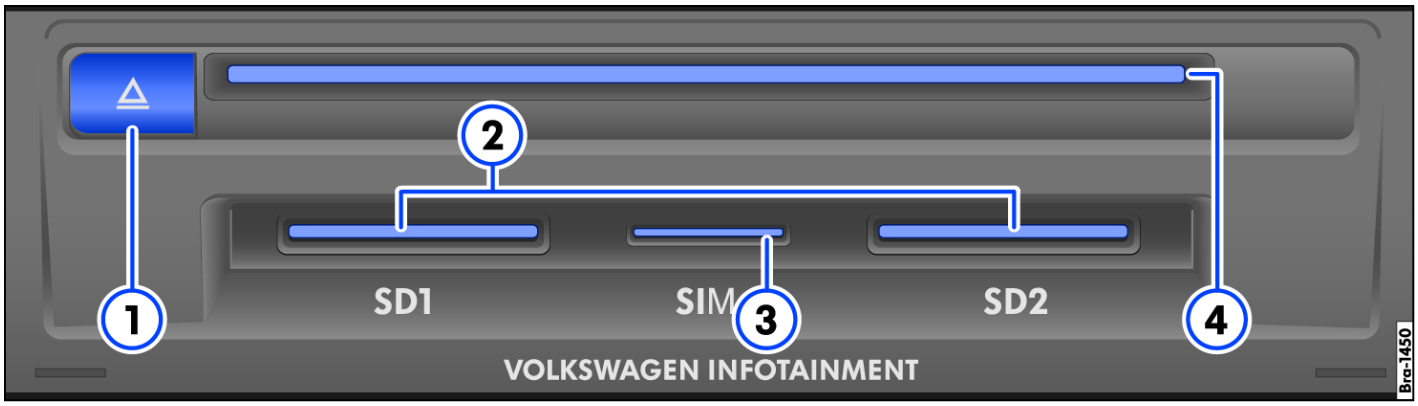


Fig. 1 External media drive; here in the maximum configuration in the glove box.

1. CD/DVD eject button.
2. SD card slots.
3. Mini-SIM card slot.
4. CD/DVD drive.

Media cannot be read or faulty

If the data on an inserted CD, SD card or SIM card cannot be read or the CD, SD card or SIM card is faulty, a corresponding message will be shown on the Infotainment system screen.

A stable network can be set up only with a compatible SIM card.

CD/DVD drive

With some equipment levels, the DVD drive may play only CDs, or CDs and DVDs.

The CD/DVD drive can play both audio CDs and audio data CDs. Please observe the requirements for data media and files *→ Introduction to the topic*.

Uneven road surfaces and strong vibrations may cause the playback to jump. Loading and playback of CDs/DVDs is disabled if the temperature inside the Infotainment system is too high.

When an audio CD without CD text is playing, only Track or TRACK (device-dependent) and the track number (corresponding to the playing order on the data medium) are displayed in the centre line of the screen. If the audio files played contain additional track information (CD text, ID3 tag for MP3 files), it may be displayed on the screen.

With some equipment levels, your vehicle may have an internal or external media drive. The following section of this manual does not differentiate between internal and external media drives.

Inserting a CD/DVD

— Hold the CD/DVD with the printed side facing up.

— Push the CD/DVD into the CD/DVD drive only up to the point where it is drawn in automatically.

When the CD is inserted, playback will start automatically.

Contact a qualified workshop if you insert a number of different CDs/DVDs and receive an error message every time.

Ejecting a CD/DVD

In some countries, the vehicle key must be in the ignition lock of a cabriolet vehicle in order to eject a CD/DVD (anti-theft protection).

— Press ⏏ or EJECT.

The inserted CD/DVD is moved to the output position and must be removed within about ten seconds.

For security reasons, the CD/DVD will be drawn back into the player if it is not removed within approximately 10 seconds, but the unit will not switch to CD/DVD mode.

SD card slot

With some equipment levels, your vehicle may have an internal or external media drive. The following section of this manual does not differentiate between internal and external media drives.

Insert a compatible SD card in the SD card slot to use stored media, e.g. audio files or media files, in the Infotainment system. Supported file formats are displayed in the Infotainment system. Other file formats will be ignored.

Dimensions of compatible SD cards:

✓ 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches)

✓ 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches)

The SD card containing navigation data cannot be used as a storage device for other files. Stored files will not be recognised by the Infotainment system.

Inserting an SD card safely

— Insert the SD card into the SD card slot with the cut-off corner first and the contact surfaces facing down until you feel the card click into place.

— If the SD card cannot be inserted, ensure that it is compatible and that it is positioned correctly.

An inserted SD card is displayed by on the screen.

NOTICE

The SD card slot, SD card or both may be damaged if you insert SD cards with force, if an SD card has the wrong dimensions or if you use an SD card adapter.

If you insert other objects, e.g. SIM cards, in the SD card slot, the object, SD card slot or both may be damaged.

- Do not use excessive force when inserting SD cards.
- Observe the dimensions of compatible SD cards.
- DO not use any SD card adapters.

Ejecting an SD card

In order to avoid data loss, an inserted SD card must be prepared for removal.

1. To prepare the SD card for removal, touch MEDIA ▸ Settings ▸ Media settings ▸ Remove safely ▸ SD card.

   The function button is greyed out once the data medium has been ejected from the system.

   OR: press ~~MENU~~. Then touch Settings ▸ Media settings ▸ Remove safely ▸ SD card.
2. Press on the inserted SD card.
3. Remove the SD card.

SIM card slot

The external media drive for the SIM card may be located in the glove box or in the luggage compartment.

Inserting a SIM card

When the SIM card is inserted, a pop-up window may be displayed on the screen where it is necessary to enter the PIN code of the SIM card.

— Carefully insert a compatible SIM card into the SIM card reader with the cut-off corner first and the lettering facing up (contact surfaces facing down) until you feel the card click into place.

— If a SIM card cannot be inserted, ensure that it is positioned correctly and is compatible with the unit.

NOTICE

Insertion of objects, incorrect insertion or insertion of SIM cards with the incorrect shape or size can damage the SIM card reader and the Infotainment system.

- When inserting a data medium, make sure it is correctly positioned.
- Applying too much pressure when inserting in the SIM card may break the locking mechanism in the SIM card slot.
- Strong vibrations can break the SIM card slot.
- Always insert the SIM card straight into the drive at right angles to the front of the device and without tilting it, as this can cause damage.
- Only use mini SIM cards.
  - Do not use micro SIM cards.
  - Do not use nano SIM cards.

Removing a SIM card

1. End telephone call and data transmission.
2. Press on the inserted SIM card.
3. Remove the SIM card.

NOTICE

Removing the SIM card during a telephone call or during data transmission can lead to data loss and damage the SIM card.

A stable network can be set up only with a compatible SIM card.

Operating the Infotainment system

Depending on equipment, the Infotainment system has different controls:

— Touchscreen.

— Sensor fields outside the screen, e.g. MENU.

— Buttons, e.g. RADIO or PHONE.

— Rotary/push knob.

— Menu control.

Opening the Quick Guide (if available)

You can find further information and tips for operation in the Quick Guide of the Infotainment system.

— HOME ▸ ⓘ ▸ ♡.

Switching the Infotainment system on and off

— Provided that it has not been switched off manually, the Infotainment system is switched on when the ignition is switched on.

— The Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.

The Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume → *Sound settings*.

Switching the Infotainment system on and off manually

— Briefly *press* the rotary/push knob to switch the Infotainment system on and off.

— OR: *touch* to switch the Infotainment system on.

— OR: *press and hold* to switch the Infotainment system off.

The Infotainment system switches off automatically when you open the driver door with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Switch-off delay

If the switched-off Infotainment system is switched on again manually, it will switch itself off again automatically after approximately 30 minutes (switch-off delay).

Adjusting the volume

After switching on, the Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume.

— Turn the rotary/push knob (louder: in clockwise direction, quieter: in anti-clockwise direction).
OR: press + (louder) or − (quieter) on the multifunction steering wheel or in the Infotainment system.

Muting

Any audio source currently being played is paused while the Infotainment system is muted. 🔇 may be shown on the screen.

— Turn the rotary/push knob anticlockwise until the audio source can no longer be heard.

— OR: briefly *touch* the sensor field to mute the device.

— OR: *press and hold* the − button until the audio source is no longer audible.

— OR: press the MUTE button. To cancel the mute function, press the button again or increase the volume with the rotary/push knob.

Reduce the volume of the Infotainment system before switching to another audio source.

Menu control

The menu control can be turned or pressed.

— *Turning* the control allows you to browse lists or open lists of media tracks and radio stations, for example.

— *Pressing* the control opens marked entries, applies settings, and starts or stops functions.

Scrolling through lists, switching tracks

Select the desired function, setting or track of the Infotainment system via the touchscreen or menu control.

Moving objects

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

You can customise menus and views, depending on the equipment fitted.

Zooming images and maps in and out on the touchscreen

Recommendation: use thumb and index finger.

— Touch the map simultaneously with two fingers and keep your fingers on the screen.

— To zoom in views, move your fingers slowly apart.

— To zoom out views, move your fingers slowly towards each other.

Special Infotainment functions

Carry out functions and settings via the controls of the Infotainment system.

MENU and HOME sensor fields

Sensor fields are operated either by lightly *touching* or *pressing and holding* them.

— MENU: open the main menu and select a menu with your finger.

— HOME: open the start screen.

OR: touch or to open the start screen.

Electronic voice enhancer

The electronic voice enhancer automatically detects when the driver is speaking and begins transmitting to the loudspeakers in the passenger compartment.

— Adjust the volume.

— Move the slider to the desired volume.

— To switch off, move the slider to the ~~Off~~ position.

Adjusting the volume

You can adjust the volume in the SOUND menu under Volume.

— Move the corresponding slider to the required position.

OR: adjust the volume in the Sound settings menu.

The voice enhancer is not active during telephone calls and navigation announcements.

Hand gesture control

This function depends on the vehicle and unit and is not available in all Infotainment systems.

Gesture control allows the user to skip forwards and back without touching the touchscreen. Waving gestures can be used instead of the forward and back buttons.

A light reflex shows the content that can be operated by waving.

If the hand for gesture control is detected by the Infotainment system, the symbol is displayed on the screen.

You should not swipe too quickly.

Any gesture control, if enabled, is confirmed by a sound.

— Touch MENU.

— Touch SETUP ▸ Screen to make the settings for gesture control and the related sound.

The following actions can be performed using gesture control:

— Change page in the main menu or another menu.

— Change radio station

— Change track

— Browse images.

— Change TV station.

— Scroll through Car menu.

Settings (system, sound)

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑

The setting is selected and activated or switched on.

◉

The setting is selected and activated or switched on.

☐

The setting is not selected or deactivated or switched off.

◯

The setting is not selected or deactivated or switched off.

▽

Open the drop-down list.

﹀

Open the drop-down list.

+

Increase the setting values.

−

Decrease the setting values.

<

Gradually back.

>

Gradually forwards.



Change setting values with the slider control (infinitely variable).

Sound settings

Open the unit-specific sound settings:

— MENU ▶ Sound.
— OR: SETTINGS ▶ Sound.
— OR: press SOUND.
— OR: press  .
— OR: press SETTINGS or MENU. Touch function button for which you wish to make settings, e.g. Radio.

The following setting options may be available in the sound settings:

— Balance.
— Treble, Mid, Bass.
— Volume.
— Equalizer.
— Sound system.

System settings

Open the unit-specific system settings:

— MENU ▶ Settings.
— OR: press SETTINGS.
— OR: SETTINGS ▶ Settings.

The following functions, information and setting options may be available in the system settings:

— Screen.
— Time and date.
— Bluetooth.
— Remove data media safely.
— Language.
— Additional keyboard languages.
— Units.
— Voice control.
— Wi-Fi.
— Data connection, data transmission.
— Car-Net (online services).
— Manage mobile devices.
— Reset to default settings.
— System information.
— Copyright.
— Configuration assistant.

Speed-dependent volume control

The speed-dependent volume control automatically adjusts the volume in line with the speed of the vehicle.

The level the volume increase is set in steps.

If a low value is set, the volume increases only slightly as the speed of the vehicle increases. At a high setting the volume increases further. Speed-dependent volume adjustment is switched off at 0.

Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

— If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

— If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Cleaning the screen

✓ Switch off the Infotainment system.

✓ Use a soft, clean cloth that is moistened with water. Alternatively, use a cleaning cloth available from Volkswagen dealerships.

✓ Moisten stubborn dirt with only a little water and allow to soak in. Then carefully remove with a clean, soft cloth. Do not use aggressive cleaning products.

NOTICE

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the Infotainment system and “dull” the screen.

Trademarks, licences, copyright

Further information may be provided in the Infotainment system under SETUP ▸ System ▸ Settings ▸ Version.

Trademarks and licences

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Copyright law

Audio and video files stored on data media are normally subject to national and international copyright laws. Observe the legal requirements.

Introduction to the topic

Voice control works online and offline. Voice commands are recorded more accurately in online mode because more data are available. The functions are reduce in offline mode.

Voice control understands questions and statements without the need to learn voice commands. The voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

Loud interior and exterior noises can cause malfunctions and misleading sentences and answers.

Voice control recognises only voice commands in the language set in the Infotainment system.

— Set the preferred language in the Setup system menu.

Test voice control while the vehicle is stationary before starting a journey in order to familiarise yourself with the function.

Supported languages, market-dependent

— *Online and offline*: German, American English, British English, Chinese, French, Italian, Spanish, Czech, Dutch, Norwegian, Polish, Portuguese.
— *Offline*: Bulgarian, Danish, Finnish, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

Prerequisites

✓ *Online and offline*: voice control with corresponding Infotainment system is installed in the vehicle.
✓ *Online*: valid Car-Net contract is activated.

Voice control will be deactivated automatically if there is an incoming call or when Park Distance Control is active.

Getting started

Depending on the country, voice control of the mobile phone interface is switched off and voice control of the Infotainment system is used.

The volume of voice prompts for voice control can be adjusted in the Sound settings menu or by means of the rotary pushbutton knob during a voice prompt or via the sensor fields and .

Help for voice control function

The help for voice control explains the basic operation of voice control. It also describes the main voice commands for the current context.

1. *Voice activation*: say the activation word for voice control. observe the relevant national languages of the activation words.

   OR: *multifunction steering wheel*: press .

   OR: *Infotainment system*: press ~~VOICE~~.
2. Wait for the acoustic signal.
3. Say the voice command in the language set in the instrument cluster.

Language	Voice command
German	Help
English	Help
Spanish	Ayuda
French	Aide
Portuguese	Ajuda
Italian	Aiuto
Czech	Nápověda
Dutch	Help
Russian	Справка
Swedish	Hjälp
Turkish	Yardım
Polish	Pomoc
Japanese	ヘルプ
Chinese	(simplified) 帮助
Chinese	(traditional) 協助

Speaking voice commands

Tips for successful voice commands

✓ Speak clearly. Unclear voice commands are not recognised.

✓ Speak at normal volume. Speak slightly louder at higher speeds.

✓ Avoid outside noises. Open windows and doors may hinder voice control.

✓ Avoid background noise, such as conversations in the vehicle.

✓ Do not point the airflow from the vents towards the microphones or vehicle roof.

✓ Do not over-emphasise words or speak with a strong dialect.

✓ No long pauses when speaking.

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

Starting and stopping voice control

Voice control is active and will recognise spoken words.

Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

— *Voice activation*: say the activation word for voice control. observe the relevant national languages of the activation words.

— Press *Multifunction steering wheel*:  .

— *Infotainment system*: press VOICE.

— A rising acoustic signal indicates that voice control is active.

Voice control ends automatically when you use functions on the Infotainment system, activate the parking system, or when voice outputs occur, e.g. incoming calls or traffic announcements.

Pausing voice control

— Briefly touch the  function button to pause a dialogue.

Ending voice control manually

— *Voice activation*: speak voice command for ending voice control.

— *Multifunction steering wheel*: press the  button on the multifunction steering wheel twice in quick succession (double-click).

— *Infotainment system*: press the VOICE button on the multifunction steering wheel twice in quick succession (double-click).

Wait for the acoustic signal.

Press the  button on the multifunction steering wheel while issuing a voice command. Voice control is cancelled immediately and a warning tone sounds. You can then say a voice command immediately.

Opening the settings menu

— *Infotainment system*: press MENU.

— OR: touch Settings.

— OR: touch Voice control.

The function buttons have the following effects:

Displays example Infotainment system commands

A help menu with voice commands for the current operating area is displayed in the Infotainment system when you activate voice control. Select ☑ to activate.

Displays example instrument cluster commands

A help menu with voice commands for the current operating area is displayed in the instrument cluster when you activate voice control. Select ☑ to activate.

Voice control start tone

A rising tone sequence signals activation of voice control. Select ☑ to activate.

Voice control end tone

A falling tone sequence signals deactivation of voice control. Select ☑ to activate.

Input tone in voice dialogue

In addition to the display on the screen, a short signal sounds as soon as you can speak. Select☑ to activate.

Voice dialogue end tone:

In addition to the display on the screen, a short signal sounds as soon as the system processes what has been spoken. Select ☑ to activate.

Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be changed, deactivated or no longer offered in individual countries.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

Types of radio reception

Depending on the build status of the vehicle and the region in which the Infotainment system is operation, one ore more types of radio reception are available:

— AM: radio reception by amplitude modulation (medium wave MW).
— FM: radio reception by frequency modulation (very high frequency VHF).
— Digital radio: Infotainment systems equipped with a digital receiver can receive the following, depending on country:
  — DAB, DAB+ and DMB Audio.
  — HD radio with additionally offered services.

Symbols and their meaning

General symbols in radio mode



Select the frequency band.



Open station list or channel list.



Select previous station from the station list or station on previous station button.



Select next station from the station list or station on next station button.



Display station buttons.



Display station buttons.



Show radio text.



Display selected station with additional information.



Symbol for a radio station in the station list that is already stored on a station button.



Show settings menu.

--:--

Time display.



Close the window, back to the previous view.

TP
: Traffic Programme (TP) is activated and can be received.

No TP
: The selected traffic news station is not available.

AF off
: Automatic station tracking is switched off.

RDS off
: Radio Data System (RDS) is switched off.

Symbols in the FM/DAB frequency band



Display frequency band for manual selection. Possible only if the combined station list is switched off.



No DAB reception possible.



Slideshow functions are supported.



DAB station supports slideshow.



Slideshow is not available for the DAB station.

Symbols in the AM frequency band



Update station list manually.



Display frequency band for manual selection.

Symbols in Internet Radio mode



Display station selection.



Open full-text search.



Display recently listened to internet radio stations.

TOP
100

Display 100 most frequently listened to internet radio stations.



Display available internet radio podcasts.



Display internet radio stations from the desired country.



Display internet radio stations that broadcast in the desired language.



Display internet radio stations who broadcast programmes from the desired genre.

Function buttons and what they mean in radio mode:

— FM or AM: start FM or AM frequency band.
— DAB: start DAB radio mode.
— Internet Radio: start Internet Radio.
— SCAN: scan function is active. Touch the function button to end the SCAN function.
— Station info: simultaneous display of radio text and slideshows instead of the station buttons.
— Slideshow: slideshows are shown on the whole screen and are not supported by every DAB station.
— Cancel: cancel function.
— Deactivate: deactivate function.

Frequency bands:

Some frequency bands are not available in some countries; in certain countries where they are currently available, they may be suspended, deactivated or no longer available.

AM

Starts radio mode in the AM frequency band.

FM

Starts radio mode in the FM frequency band.

Internet radio

Starts Internet Radio mode.

Changing station group

Station buttons are displayed in groups of six function buttons. To change the station group, touch the one of the grey dots or make a swipe movement if hand gesture control is activated.

Station buttons

Touch the desired station button to listen to a stored station. To store stations, press one of the station buttons until an acoustic signal sounds. Already assigned station buttons are overwritten. It is possible to listen to a stored station only if it is available at the current location.

Tuning, selecting and storing stations

Setting up the radio

– ~~MENU~~ ▸ RADIO. Radio mode is switched on.
OR: press RADIO button.

Selecting a frequency band

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

1. Touch Source or RADIO to open the list of frequency bands and reception modes.
2. Select available frequency band or reception mode.

Searching for and selecting stations

You can select radio stations in different ways. The possibilities vary depending on frequency band and reception mode.

Selecting via frequency band (AM and FM)

1. Turn the menu control to display the frequency band.
2. Touch the cursor, move on the frequency band and release at the desired frequency.

   OR: touch a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency is set.

Selecting from station list (AM and FM/DAB)

The station list shows the stations that can currently be received. In the AM frequency band it may be necessary to manually update the station list if you have left the corresponding region since you last opened the station list. The station list is updated automatically in the FM/DAB frequency band.

1. Open the station list.
2. Touch the function buttons < or > to play the next radio station from the station list or the next receivable radio station.

   OR: *turn* the menu control to browse through the list. *Press* the menu control to selected the required station.

3. Touch the desired station.

The selected station is set. In the case of FM/DAB, the best reception mode is selected automatically according to availability of the station.

If the reception of the selected DAB station is lost and the station cannot be found on the FM frequency band, the radio will be muted.

Using the scan function SCAN (AM and FM/DAB)

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

— Press and release the menu control to start the SCAN function.

OR: Setup ▸ SCAN.

The SCAN function starts and the currently set station is shown on the display. SCAN appears on the display.

— To stop the scan function, press the menu control again or manually select the station with the station buttons.

OR: press the ~~Scan~~ button or another station button.

OR: touch Scan or select a station.

The SCAN function stops and the station is set. The SCAN function button is hidden.

Storing stations to station buttons

Depending on the Infotainment system, you can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Open the station buttons.

   OR: to store the currently set station, *press and hold* the desired station button until an acoustic signal sounds.

   OR: touch an already assigned station button and hold for around 3 seconds.

   Storing a station to a button that has already been assigned will overwrite the station previously stored to that button.

   OR: open the station list and *press and hold* the station you wish to store, and then *touch* the desired station button. *Turn* the menu control to browse through the list. *Press* the menu control to selected the required station.

The station is stored to the selected station button. ☆ is displayed after the station name.

Stations already stored to a station button are indicated in the station list. (E.g. FM1-M1): the displayed station is stored to button 1 in memory level FM1.

AUTOSTORE: automatically storing stations to station buttons

The Autostore function automatically stores the stations with the strongest reception at the current location to the station buttons on memory levels FM 1andFM 2 or AM 1andAM 2.

1. Select the desired frequency band.
2. *Press and hold* the ~~FM/AM~~, ~~FM~~ or ~~AM~~ button for approximately 5 seconds and then *let go*.

During the saving procedure, a relevant message is displayed on the screen. This procedure can take a few seconds.

If no available station is found, a corresponding message is displayed on the screen.

TP (Traffic Programme)

The TP function monitors the reports from a set traffic news station and automatically outputs them in radio mode or during media playback. Reception of a traffic news station must be possible for this.

Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

In the AM frequency band or media mode, the system will always automatically tune to a traffic news station in the

background if one is available.

If no traffic news station can be received, No TP will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to TP again.

Traffic news stations are not available in all countries.

Switching on the TP function

- Touch or ▸ RADIO in radio or media mode.
- Activate ☑ Traffic programme (TP).

Digital radio mode (DAB/DAB+)

The digital radio receiver supports the broadcast standards DAB, DAB+ and DMB, which are currently not available in all countries.

Digital radio in Europe is transmitted on frequency band III (174 MHz to 240 MHz).

Starting DAB radio mode

— MENU ▸ RADIO ▸ DAB.

The DAB station that was last selected will be played if it can still be received at the current location.

DAB additional stations

Some DAB stations provide additional stations on a temporary or continuous basis (e.g. for sport event broadcasts).

If an additional station is available, this will be indicated in the DAB station list by ▸ or > next to the station name.

— Touch the name of the main station in the DAB menu to select an additional station.

OR: select an additional station from the station list.

Automatic station tracking: changing from DAB to FM

DAB is currently not available in all areas. In areas without DAB, is displayed in DAB radio mode.

If it is no longer possible to continue listening to the DAB station (e.g. if DAB is not available), the FM band is automatically changed and (FM) is displayed after the station name. When reception for the corresponding DAB station returns, the unit will switch back to DAB mode after a short time. The (FM) display is hidden.

The requirement for cross-frequency station tracking is that the DAB station and the FM station broadcast the same station ID.

OR: DAB indicates a corresponding station on the FM frequency band and the FM station has a sufficient reception level.

If the reception of the selected DAB station is lost and the station cannot be found on the FM frequency band, the radio will be muted.

Automatic station tracking: switching to other DAB stations

If a DAB station can no longer be received, the Infotainment system first attempts to set a different ensemble with the same station. To activate this, open the Advanced settings menu and select DAB-DAB station tracking. If no other DAB station can be found, it tries to set up an appropriate FM station provided that it can be received. If the ☑ Switch to a similar station option is activated, the system is also able to switch to stations with different content. These are often stations of neighbouring regional broadcasters. The DAB station can indicate the alternative station to which you may switch.

Changing view in radio mode

— Touch View and select the desired additional service.

You can switch between station information, radio text and the slideshow.

Some DAB stations also offer an image-based “slideshow”. Radio stations can transmit information to the Infotainment system in the form of digital images using the slideshow.

After changing station, it may take a while for the slideshow broadcast by the selected DAB station to be loaded in the background.

Station logos

Station logos may be pre-installed in the Infotainment system for some frequency bands or may be imported via a data medium (e.g. SD card). In some countries, station logos can be downloaded from the Volkswagen website or the “Volkswagen radio station logos” page.

Images in standard formats (e.g. jpg, bmp, or png) with a maximum size of 400 x 240 pixels can be used as station logos.

— Store the station logos to a suitable data medium (such as an SD card or USB storage device) in order to then import them into the Infotainment system.

Automatically assigning station logos

Automatically assigning station logos or storing them to station buttons:

— Settings ▸ Advanced settings Activate ▸ Auto-save station logos.

OR: Settings ▸ Advanced settings. Activate ▸ Auto-save station logos.

Manually assigning station logos

1. Touch Settings ▸ Station logos in FM/DAB mode.

   OR: RADIO ▸ Select frequency band ▸ Settings ▸ Station logos.

   ODER: RADIO ▸ Settings ▸ Station logos.
2. Select the station to which you wish to assign a station logo.
3. Optional: select the source on which the logo is stored (e.g. SD).
4. Select station logo.
5. Repeat the process for further stations if desired.
6. End assignment of station logos with .

   OR: press the ~~RADIO~~ button to return to the main menu.

   OR: press the ~~MENU~~ sensor field to return to the main menu.

   OR: touch to switch to the previous view.

Deleting station logos from station buttons

1. Select the desired frequency band in the RADIO menu.
2. Settings ▸ Station logos.
3. Touch the button from which you wish to delete the station logo.

   OR: touch Delete all to delete the station logos from all station buttons.

Radio text (RDS)

RDS (Radio Data System) is a radio data system which enables additional services such as the display of station names, automatic station tracking, radio text and traffic news (TP).

RDS is not available everywhere, nor is it provided by every station.

Depending on the device, RDS can be deactivated in theFM settings menu under Advanced settings.

It is not possible to use any additional services without RDS.

Showing radio text in FM

1. Radio ▸ Settings.
2. Activate ☑ Radio text.

— To hide, deactivate ☐ Radio text.

Showing radio text in DAB

1. Select the DAB frequency band.
2. Touch . To hide, touch the again.
3. Activate ☑ Radio text or deactivate ☐ Radio text radio text.
4. Select one of the following displays:
   — Preset list.
   — Station info.
   — Radio text.
   — Slideshow.

Station name

If RDS is available, station names can be displayed in the RADIO menu and in the FM station list.

FM radio stations may occasionally or continuously broadcast different content on different regional frequencies under the same station name (e.g. Radio 3).

Automatic station tracking

Automatic station tracking is not available in all countries.

By default, automatic station tracking always switches to the currently selected station's frequency that offers the best reception, as the vehicle travels from one area to the next. As a result, you may lose the regional programme you are listening to.

Automatic frequency changing (alternative frequency) and automatic station tracking can be deactivated in the FM Settings .

Fixing station names (FM)

Some radio stations transmit a very long station name, which is shown on the screen as a scrolling text.

— In order to fix the currently displayed text of a radio station, touch the station name and hold it until an audio signal is heard.

Fixed station names are indicated by a dot to each side of the name.

The fixed text is adopted for all the station buttons on which the corresponding radio station is stored.

Introduction to the topic

The term “audio sources” is generally used for data media on which music tracks, audio plays or other audio files are stored. Playback can take place via media drives and wired or wireless connections to the Infotainment system.

Available cable-connected and wireless connections vary depending on the country and the particular device.

No liability can be accepted for damaged or lost files on audio sources and data media.

The owners of the audio sources or data media are responsible for their content.

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer’s instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

Equipment features and media symbols

Tracks, folders and playlists can also be selected by turning the menu control, and can then be loaded or opened by pressing the control.

Audio, media, connectivity:

— Media playback and media control via Bluetooth.

— Audio playback in the following formats:

  — AAC.

  — ALAC.

  — AVI.

  — FLAC.

  — MP3.

  — MP4.

  — WMA.

— Cross-device playlists.

— Cross-source media database:

  — The data of all media sources connected to the Infotainment system are stored in a media database.

— Media search.

Symbols for media sources



Select My media or Sources as the media source. You can select connected USB devices underMy media or Sources.



Select My media or Sources as the media source. You can select connected USB devices underMy media or Sources.



Select a device connected via Bluetooth® as media source.



Select a device connected via Bluetooth® as media source.



Select SD card as media source.



Select external audio source at the AUX-IN socket.



Select external audio source at the AUX-IN socket.



Select CD drive.



Select CD drive.



Select external data medium connected to USB.



Select external data medium connected to USB.



Select internal hard drive (SSD).

Connect an external audio source via Wi-Fi.

General symbols in media operation

Start playback.

Pause playback.

Go to previous track.

Touch briefly *once*: go to the start of the current track.

Touch briefly *twice in quick succession*: go to the start of the previous track. Changes from the first track to the last track on the data medium that is being played.

Press and hold: fast reverse.

Go to next track.

Touch briefly *once*: go to the next track. Changes from the last track to the first track on the data medium that is being played.

Press and hold: fast forward.

Repeat current track.

Repeat all tracks.

Activate shuffle mode.

All tracks on the same memory level as the current track are included. Activation of the menu optionMedia settings ▶ ☑ Mix/Repeat including subfolders also includes subfolders.

Search current media source (list view).

Go back to higher-level folder of the media source.

Takes you one folder level higher. In the folder view, there is the option available to select another audio source above button .

Close list view.

Show favourites list.

Finds similar tracks in the music database.

Open settings menu.

Symbols for categories and groups of media files



Music tracks.



Playlists.



Albums.



Artists.



Genre.



Podcasts.



Audio books.

Selecting and playing a media source

Before playing media files you must first connect a media source.

An internet connection must be available in order to use streaming services.

— Connect an external media source (if playback from an external media source is desired).

— Select the connected media source that is to be used for playback.

Switching on media mode

— Press the MEDIA button once with the unit switched on.
OR: touch the MENU sensor field and select MEDIA.

Media mode is switched on. If the previous media source played is still available, playback from this media source is continued automatically.

Selecting a media source

— Touch MEDIA, My Media or Sources in the MEDIA main menu to display the selection menu or scroll through the available media sources.
The media sources available for selection are displayed on the screen. You cannot select any media sources in certain modes, e.g. while the unit is reading a media source.
OR: touch the function button and select the desired media source. The function button is shown with a corresponding symbol when a media source is connected and selected.

The media source currently playing is displayed on the screen. You cannot select any media sources in certain modes, e.g. while the unit is reading a media source.

Media sources not currently available are shown as inactive (grey) in the pop-up window. The main menu will indicate if no media source is available for selection.

If a media source that has already been played is selected again, playback is resumed from the point that was last reached.

Selecting tracks from the track list

1. Touch the or function button in the MEDIA main menu.

OR: press LIST.

OR: turn the menu control.

2. Search through the track list and touch the desired track.

   OR: briefly press the menu control.

If track information is available, the track number, track name (audio CD) and file name (MP3) are displayed instead of Track + No.. The track list may not be supported by the source.

♪≡ Browsing folder structure (if available)

All media files of USB devices are filtered according to categories (e.g. album, artist, track). This category view is always displayed in My media or Sources. The classic folder structure of the individual USB data storage devices is also located under My media or Sources.

1. Show folder structure.

   The folder structure of the selected media source is displayed. If My media or Sources is selected, categories (music, videos, playlists) and connected media sources are displayed first.

2. Search through the folder structure for the desired track.

   OR: touch ○ to start the full-text search. The input field is displayed.

3. Enter the name of the desired track. The list of found tracks is automatically updated during input.
4. Touch the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.

5. Close the selection with ×.

Closing folder and track list

— Touch the ≡ function button again.

OR: briefly press the LIST button.

OR: touch ✖.

OR: press the MEDIA button.

OR: do not adjust settings for longer than approximately 1 minute.

Browsing through tracks

You can browse through the tracks on the media source that is currently playing.

— Press the ⟨ or ⟩ button.

OR: briefly press the function button next to each display to select the desired media source.

You cannot switch to playback from a playlist using the arrow keys. Playback from a playlist must be started manually via the track selection menu.

Playing video and DVDs

The Infotainment system can be used to play music and videos.

In video mode, the Infotainment system display can play a video from a data medium, from internal memory, or from a streaming service. The video audio is relayed via the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

Starting video mode

— Connect a mass storage device to the USB port.

It may take a few seconds to read the data.

The video image on the screen of the Infotainment system is only displayed when the vehicle is stationary. The screen is switched off while the vehicle is in motion, but the sound can still be heard.

Starting DVD mode

A DVD drive may be installed, depending on the equipment and vehicle.

— Insert a compatible DVD into the DVD drive.

It may take a few seconds to read the data from a DVD.

The DVD manufacturer is responsible for the layout of the DVD film menu and menu options, and for any differences which occur when playing individual films using the same settings.

You may not be able to play video DVDs which you have burned yourself.

Regional code of DVDs

The compatibility of DVDs is often restricted to certain regions (e.g. USA and Canada) by “regional codes”. These DVDs can only be played in units that are coded for the same region.

The unit's DVD drive is configured to read the regional code for the region in which the vehicle was originally sold.

Images

You can display image files (e.g. photos) individually or as a slide show in the IMAGES menu.

Image files must be stored in the supported image format on a compatible data medium (e.g. SD card or USB).

Supported image formats:
BMP (.bmp) up to 4 megapixels.
GIF (.gif) up to 4 megapixels.
JPEG (.jpg, .jpeg) up to 64 megapixels (progressive mode up to 4 megapixels).
PNG (.png) up to 4 megapixels.

Opening the Images menu

1. MENU ▸ IMAGES.
2. Touch the IMAGES function button to select the source where the stored image files are located.

Rotate image view anti-clockwise by 90 degrees.

Rotate image view clockwise by 90 degrees.

Reset image view.

Open the list view of image files.

Go to previous image.

>

Go to next image.

II

Stop the slideshow. The II function button changes to ▷.

▷

Resume the slideshow. The ▷ function button changes to II.

Open settings menu.

Jukebox (SSD)

The “Jukebox” is on the hard disk drive of the Infotainment system (SSD).

Compressed audio files (MP3, WMA), some video files (podcasts, AVIs etc.) and playlists can be imported from various data media into the Jukebox and played from there.

Only perform the copying procedure while the engine is running. CDs and DVDs with copy protection may not be copied.

If the Infotainment system cancels a copying operation, check the capacity of the internal hard drive and check the source data medium.

Importing files

1. ~~MEDIA~~ ▸ Settings ▸ Manage Jukebox.
2. Touch Import.
3. Select the required source in the Select source menu.

The data medium is prepared. This procedure can take a few seconds.

1. Select the files or folders to be imported by touching them.

   If you activate Select all, all files and folders on the data medium will be imported.
2. Touch .

The selected files and folders are imported into the Jukebox using the displayed names.

Functions and progress display during the copying operation

A progress indicator is displayed on the import screen during the copying procedure.

Audio data CD: simultaneous copying and playback of the files is not possible.

1. Touch Cancel to end the import with the last complete stored track.
2. Touch Information for information on the import.
3. Touch to close the import screen which shows the progress display.

Deleting files

1. ~~MEDIA~~ ▸ Settings ▸ Manage Jukebox.
2. Touch Delete.
3. Select the files to be deleted by touching them.

   If you activate Select all, all files on the data medium will be deleted.
4. Touch . The selection will be deleted.

5. Touch  to close the menu.

Calling up stored audio and video files

— Switch to the contents of the Jukebox (SSD).

The tracks are, when being stored, entered into different categories and lists according to the track information available.

The stored tracks can be displayed in these lists using different sorting methods and also opened from there.

For copyright reasons, all files stored in the jukebox have to be deleted before the Infotainment system is passed on.

When importing playlists, make sure that the linked tracks and the playlist are copied from the same directory. Otherwise it cannot be guaranteed that the linked tracks will be played.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

If you miss a turning during route guidance and are currently unable to turn back, keep on driving until the navigation system offers a new route.

The quality of the navigation recommendations given by the Infotainment system depends on the navigation data available and any reported traffic jams.

Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout, and the settings.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, notes on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to a traffic jam.

The volume of a navigation announcement can be adjusted during output of the announcement. All other navigation announcements are then given with this volume setting.

Navigation announcements are not given if the Infotainment system has been muted.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data are unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

Navigation equipment and symbols

Prerequisites and restrictions

✓ Some symbols and function buttons can be seen only during active navigation and are not available in all countries. Inactive symbols and function buttons are displayed in grey.

✓ If there is an active Car-Net subscription, the results will be supplemented with online information(e.g. number of parking spaces and fuel prices).

General symbols



Displays the manually saved destinations and the imported vCards.



Displays destinations that have been saved as favourites.



Probable arrival time at the destination.



Displays the trip time.



Calculated distance to the destination.

ETC

Sections of toll road (Japan).



VICS/ETC2 (Japan).



Close the window, back to the previous view.

Before route guidance



Opens the input screen for entering a destination(before starting navigation).



Function button for switching between the search options.



Alternative routes.

During route guidance

Plan a route manually based on individual destinations.

Change the route on the map. To do this, press and hold the desired point on the route with a finger on the screen and move it. Navigation follows the new route after confirmation of the input.

Avoid traffic jams on the route ahead. To do this, enter the probable length of the traffic jam.

Destination input of saved destinations.

Stop route guidance.

My destinations (destination memory)



Opens a list with various functions.

Save the current position as destination.

Open or change routes, or create new routes. Routes that have been created online can be sent to the vehicle via the customer web portal and then used.

Destinations (via drop-down menu).



Displays the manually saved destinations.



Displays destinations that have been saved as favourites.



Displays the telephone book entries with stored address data (postal address).



Displays destinations saved online in the Car-Net portal.

Open last destinations.

Home address. Navigation to the home address is started. If no address has yet been stored, a home address can be assigned. Saving the home address again overwrites the existing one.

POI search



Search for POIs in the vicinity. The following categories are available:

- Filling stations.
- Locations with available parking.
- Restaurants.

Changing view



Switch between navigation map and satellite map.



Displays the entire route in the map.



Displays the destination in the map.



Display 360° range in the map.

- Select 2D or 3D view.
- Display or hide additional window.
- Select day or night view manually or have it controlled automatically.
- Display or hide POIs.

Operating audio or media source



Media mode: start and stop playback and stop and jump to the next or previous track.



Radio mode: switch between saved or received stations.

Announcement



Change the volume of the announcement.



Repeat the previous navigation announcement.



Mute the navigation announcement.

- Touch and move the slider to increase the volume of the navigation announcement.

Settings



Open settings menu.

Changing the map scale

Switch the automatic map scale on or off. Touch the appropriate symbol in the map to do this. The scale is displayed at the symbol.



Switch the automatic map scale on or off. Touch the appropriate symbol in the map to do this. The scale is displayed at the symbol.



Select automatic map scale. The symbol will be shown in blue if the function is active. The symbol changes from to .



Zoom into map section temporarily. After a few seconds the display returns automatically to the last selected scale.



Enlarge the map section manually.



Reduce the map section manually.



No GPS reception. Is hidden when reception is available.

Altitude



Height in metres above sea level.

Flexible function button



Centre the vehicle position in the map section. Appears only if the map section has been shifted with a finger.



Centre the destination or route in the map section. Function button is displayed only if you select *Show destination in map* and *Entire route*.

Changing the map view



Shows the map in the selected view in 2D or 3D.



Align the map display in the direction of travel or to the north.

Installing and updating navigation data manually

The Infotainment system is equipped with an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

The Infotainment system always requires the navigation data that is currently valid for this unit in order to allow all functions to be used in full. Using an old version of the navigation data may impair functions during navigation.

The latest navigation data can be downloaded from the Internet at www.volkswagen.com and stored on an SD card or USB data storage device that is compatible with the unit.

The SD card will be operated with a higher speed in card slot SD1. Suitable SD cards are available from Volkswagen dealerships. Suitable USB memory sticks are commercially available.

The navigation data must then be installed. Navigation using the SD card or USB data storage device is not possible.

WARNING

Updating navigation data manually while driving may result in accidents and serious injuries.
- Only update navigation data when the vehicle is stationary.

Volkswagen recommends carrying out regular updates of navigation data.

Installing navigation data manually

The ignition must remain switched on during the copying operation. The process can take up to 4 hours due to the high volume of data and the SD card or USB data storage device used.

If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download navigation data and save them to the SD card or USB data storage device.
2. Switch on the ignition.
3. Insert the SD card or USB data storage device with the navigation data saved on it.

   Do not remove the SD card or USB data storage device while it is being checked. Wait until the check indicator disappears.
4. Importing saved navigation data: ~~MENU~~ ▸  ▸  ▸ Version information ▸ Update software.

   OR: ~~MENU~~ ▸ SETTINGS  ▸ System information ▸ Update software.
5. Follow the instructions on the screen.
6. Remove the SD card or USB data storage device after completing the installation procedure.

NOTICE

Do not remove the SD card or USB data storage device while you are using navigation data. This may damage the SD card or the USB data storage device.

The SD card must be prepared for removal before it is removed. It is not possible to receive navigation and TMC reports without an SD card.

The SD card containing navigation data cannot be used as a storage device for other files. The Infotainment system will not recognise stored files.

Updating navigation data online

The Infotainment system supports online download of regional navigation data in the vicinity of the vehicle. A full update(e.g. entire EU) is possible only using a USB data storage device.

Prerequisites for online download:

✓ An Internet connection is available.

✓ There is an active Volkswagen Car-Net user account for the vehicle.

Each country is divided into several update regions. This number varies from country to country. A regional online update is restricted to areas in which the vehicle spends an extended period of time.

A pop-up window will appear in the Infotainment system if a regional update is available. Download of the regional online update will start once you confirm the pop-up. If the pop-up is rejected, the online update can then only be started manually via ~~SETTINGS~~ ▸ Version information ▸ Navigation SETTINGS ▸ Version information ▸ Update (online).

The completed download may be indicated by a message displayed on the Infotainment system. Installation of the navigation data starts automatically in the background.

Online download and installation of the update packages can be interrupted, e.g. by switching off the ignition. The processes will be continued automatically as soon as the above prerequisites are met again.

An online update is not possible if the navigation data are too out-of-date. In this case, it is necessary to perform a full update in order to establish the prerequisites for future online updates once more.

Automatic update of navigation data depends on the offline mode settings. No update is carried out in offline mode.

Starting route guidance

Selecting a destination and starting navigation

Destination inputs are located in the main menu of the navigation system.

Open input window: MENU ▸ ▸ .

Function button and what it does:

Opens the selection list for destination input.

Enter new destination.

Touch the Options function button and select the required destination input (Address, Online POI, POI or On map).

Opens the last destinations.

Deletes individual characters.

— OR: touch navigation map.

After entering a country and a town/city, it is already possible to start route guidance to the centre of the selected town/city.

Mapcodes, telephone numbers and texts can be used for route guidance only if these destination data are known to the navigation system.

Enter the navigation destination as accurately as possible. If you make a spelling error, for example, route guidance will not be possible or you may be navigated to the wrong destination. As you enter the text, the system provides suggestions for possible destinations.

When narrowing down the destination address always remember that each input restricts the following selection options. For instance, if the street you are looking for is not in the postcode area you have selected in a previous window, you will not be able to find the street at the street selection stage.

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

Selection list for destination input

Open the selection list: MENU ▸ ▸ ▸ .

The selection list offers the following options for destination input:

— Enter POI or address.

— Enter address step by step.

— Online POI search.

— POI search along the route.

— Select destination on map.

Selecting a destination on the map and starting navigation

Open the navigation map: MENU ▸ .

The map area with your current location is displayed.

— Move the map with your finger until the desired destination can be selected.

Entering the destination directly via the navigation map is not possible for all geolocations within the country. The number of possible destinations depends on the data status.

The navigation map for your country contains active areas at many locations which are suitable for destination input without a search. To do this, tap the desired location on the map with your finger. If active map data is available at this location, an additional window will be displayed for the destination tapped.



Divides the map display and opens an additional window with other functions and information.



Divides the map display and opens an additional window with other functions and information.



Start navigation.



Search nearby.



Add as a stopover (only with active navigation).

Changing the route via the navigation map

The route to the destination can be changed via the navigation map. To do this tap and hold any section of the route until a crosshair is displayed on the Infotainment system. The crosshair can now be dragged to any other free route.

The route will be automatically recalculated when the input is confirmed.

The route will remain unchanged if the input is cancelled.

Traffic information

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

Receiving Online Traffic Information provides you with real-time information about accidents and other incidents from the internet.

These data are required for displaying the traffic flow and for dynamic route guidance.

Whenever there is no reception for online traffic information, the traffic information is received automatically via TMC/TMCpro. The traffic flow display is not available in this case.

Requirements:

✓ The requirements for Volkswagen Car-Net must be met.

Displaying traffic reports

Traffic reports, e.g. traffic jams or slow-moving traffic, are shown as symbols on the navigation map.

When route guidance is active,traffic reports that are on the current route are displayed in the route plan.

1. ~~MENU~~ ▸ TRAFFIC.
   OR: touch ~~INFO~~.
2. Touch ... ▽ and select All or Route.

All

Display all traffic reports received.

Route

Displays the traffic reports received that are relevant to the current route.

The route plan displays current traffic reports when navigation data is available. Bypass traffic reports by editing the route plan.

1. Touch the traffic report.
2. Touch Bypass.

   The route will be recalculated.

Traffic reports on the map (selection)



Slow-moving traffic.



Traffic jam.



Accident.



Ice.



Risk of skidding.



Danger.



Road works.



Strong winds.



Road closed.

Dynamic route guidance

Dynamic route must be activated in the route options in order to use dynamic route guidance.

If a traffic report that refers to the current route is received during route guidance, an alternative route is calculated if the Infotainment system determines that this can save time.

If no time saving is calculated for a diversion, you will be routed through the traffic jam. In both cases, there is a spoken message.

During route guidance, traffic disruptions that are not on the calculated route are indicated in grey.

Traffic flow display

Online Traffic Information is displayed in colour in the map view.

Coloured warning symbols show the start of a traffic jam immediately ahead. Traffic jams with grey warning symbols are not on the planned route.

Red line:

Traffic jam or stop-and-go traffic. There is a major traffic jam on this route section.

Orange line:

Slow-moving traffic. Traffic is congested on this section of the road.

Green line:

Freely moving traffic. No traffic jams are reported at present.

Traffic flow settings

The display of traffic disruptions can be configured under MENU ▸ Map ▸ Traffic flow settings .

OR: Map ▸ Traffic flow settings.

Route (route plan)

Several destinations can be defined one after another in the route plan. A journey in which you drive to multiple destinations is called a “route”.

The “starting point” of a route is always the vehicle position determined by the Infotainment system. The “destination” is the end point of a route. “Stopover destinations” are driven to before the final destination. You can also move the stopover destinations to another position within the list.

Open route details during active route guidance: MENU ▸  ▸  ▸ ROUTE DETAILS.

Symbol and meaning:



Starting point of the route.



Stopover on a route.



If there are several stopover destinations, a small digit will be shown corresponding to the sequence on the route.



Move stopover destination. Touch and hold the symbol in the list and move.



Destination. End point of the route.



Estimated time of arrival at destination.



Calculated distance to the destination.

Symbols that appear after touching a destination:



Delete destination.



Start direct navigation to the selected destination. Destinations located before the selected destination will be omitted.



Open the detailed view of the respective destination.

Online Route Calculation

Prerequisites:

✓ An active Car-Net subscription.

The routes are calculated online if the system can establish an active connection. All traffic reports are taken into account for route planning, even if they have not yet been received by the vehicle.

Opening additional window

If you use any navigation functions, an additional window with further options may appear. The possible options depend on the function used. The information displayed depends on the chosen function, which is selected using the drop-down menu.

Showing or hiding additional window

1. Touch View in the Navigation main menu ▶.
2. To display the additional window, touch Additional window to activate.
3. Touch ... in the additional window to select a display option.

Function and meaning:
Audio.
Compass: display of direction of travel based on a north-south orientation.
Driving manoeuvre display.
Partial route display with lane recommendation for active navigation.
Most frequent routes with inactive navigation.
Map in Map.
360° range display.
Hi-Pass lanes: Hi-Pass lanes are routes on which a toll charge is charged electronically. Hi-Pass lanes are shown in the driving manoeuvre display. This function is deactivated and can be activated in the settings.
Toll charge display: the toll charges for the overall route are shown in the information for the current route.

Current position information:

Latitude.

Longitude.

Height in metres above sea level.

GPS

Number of satellites whose GPS signal is currently being received, e.g. 3 of 16.

Close the additional window.

The additional window currently contains an additional level with information. Touch the symbol to access this. It is displayed instead of ×.

Learning usage patterns

During a trip, the navigation system remembers the routes and destinations. This information is used to suggest destinations based on the time, date and vehicle position. Each suggested destination is based on a previously recorded route. Destinations are learned only after a standstill time of at least 30 minutes.

The navigation system can suggest up to three routes at the same time. These are displayed in an additional window in the navigation system.

Silent route guidance begins when one of the suggested routes is selected. Route guidance takes place only visually on the map. No acoustic navigation recommendations are issued.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via the shortest alternative.

Major traffic jams are taken into account in route guidance and are avoided if an alternative route is available.

In addition, icons show traffic jams along the respective route and the arrival time is adjusted automatically to the volume of traffic.

The suggested routes may differ from the routes used in *normal* route guidance.

Activating and deactivating the function

— To switch on the function, touch the Settings ▸ Route options menu and then activate the *Learn usage pattern* function.
— To switch off the function, touch the Settings ▸ Route options menu and then deactivate the *Learn usage pattern* function.

Deleting stored data

— Touch Setting ▸ Manage memory ▸ Delete user data and activate the *Usage pattern* function to delete stored data.

Waypoint mode

While driving, individual coordinates are linked to each other to provide a complete route.

A stored route can be selected in the navigation system at any time.

Only visual route guidance on the map for a stored route is given. No acoustic navigation recommendations are given.

Prerequisites

— The *Waypoint mode* function is activated.

Alternative routes

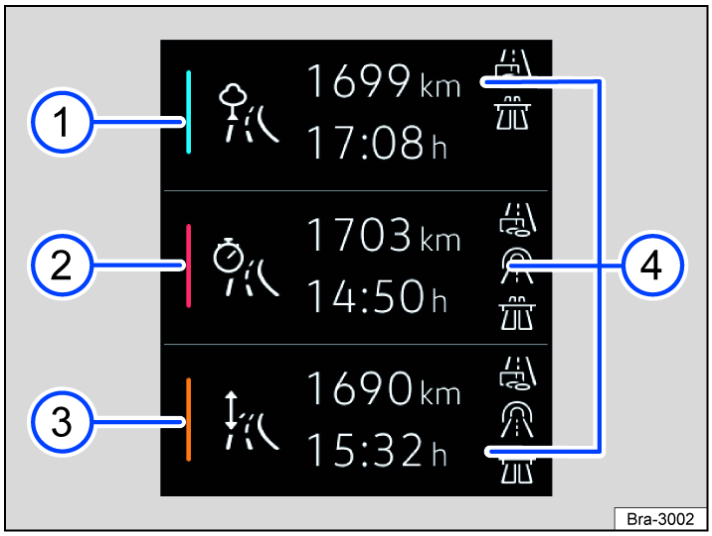


Fig. 1 Overview window for alternative routes.

Key:

1. Economical route. Calculating the route taking economical aspects into consideration (light blue marking).
2. Fastest route. Calculation of the fastest route to the destination, even if detours are necessary for this purpose (red marking).
3. Shortest route: calculation of the shortest route to the destination, even if a longer driving time is necessary as a result (orange marking).
4. Information field with information on all routes.

The display of the alternative routes must be enabled in the settings menu.

If alternative routes are activated, the additional window for alternative routes is displayed after starting the navigation.

Apart from the alternative routes, possible toll charges and the use of tunnels and motorways are also displayed in the additional window.

Introduction to the topic

You can connect your mobile phone to the Infotainment system via the telephone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

The described functions can be selected on the Infotainment system screen if a switched-on mobile device is paired with and connected to the Infotainment system. The available functions depend on the mobile device used.

You can connect several mobile devices with the Infotainment system at the same time. Only one device is active and can be used to make calls. You can use the second connected device or other connected devices to receive calls via the Infotainment system and for media playback.

The functions of the mobile phone interface are not available if there is no mobile device paired with and connected to the interface.

High speeds, poor weather and poor road conditions, loud noise levels (also outside the vehicle) and also network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain a compensator which offsets disturbances in mobile reception and also improves the transmission and reception power of the mobile device.

Before using for the first time

✓ Observe general safety notes *(→ Getting started)*.

✓ Check whether your mobile device is suitable and supports Bluetooth®.

✓ Activate Bluetooth® on the mobile device and set it to visible.

✓ Pair and connect the mobile device to the Infotainment system.

As a general rule, a device (e.g. mobile phone) must only be paired once. The Bluetooth or Wi-Fi connection with the device can be restored at any time without having to pair the device again.

Use compatible Bluetooth® devices only. Information on compatible Bluetooth® products is available from your Volkswagen dealership or online.

Most electronic devices are shielded against high-frequency signals. In rare cases, however, electronic devices may not be shielded against radio-frequency signals emitted by the mobile phone interface. This may cause interference.

Observe country-specific regulations when using a headset.

Equipment and symbols of the mobile phone interface

Symbols in the main menu

Some symbols and functions are only available during an active telephone call.

This chapter explains the meanings of the various symbols and function buttons.



Contacts.



Call lists for incoming and outgoing calls.



Dial phone number.



Make telephone call via voice control.



Open favourites.



Indicates an existing Bluetooth® connection to a mobile device.

Signal strength of the current mobile transmitter station.



Charge level of the mobile device. This symbol is displayed only if the mobile device is connected via the Bluetooth® Hands-Free-Profile (HFP).



Settings of mobile phone interface.

Symbols for phone calls

The appearance of the symbols may differ depending on Infotainment system.



Start call or bring to foreground.



End or reject call.



Opens the contact list.



Open the detailed view for a contact.



Have contact names read aloud by the voice control function.



Send a text message (SMS) to a contact.



Dial phone number.



Mute or switch on hands-free system.



Mute or switch on hands-free system.



Conduct call via the mobile phone interface.



Switch on or cancel muting of the ring tone.



Switch on or cancel muting of the ring tone.



Hold call.



Hold call.



Continue call.



Start conference.



Start route guidance to the contact if complete address data are stored for the contact.

SOS

Make emergency call.



Make emergency call.



Obtain help in the event of breakdown.



Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.



Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.



Voicemail.



Voicemail.

Symbols for call lists

Touch  to open the call lists.



Incoming call.



Outgoing call.



Missed call.



Transfer telephone number to the *Enter telephone number* menu.



Phone number (work).



Phone number (private).



Mobile number (work).



Mobile number (private).



Fax (private).



Fax.

Areas where special regulations apply

Switch off the mobile device and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. They include, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles which run on liquid gas (such as propane or butane).

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine or mobile device must be switched off.

WARNING

Switch off mobile devices in areas where there is an explosion hazard.

NOTICE

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Pairing Bluetooth® devices

Bluetooth® technology is used to connect a mobile device to the mobile phone interface in the vehicle. A one-off pairing process needs to be carried out in order to use the mobile phone interface with a mobile device.

A one-time pairing of the respective mobile device and the Infotainment system is required in order to operate a mobile device using the Infotainment system.

The pairing process takes a few minutes. Pairing only works when the vehicle is stationary.

Prerequisites

✓ Switch on the ignition.
✓ Switch on the mobile device.
✓ If a headset is connected to the mobile device, disconnect it.
✓ Activate the Bluetooth® function or set it to visible on the mobile device and on the unit.
✓ On the mobile device, end active calls as well as any Bluetooth® connections which may switch on automatically.
✓ Disable automatic button lock and screen saver.

Inputs have to be made on the mobile device keypad during the pairing process.

Observe the operating manual for the mobile device.

Bluetooth® technology

Some mobile devices are detected and connected automatically when the ignition is switched on if they were previously connected. For this, the mobile device itself and the Bluetooth® function on the mobile device must be switched on and all active Bluetooth® connections to other devices must be disconnected. In some cases, further inputs may have to be made on the mobile device.

The Bluetooth® connection is free of charge.

Bluetooth® profiles

If a mobile device is connected to the mobile telephone interface, data can be exchanged via the following Bluetooth® profiles.

Bluetooth® profile: explanation	
rSAP	remote SIM Access Profile The mobile phone interface uses the SIM data from the mobile device. The mobile device logs itself out of the mobile network and the mobile phone interface logs in with the data from the SIM card used. Operation then takes place exclusively via the controls in the vehicle. Some mobile devices then switch to pause mode. This Bluetooth® profile enables you to fully use all functions of the mobile phone interface and the external aerial.
HFP	Hands-free profile If a mobile device is connected to the mobile telephone interface via HFP, you can make calls wirelessly via the hands-free system.
MAP	Message access profile If a mobile device connected to the mobile phone interface supports MAP, the mobile phone interface can be used to receive, display and send text messages (SMS) .
PBAP	Phonebook access profile PBAP allows access to the phonebook in a connected mobile device.
A2DP	Advanced audio distribution profile Profile for transmission of stereo-quality audio signals (music playback).
AVRCP	Audio video remote control profile Profile for displaying track information and control of playback in the mobile device.

NOTICE

If approval is made via the mobile device, the “Message access profile”(MAP) and the “Phonebook access profile” (PBAP) are automatically linked with the “Hands-free profile” (HFP). If the mobile device is connected with the “Advanced Audio Distribution Profile” (A2DP), the “Audio Video Remote Control Profile” (AVRCP) is also automatically connected.

Active and passive connection

At least one mobile device must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile devices are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile device.

Difference between connection types

Active

Mobile device is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile device.

Passive

Mobile device is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile devices are stored in the Infotainment system even if they are not currently connected.

Connecting a mobile device

Prerequisite: the mobile device is paired with the Infotainment system.

1. Activate Bluetooth® on the mobile device.

Establishing an active connection

Prerequisite: several mobile devices are connected to the Infotainment system simultaneously.

1. Touch .

   OR: touch the name of the active mobile device.

2. Select the desired mobile device. Other mobile devices then automatically have a passive connection.

User profiles

An individual user profile is automatically created for every paired mobile device. Data from the mobile device are stored in the user profile, e.g. contact details or settings.

If you edit telephone book entries on the mobile device while it is connected to the radio, you can start a manual update of the telephone book data via the User profile setup menu. When the mobile device is connected again, the telephone book is automatically updated and the data and settings at made available again.

Deleting a user profile

1. Open the settings in the telephone main menu.

   The user profiles are located in the area Mobile devices or Select mobile phone.

2. Select the user profile and touch to delete.

Pairing, connecting and managing

Before the mobile phone interface can be used, a one-time pairing process with the mobile device must be carried out to make the units known to each other. Here, a user profile is created in the mobile phone interface which is unambiguously assigned to the mobile device.

Several mobile devices can be paired with the Infotainment system, but only one mobile device can be connected to the Infotainment system at one time.

When you switch the Infotainment system on, a connection is automatically set up to the mobile devices that were connected last. If no connection can be established with these mobile devices, the mobile phone interface automatically attempts to establish a connection with the next mobile device in the list of paired mobile devices.

Bluetooth® connections have a maximum range of around ten metres (eleven yards). Any active Bluetooth® connection is interrupted when this distance is exceeded. The connection is restored automatically as soon as the mobile device enters the Bluetooth® range again.

The pairing process takes a few minutes. Pairing only works when the vehicle is stationary.

Please contact a Volkswagen dealership for additional information about pairing and connecting mobile devices.

In order to prevent misuse, deactivate visibility on the mobile device after pairing it successfully.

For the device search, choose a location where you would only expect to find a few mobile devices in the vicinity.

Starting pairing on the mobile device:

1. Open the menu of available Bluetooth® devices on the mobile device.
2. Select the device name of the Infotainment system.
3. Confirm messages on the mobile device.

   OR: touch the Infotainment system.

4. Touch the TELEPHONE menu in the Infotainment system.
5. The Infotainment system and the mobile device are now connected to each other. It may be necessary to enter further

information on the mobile device and Infotainment system in order to complete connection of the two devices.

Optional: confirm message for data transfer on the mobile device.

If pairing was successful, the data of the mobile device will be stored in the user profile.

When some mobile devices are paired, a PIN number is shown on the display of the mobile device. Enter this number on the Infotainment system to finish pairing.

Starting pairing via the Infotainment system:

1. MENU ▸ TELEPHONE.
   OR: press PHONE.
2. Touch Find mobile phone.
   OR: Settings ▸ Select mobile phone.
3. Touch the Find telephone function button.
   Once the search process is complete, the names of all mobile devices found will be displayed on the screen.
4. Select the mobile device to be paired from this list of mobile devices.

The Infotainment system and the mobile device are now connected to each other. It may be necessary to enter further information on the mobile device and Infotainment system in order to complete connection of the two devices.

— If necessary, confirm the pairing on the mobile device.

Depending on the mobile device:

— Enter the PIN code displayed on the Infotainment system screen into the mobile device and confirm it.
  OR: compare the PIN code displayed on the Infotainment system screen with the PIN code displayed on the mobile device. If it matches, the code has to be confirmed on both devices.

The TELEPHONE main menu is displayed and the telephone book and call lists stored in the mobile device are loaded automatically once pairing has been successfully completed. You may need to confirm this on the mobile device.

The time taken by the loading process varies depending on the amount of data stored in the mobile device. These data are available on the Infotainment system once the loading process is completed.

Basic and convenience telephony

Some symbols and functions are only available during an active telephone call.

Depending on equipment, you can use two mobile phone interface types:

— Basic mobile phone interface

— Comfort mobile phone interface

Basic mobile phone interface

The Basic mobile phone interface uses the HFP Bluetooth® profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

If a mobile device is connected with the mobile phone interface via Bluetooth® hands-free profile (HFP), you can make a wireless call via the hands-free system.

The vehicle's external aerial cannot be used.

Comfort mobile phone interface

The Comfort mobile phone interface uses the HFP Bluetooth® profile like theBasic mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function → *Wireless charging function*.

In order to use the wireless charging function, you must place a suitable mobile device correctly in the stowage compartment.

The mobile device is then connected to the vehicle aerial. This improves the reception and call quality.

Points to note:

Observe the following points to avoid impairing the connection between the mobile device and the external aerial of the vehicle:

— The mobile device should not have an overall length of more than around 140 mm.

— You should only ever position one mobile device on the stowage area of the wireless charging function.

— Remove the mobile device from its case or protective cover before positioning it on the stowage area.

— Do not place any metallic objects (e.g. keys, coins) on the stowage area. These could become very hot.

Business telephony

Business telephony is not available in some countries.

Business telephony with a connection to the vehicle's external aerial is designed for the mobile communication standards GSM 900, GSM 1800, UMTS 2100 and LTE.

If a mobile device is connected to the mobile phone interface via Bluetooth®, you can make wireless calls via the hands-free system.

The SIM card reader allows you to use all functions of the mobile phone interface independently of a mobile device.

In some countries and with some equipment levels, the vehicle may be fitted with a SIM card reader.

Connecting to the vehicle's external aerial

Things to note when connecting to the vehicle's external aerial:

— The mobile device must be connected to the mobile phone interface via the Bluetooth® profile rSAP.

OR: there is a valid SIM card in the SIM card reader.

If the mobile device is not connected to the vehicle's external aerial, observe the information about mobile communications in the vehicle.

Inserting a SIM card

1. Insert a suitable SIM card in the card reader slot with the lettering facing up (contact surfaces facing down). The missing corner of the SIM card should face towards the front left, i.e. in the direction of the card reader.
2. Push the SIM card into the slot until you feel it click into place.
3. Touch the MENU sensor field and then select the TELEPHONE menu.
4. When prompted, enter the PIN code for the SIM card on the screen.
5. Touch in order to be able to use automatic connection of the mobile phone interface with the SIM card *without* having to enter your PIN code again in future.

   OR: touch OK to select that the PIN code always has to be entered when connecting automatically.

Depending on the SIM card used, the saved contacts are loaded into the local memory of the mobile phone interface once the SIM card has been inserted.

The settings for PIN code input can be changed in the Telephone settings menu.

Additional costs due to SIM card

If you use your own SIM card or a SIM card in a mobile device, the eSIM card installed in the vehicle will be automatically deactivated. In this case, data transfer for performing Volkswagen Car-Net services will take place via your SIM card. This may entail additional costs.

The eSIM card is used to perform Volkswagen Car-Net services (e.g. Security & Service).

The eSIM card is not available in every country.

Removing a SIM card

1. Press on the SIM card. The card is released from the slot.
2. Remove the SIM card.

Possible Business connection types

In addition to the connection types of the Basic mobile phone interface, the following connection types are available:

SIM card	Device 1	Device 2	Device 3
Telephony + Data connection	PBAP	A2DP/AVRCP	HFP (passive)
Telephony + Data connection	PBAP + A2DP/AVRCP	HFP (passive)	-
Data connection	HFP (active)	HFP (passive)	A2DP/AVRCP
Data connection	HFP + A2DP/AVRCP (active)	HFP (passive)	-
Data connection	HFP (active)	HFP + A2DP/AVRCP (passive)	-
-	rSAP Telephony + data connection	A2DP/AVRCP HFP	-
The connection types depend on the country and the unit.			

NOTICE

The SIM card slot and the Infotainment system can be damaged by insertion of objects, incorrect insertion or insertion of the wrong type of SIM card.

- When inserting a SIM card, ensure that it is correctly positioned.
- If too much pressure is applied when pushing in the SIM card, the locking mechanism in the SIM card slot may be destroyed.
- Strong vibrations can destroy the SIM card slot.
- Only use mini SIM cards.
  - Do not use micro SIM cards.
  - Do not use nano SIM cards.

For data privacy reasons, Volkswagen recommends that you confirm the PIN code you have entered with OK so that the PIN code has to be entered each time the mobile phone interface automatically connects to the mobile network.

Wireless charging function

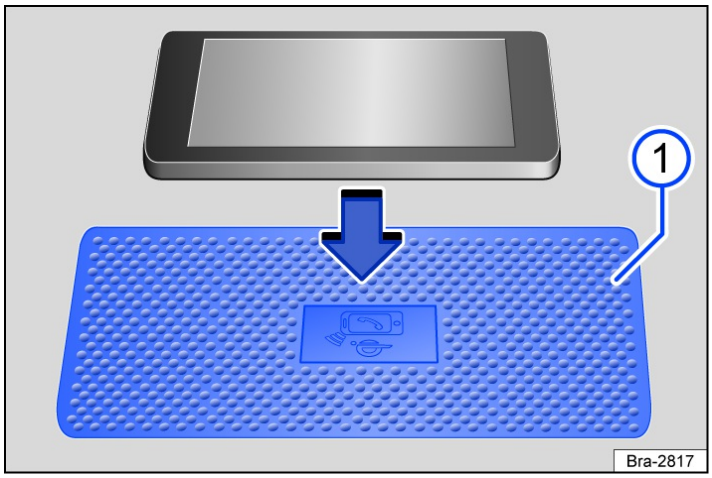


Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

Always place only one Qi-enabled mobile device without protective case and with a maximum length of 140 mm on the stowage area of the wireless charging function.

The Qi standard enables wireless charging of suitable Qi-enabled mobile devices. The wireless charging function is not available in all countries and is available only for certain vehicle models.

In certain vehicles, a “telephone symbol” on the mat indicates the centre position of the wireless charging function → *Fig. 1* (1).

To charge a Qi-enabled mobile device, place it with the display facing up in the stowage compartment → *Fig. 1*. The charging process will start automatically. The Operating Manual or the mobile device manufacturer provides information about whether the mobile device supports the Qi standard.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components such as coins, keys, etc. that are detected in the stowage compartment. Remove foreign objects immediately.

If the mobile device has not been placed correctly or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the system will then report that there is a foreign object in the stowage compartment. Correct positioning in the stowage compartment may rectify the fault.

Qi-enabled mobile devices that are too large in their dimensions cannot be charged using the wireless charging facility.

NOTICE

The charging time and temperature varies depending on the mobile device used.

NOTICE

In order to avoid faults, pay attention to the correct position of the mobile device in the stowage compartment.

Declaration of conformity

Hereby, Novero Dabendorf GmbH, declares that this WCH-185 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at: http://www.novero.com/declaration_of_conformity

WARNING

Do not place any objects made of metal or with metallic components on the stowage area of the wireless charging function. Metallic objects may become very hot. This can cause burn injuries to the skin or fires.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the stowage area with the wireless charging function. The data saved on the magnetic strip or on the chip may be rendered unusable.

Using the telephone

Opening the mobile phone interface

— ~~MENU~~ ▸ .

Accepting or rejecting a call

An incoming call is indicated by the display of the caller's telephone number in the centre of the screen. Press the corresponding button to accept or reject the telephone call.

The caller's name will be displayed if their telephone number is stored in the telephone book.

When you answer a call, the display will switch to call mode.

Using the telephone

Select a telephone number to start the call. Different functions are available for selection of phone numbers.

Entering a phone number manually

1. Touch to enter the telephone number.
2. Touch to start the call.

Using contact data

If there are several phone numbers for each contact, you must select these correspondingly.

— Touch . Touch the contact in the list to start the call.

— OR: enter the name of the contact in the input field to search for the contact.

— OR: browse the contact list and touch the required contact.

— OR: touch a favourite to start the call.

Using the call list

The mobile phone interface displays the call list of the mobile device. Frequently used phone numbers are displayed as favourites. You can use the call list to make a call.

— ▸ All. Touch a number in the list to make the call.

OR: filter the call list (e.g. by missed calls, dialled numbers or favourites). Touch a number in the filtered list to make the call.

Calling the voice mailbox

— Touch to establish a connection.

— If no telephone number has yet been stored for the voice mailbox, enter the number and confirm it with OK.

Entering a country code.

To enter a country code, instead of the first two digits (e.g. “00”) you can enter the character “+”.

— Touch the 0 function button for approximately two seconds to add the “+” sign.

While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

Sending text messages (SMS)

The following conditions need to be met in order to receive, display and send text messages (SMS) on the Infotainment system:

— The Infotainment system is connected with a suitable mobile device via the Bluetooth® profile rSAP.

OR: a mobile device is connected via Bluetooth®-MAP.

Ensure that the SIM card has sufficient free memory in order to store new text messages. It may be necessary to delete existing text messages.

IIt is not possible to guarantee operation of all functions due to the large number of possible mobile devices.

Opening the text messages (SMS) menu

— Touch Text message ✉ in the TELEPHONE menu ▶.

Possible functions:

The number of available functions varies according to the connected mobile device.

— Write and send a text message.

— Display received, drafted, deleted and sent text messages.

— Open inbox and outbox.

— Send contact details for a contact from the contact list.

— Select a text message template from a list:

— The voice control system reads out the text message.

— Forward text message.

— Open the numeric keypad to enter a telephone number.

OR: select a recipient from the contact list.

Add additional recipients by entering a telephone number or adding them from the contact list.

Telephone book

Selecting contact

The telephone book is stored in the Infotainment system when a telephone is paired with the Infotainment system for the first time. It can take a few minutes after the first pairing process until the telephone book data from the mobile device are available. It may be necessary to confirm transfer on the mobile device.

Depending on what device is used, only contacts from the telephone memory may be loaded.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

The contacts can also be opened during an ongoing telephone call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Select a telephone number or contact to start the call. Different functions are available for selecting telephone numbers.

Opening and searching the telephone book

1. Press or to open the telephone book.
2. Turn the menu control to scroll up or down in the telephone book. A telephone book entry is always marked as you turn it.

   OR: browse entries with the and buttons or the and function buttons.

   OR: Move two fingers up and down the screen at the same time. A window displays the currently selected letter.
3. Briefly press the menu control to select the desired telephone book entry.

If only one number is assigned to the selected telephone book entry, the dialling process will start immediately.

If two or more telephone numbers are stored for the selected telephone book entry, a submenu with all stored telephone numbers will open. Select the desired telephone number to start dialling.

Selecting a contact on the search screen

1. Touch Search to open the search screen.
2. Enter the name you are searching for in the search screen. A contact is displayed in the input field with each character that is entered.
3. The number of matching entries is shown on the right next to the input field Touch the function button to switch to the list view.
4. Browse the contact list and touch the required contact to make a call.

Closing submenu or telephone book

— Touch .

OR: briefly press PHONE.

The display always switches back one level, i.e. from a submenu to the telephone book and from the telephone book to the TELEPHONE main menu.

Favourites (speed dial buttons)

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, it will be displayed on the speed dial button.

All favourites must be assigned manually and are then allocated to a specific user profile.

Favourites view

— Touch ▽ to switch to the favourites view.

Touch a free favourite location to set an address book contact as a favourite. Selecting a favourite will dial the number saved.

Assigning favourites

1. Touch a free function button in the TELEPHONE menu.
2. Touch Search to select a contact.
3. Touch a contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

Editing favourites

1. In the TELEPHONE menu, press and hold favourite until the contact list opens.
2. Select the desired contact from the list. If several telephone numbers are stored for the selected contact, select the desired number.
3. Edit contact.
4. Touch the ⮌ function button to close the contact list without saving changes.

Deleting favourites

— A favourite can be deleted under Manage favourites in the User profile settings menu.

Calling a favourite

— Touch the function area assigned to a favourite in the TELEPHONE menu to connect to the telephone number stored there.

Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

Using the contacts of a Bluetooth® device (with SIM card in the SIM card reader)

If there is a SIM card in the SIM card reader, you can use the Bluetooth® connection to access the contacts of a Bluetooth® device.

— Select the mobile device from the list by touching it.

OR: touch Find telephone.

Once this telephone has been paired, the contacts are imported and are then available in the Contacts menu.

When the ignition has been switched off and you have left the vehicle, the contacts on the mobile device will still be loaded when the Infotainment system is restarted if the mobile device is still in range and the Bluetooth® function is activated on the mobile device and the Infotainment system. Otherwise the contacts from the SIM card in the SIM card reader will be shown.

The availability of contacts depends on the mobile device being used.

Stowing luggage safely in the vehicle

— Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.

— Always stow luggage and heavy objects in the luggage compartment → ⚠ and place them as far forwards as possible.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure luggage to the fastening rings in the luggage compartment using suitable lashing, fixing and securing straps .

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range *(→ Headlight range control)*. Vehicles with dynamic headlight range control adapt automatically to the load.

— Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

— If necessary, adapt the tyre monitoring system to the new load level .

⚠ WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, please observe the following guidelines:

- Always stow all objects in the vehicle securely. Always observe the legal regulations.
- Objects should be stowed in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags in the vehicle interior and stow them securely.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never exceed the vehicle's maximum load. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- The load should be distributed as evenly as possible in the vehicle.
- Always secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.

NOTICE

Rubbing objects on the rear windows can cause damage, e.g. to the heating wires of the rear window heating.

Luggage compartment cover

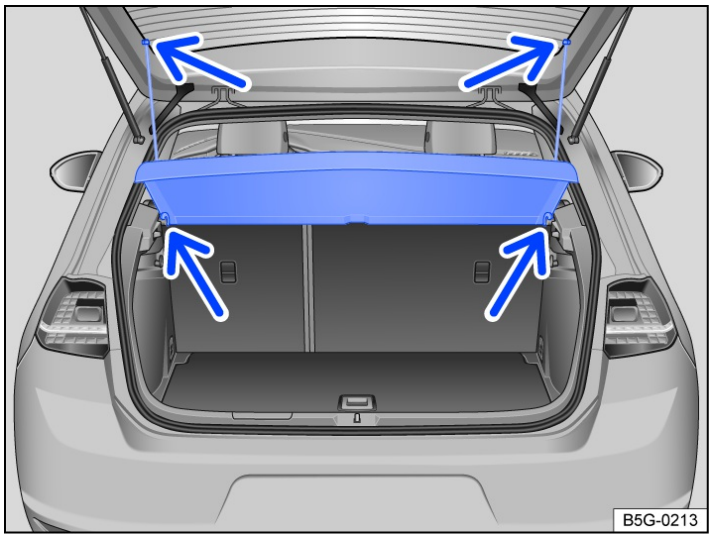


Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

Light items of clothing can be placed on the luggage compartment cover. Make sure that the view to the rear of the vehicle is not obstructed.

Removing the luggage compartment cover

— Unhook the retaining straps from the boot lid → *Fig. 1* (upper arrows).

— Pull the luggage compartment cover out of the side holders (lower arrows).

Fitting the luggage compartment cover

— Push the luggage compartment cover into the side holders → *Fig. 1* (lower arrows).

— Hook the retaining straps onto the boot lid (upper arrows).

Stowing the luggage compartment cover

— Depending on the equipment level, the removed luggage compartment cover can be stowed under the variable luggage compartment floor. The luggage compartment cover must be turned over to do this.

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Do not stow any hard, heavy or sharp items either loose or in bags on the luggage compartment cover.
- Never transport animals on the luggage compartment cover.

⚠ WARNING

Clothing and other items on the luggage compartment cover may restrict rear visibility, resulting in accidents and serious injury.

- Always stow garments and other objects in such a way that the view to the rear is not restricted.

NOTICE

To prevent damage to the luggage compartment cover, do not load it to such a height that the load will press against the luggage compartment cover when the tailgate is closed.

Variable luggage compartment floor

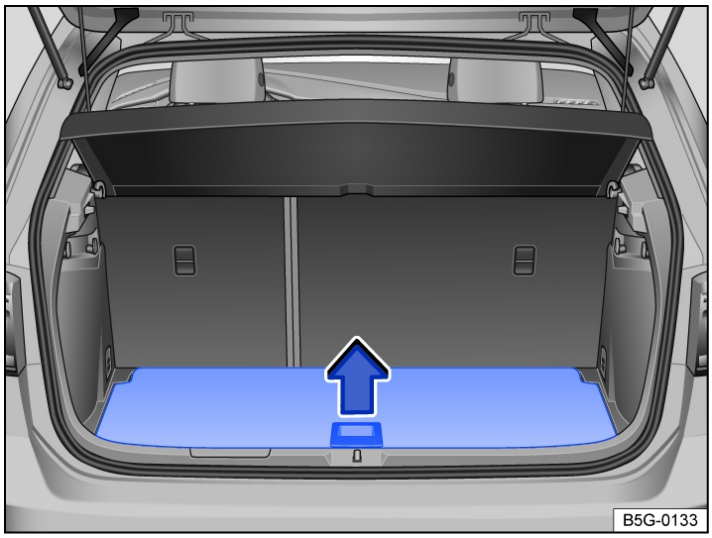


Fig. 1 In the luggage compartment: lifting the variable luggage compartment floor.

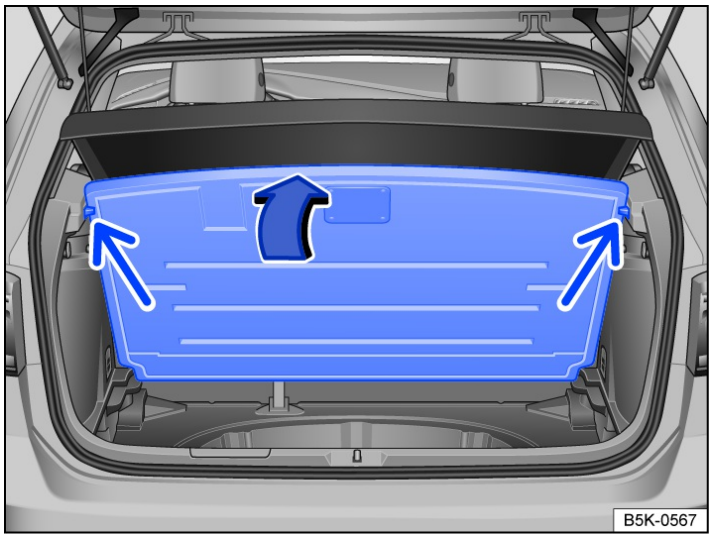


Fig. 2 In the luggage compartment: variable luggage compartment floor folded up.

Opening and closing the luggage compartment floor

— Remove the luggage net if necessary *(→ Luggage net)*.

— To *open*, lift the recessed handle in the luggage compartment floor → *Fig. 1* and fold the floor upwards until it is held in position by the side restraints (arrows) → *Fig. 2*.

— To *close*, guide the luggage compartment cover downwards into position →.

Adjusting the height of the luggage compartment floor

Depending on the equipment level, the variable luggage compartment floor is height-adjustable.

— Remove the luggage net if necessary *(→ Luggage net)*.

— Lift the luggage compartment floor and pull it rearwards out of the guides on the sides of the luggage compartment.

— Insert the luggage compartment floor into the guides at the required height and push it forwards as far as it will go.

— Guide the luggage compartment floor downwards and position it on the vehicle floor →.

Removing the luggage compartment floor

— Pull the handle → *Fig. 1* on the luggage compartment floor backwards out of the guides at the sides.

— Carefully lift the luggage compartment floor out of the luggage compartment and store it in a clean and dry place.

NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.

If you intend to stow the removed luggage compartment cover under the variable luggage compartment floor, insert the luggage compartment floor into the upper guides.

Depending on the model, the vehicle may be equipped with a removable, flexible floor covering instead of the variable luggage compartment floor.

Stowage areas in the luggage compartment

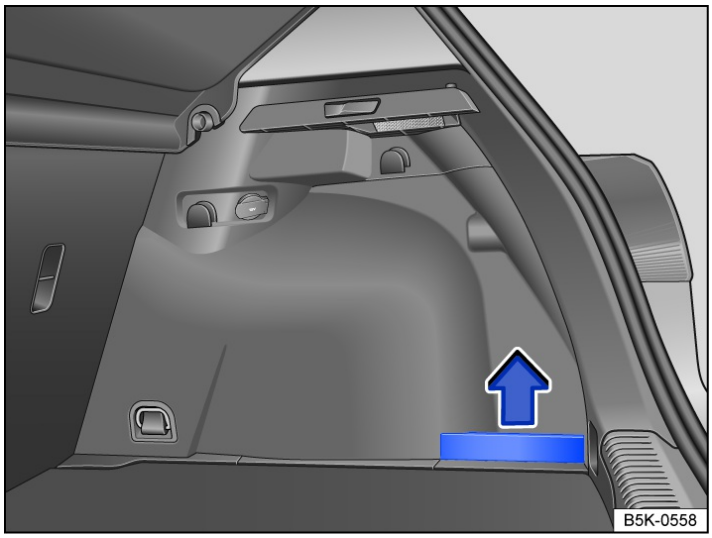


Fig. 1 In the luggage compartment: side stowage compartment with side wall.

Stowage compartment with side wall

There may be stowage compartments in the side of the luggage compartment.

The side wall can be removed in order to stow larger items in the luggage compartment.

— To *remove*, lift out the side wall upwards in the direction of the arrow → *Fig. 1*.

— To *install*, insert the side wall in the opposite direction to the arrow.

Fastening rings

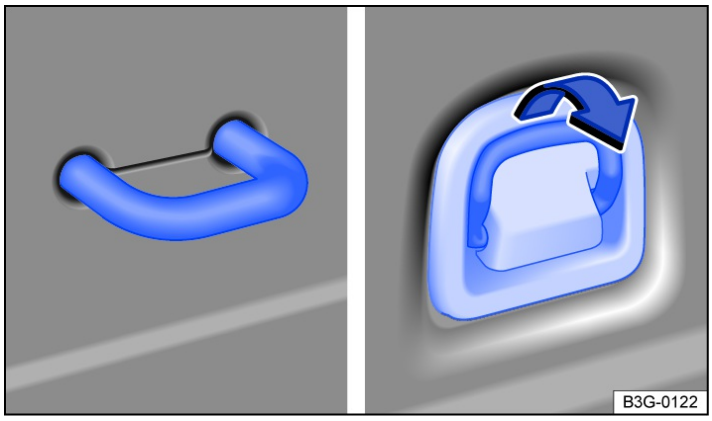


Fig. 1 In the luggage compartment: fixed and folding fastening rings.

There are fastening rings at the front and rear of the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → *Fig. 1*.

WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the cargo on the luggage compartment floor and attach securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat to the fastening rings.

WARNING

Elastic tensioning straps must be stretched to attach to the fastening rings. The hooks attached to them can cause serious injuries.

- Always protect eyes and face from injury when attaching elastic tensioning straps.
- Always hold elastic tensioning straps securely when fastening so that they cannot slip off and rebound.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the loading sill and fasten them to the fastening rings there. If the tension straps slip off, they will snap away from the body.

Suitable lashing, retaining or securing straps and luggage securing systems are available from qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

Luggage net

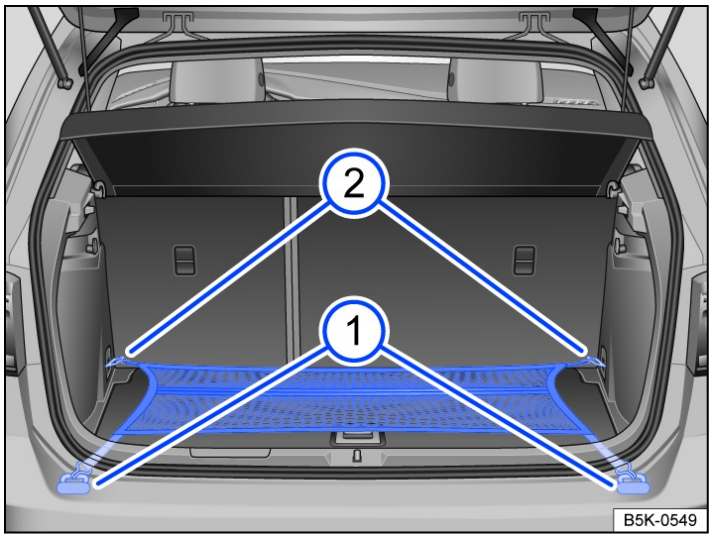


Fig. 1 In the luggage compartment: luggage net fitted flat.

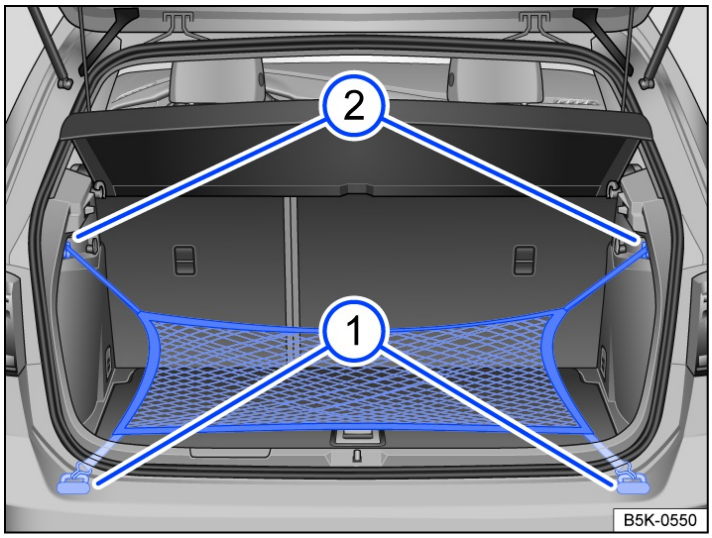


Fig. 2 In the luggage compartment: luggage net hooked onto the load sill.

The luggage net can help to prevent light items of cargo from sliding around in the luggage compartment. The luggage net also has a built-in pocket with a zip that can hold smaller items.

Hooking the luggage net flat on the luggage compartment floor

— Hook the hooks of the luggage net into the fastening rings→ *Fig. 1* (2) →⚠. The luggage net zip must face upwards.

— Attach the hooks on the other end of the luggage net to the fastening rings under the load sill→ *Fig. 1* (1).

It may be necessary to fold out fastening rings in order to use them *(→ Fastening rings)*.

Attaching the luggage net at the load sill

— Hook the short hooks of the luggage net into the fastening rings→ *Fig. 2* (1) →⚠. The luggage net zip must face upwards.

— Hook the loops onto the bag hooks → *Fig. 2* (2).

Removing the luggage net

When fitted, the luggage net is held taut →⚠.

— Unhook the hooks and loops of the luggage net.

— Stow the luggage net in the luggage compartment.

WARNING

The elastic luggage net must be stretched when it is secured to the fastening rings in the luggage compartment. When fitted, the luggage net is held taut. The luggage net hooks can cause injuries if the luggage net is installed or removed incorrectly.

- Always hold the luggage net hooks tightly to prevent them from jumping out of the fastening ring during installation or removal.
- Protect your eyes and face to avoid injuries from any hooks that may jump out during installation or removal.
- Always attach the luggage net hooks in the order described. There is a risk of injury if one of the hooks on the luggage net snaps back.

Bag hook

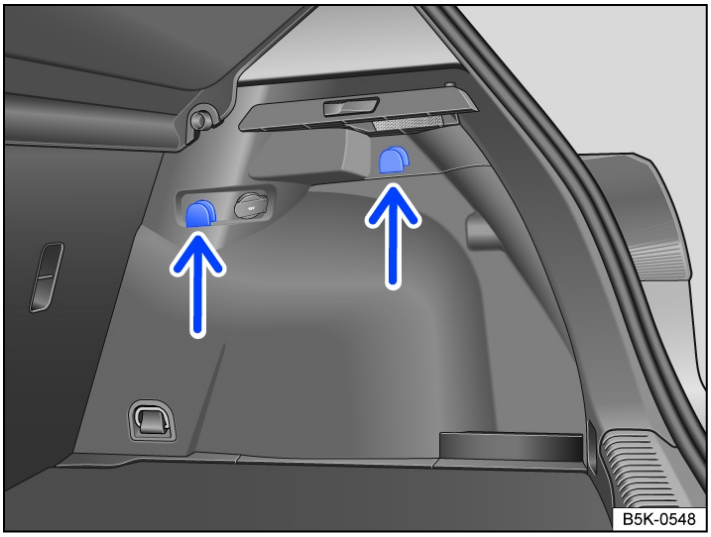


Fig. 1 On the left and right in the luggage compartment: bag hooks.

Bag hooks may be located in the luggage compartment → *Fig. 1*.

Light shopping bags can be secured to the bag hooks.

WARNING

Never use the bag hooks for lashing down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

NOTICE

Do not load each bag hook with more than 2.5 kg (5 lb).

Load-through hatch

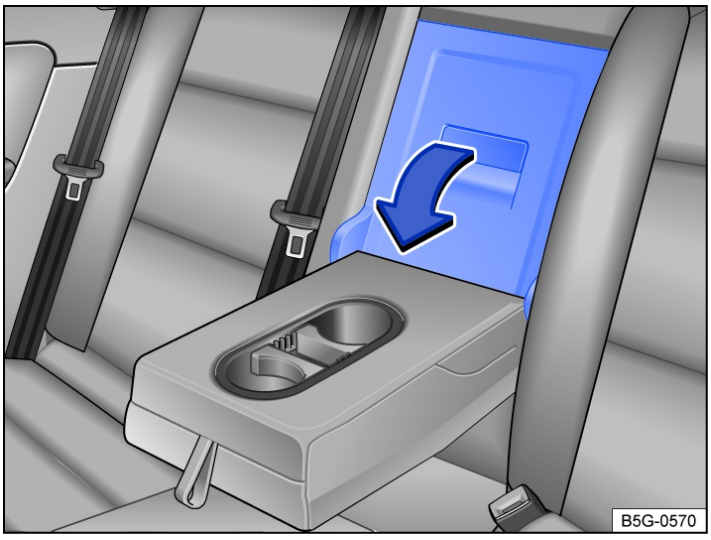


Fig. 1 In the rear seat backrest: opening the load-through hatch.

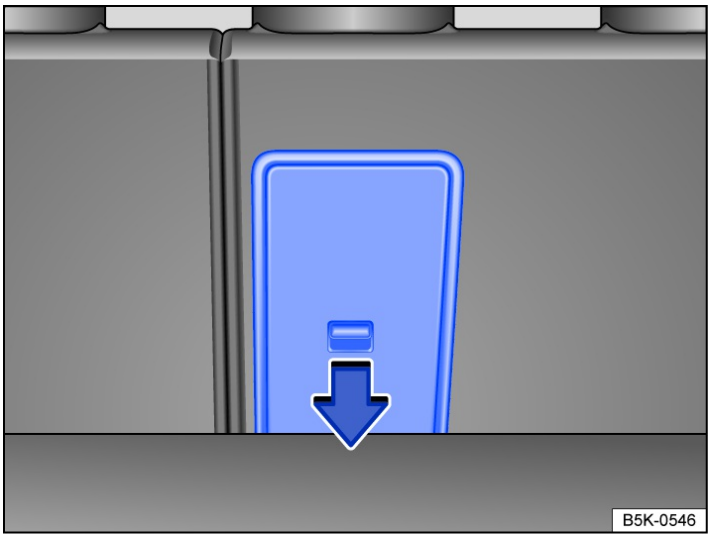


Fig. 2 In the rear seat backrest: opening the load-through hatch.

Depending on the vehicle equipment, a load-through hatch may be located behind the centre armrest on the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

Opening the load-through hatch

— Fold the centre armrest forwards *(→ Centre armrest)*.

— Opening the load-through hatch from the vehicle interior: pull the release lever in the direction of the arrow→ *Fig. 1* and fold the cover of the load-through hatch fully forward → *Load-through hatch*.

— Open the boot lid.

— OR: opening the load-through hatch from the luggage compartment: push the release lever down in the direction of the arrow → *Fig. 2* and push the cover of the load-through hatch forward.

— Push long objects through the load-through hatch from the luggage compartment.

— Secure the objects with the seat belt as required.

— Close the boot lid.

Closing the load-through hatch

— Fold back the cover of the load-through hatch until it engages in position. The red marking on the luggage compartment

side must no longer be visible → *Load-through hatch*.

— Close the boot lid.

— If necessary, fold back the centre armrest.

⚠ WARNING

Injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet and other body parts away from the seat area when folding the load-through hatch forwards and backwards.
- The load-through hatch has not been secured properly if the red marking can still be seen on the locking indicator. Always ensure that the red marking is never visible when the load-through hatch is in the upright position.
- Passengers, particularly children, must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.

Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Only roof carriers that have been approved by Volkswagen for the vehicle must be used.

If the vehicle is *not* approved for use with a roof carrier, do *not* use or retrofit a roof carrier.

⚠ WARNING

When transporting heavy or bulky objects on the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.

⚠ WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that is *not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never use a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

! *NOTICE*

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Securing roof carriers

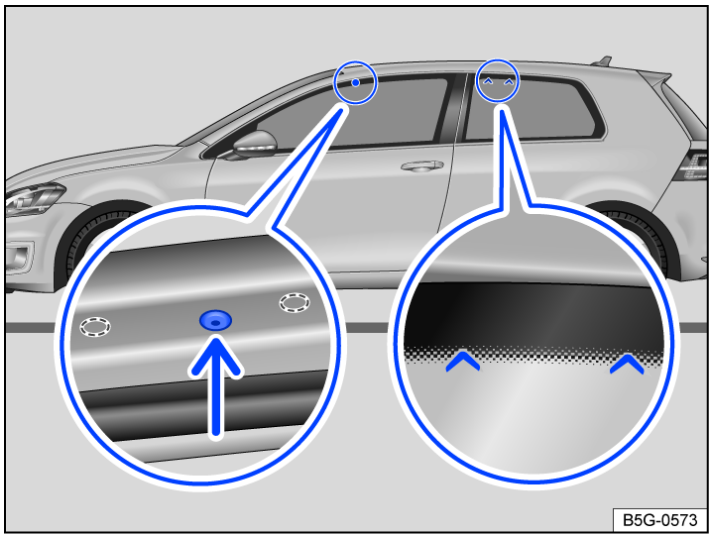


Fig. 1 Mounting points for base carriers (2-door vehicles)

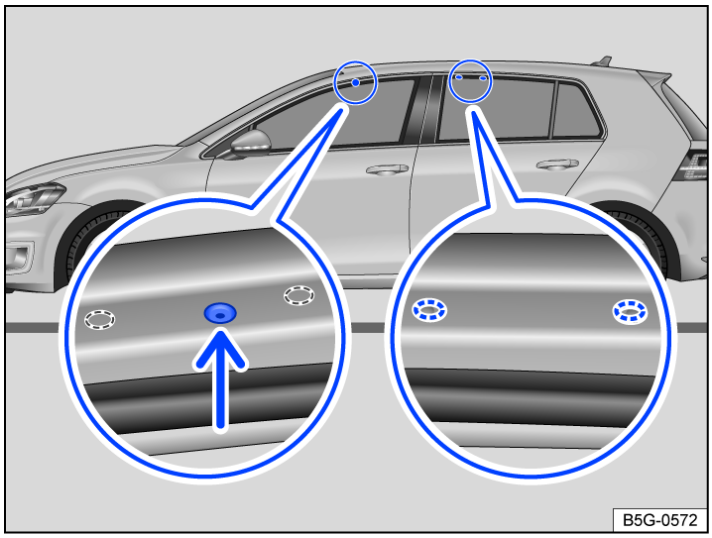


Fig. 2 Mounting points for base carriers (4-door vehicles)

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely → ⚠. Suitable accessories are available from your Volkswagen dealership.

Securing the base carriers and load carrier system

Mount the base carriers in accordance with the supplied assembly instructions.

The holes for attaching the base carrier at the front are located on the undersides of the roof side members. They are sealed with plastic screws → *Fig. 1* (arrow) or → *Fig. 2* (arrow) that must be removed before installation.

The holes are only visible when the door is open.

The markings for attaching the base carrier at the rear are located on the undersides of the roof side members → *Fig. 2* and above on the rear side windows → *Fig. 1*.

The markings on the undersides of the roof side members are only visible when the door is open.

Once you have fitted the base carriers, you can then secure the respective carrier system on them.

⚠ WARNING

Incorrectly attaching and using the base carriers and load carrier could cause the whole roof carrier system to fall off the roof. This could cause accidents and injuries.

- Use base carriers and load carriers only if they are undamaged and fitted correctly.
- Always fit the base carriers and load carrier correctly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carriers only at the specified mounting points.

- Special roof carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to the base carriers or the load carrier system.

Loading roof carriers

Maximum permissible roof load

The maximum permitted roof load is 75 kg (165 lbs)

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof→⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly →⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load rating of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, take care not to let it hit the roof load.

Remove the roof carrier in the following situations

— The roof carrier is no longer needed.

— Before entering a car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof carrier and its load must not interfere with the roof aerial, the glass roof and the boot lid.

Fitting a roof carrier increases air resistance and therefore reduces the vehicle's range.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this. The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with start/stop system

When using towing brackets that were not retrofitted by Volkswagen, the start/stop system must be deactivated manually before towing a trailer, and it must remain deactivated for as long as a trailer is being towed *(→ Start/stop system)*.

DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Only use the towing bracket if it is fitted properly and is not damaged.
- Do not carry out any alterations or repairs to the towing bracket.
- Wherever possible, swivel in or remove the ball coupling when a trailer is not being used in order to reduce the risk of injury in rear-end collisions, and the risk of injury to pedestrians and cyclists when the vehicle is parked.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Reduce your speed, particularly when going downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and think ahead. Accelerate carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never drive faster than 80 km/h (50 mph) when towing a trailer; also 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted. Keep to country-specific speed limits which may be lower for vehicles with trailers than for vehicles without trailers.
- Never try to stop a trailer from snaking by increasing your speed.
- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle.

WARNING

The start/stop system must always be switched off manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

NOTICE

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

The anti-theft alarm system can be triggered if the connection to a trailer that is integrated into the anti-theft alarm system is interrupted. *(→ Anti-theft alarm)*

In vehicles with a new engine, do not tow a trailer during the first 1,000 km(600 miles) *(→ Running in the engine)*.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removed ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

Technical prerequisites

Cooling system

There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be designed to cope with the extra load added by the trailer.

Trailer brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Retrofitting a towing bracket

Only use a towing bracket which has been approved by Volkswagen for your vehicle type. Always check and follow the data provided by the towing bracket manufacturer.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

Using a trailer in hot or cold countries

Due to the climatic conditions in some countries, trailers may not be permitted for all engine/gearbox combinations. If you want to retrofit a towing bracket, contact a qualified workshop in advance to find out whether the vehicle is suitable for this purpose.

WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Never fit a towing bracket to the bumper or to its mountings. The towing bracket must not prevent the bumpers from functioning correctly.
- Do not carry out any alterations to the exhaust or brake systems.

NOTICE

- The vehicle electronics may be damaged if the trailer's power consumption is too high.
- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other sources of electricity. Only use suitable connectors to provide power to the trailer.

Towing a trailer places additional demands on the vehicle. Volkswagen recommends additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer.

Swivelling out the ball coupling on the towing bracket

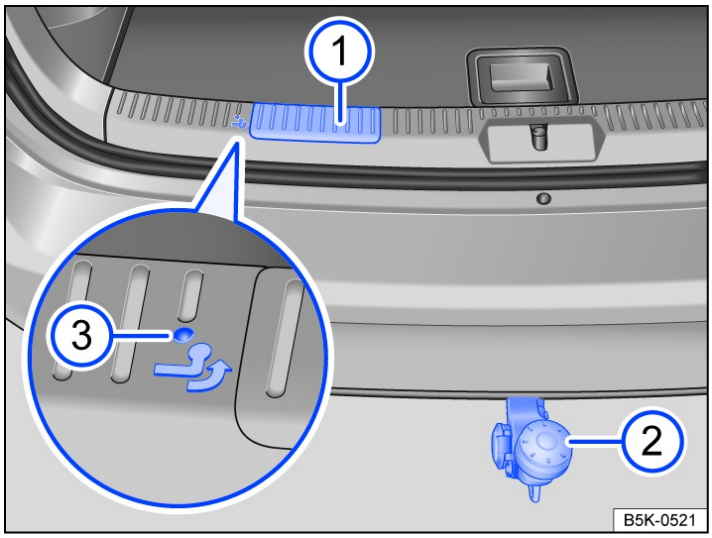


Fig. 1 In the luggage compartment: swivelling the ball coupling outwards.

The towing bracket ball coupling is located in the bumper. The mechanically adjustable ball coupling is swivelled out for use and cannot be removed.

Releasing the ball coupling

— Park the vehicle *(→ Electronic parking brake)*.

— Open the boot lid.

— To release the ball coupling, pull out the handle → *Fig. 1* (1) vertically and hold until the ball coupling is released. The ball coupling will swivel out slightly due to the force of gravity. The indicator lamp (3) flashes red during this time.

— Allow the handle to return slowly to its initial position.

Swivelling out the ball coupling

— Continue to swivel the ball coupling by hand until you hear and feel it engage in position. Make sure that the indicator lamp → *Fig. 1* (3) lights up green.

— If this ball coupling does not swivel out on its own, reach into the bottom of the bumper with the handle pulled and pull the ball coupling down until you hear and feel it engage in position and the indicator lamp (3) lights up green.

— If the indicator lamp (3) does *not* light up green, the ball coupling is *not* properly engaged. Do *not* use the towing bracket. Have the towing bracket checked by a qualified workshop if necessary.
Connect the electrical connection between the vehicle and trailer. Use the adapter for the trailer socket if necessary.

Swivelling in the ball coupling

— Park the vehicle *(→ Electronic parking brake)*.

— Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapters from the trailer socket.

— Open the boot lid.

— Pull out the handle → *Fig. 1* (1) vertically until the ball coupling (2) swivels.

— Allow the handle to return slowly to its initial position.

— When the ball coupling has been swivelled into position but has not clicked into place, the indicator lamp (3) next to the handle flashes *red*.

— Swivel the ball coupling into the bumper until you hear and feel it engage in position and the indicator lamp (3) next to the handle lights up *green*.

WARNING

Improper use of the towing bracket can cause injury and accidents.

- Ensure that no people, animals or items are in the way of the ball coupling when it is swivelled in or out.
- Do not use the towing bracket if the indicator lamp → *Fig. 1* (3) is not lit up green.
- If the smallest diameter on the ball coupling is smaller than 49mm, do not use the towing bracket. Have the ball diameter checked regularly if the towing bracket is used frequently.

NOTICE

- The ball coupling is only released with the handle → *Fig. 1* (1). It must be swivelled out and engaged in position by hand. The release mechanism may be damaged if you pull the handle with too much force.
- Never operate the handle (1) when the ball coupling is loaded. This can damage the towing bracket.

NOTICE

Do not aim a high-pressure cleaner or steam cleaner directly at the swivelling ball coupling or the fitted trailer socket. Seals could be damaged or the grease required for lubrication could be washed off.

Fitting a bicycle carrier on the ball coupling on the towing bracket

Only bicycle carriers that have been approved by Volkswagen for the vehicle must be used.

Mount the bicycle carrier in accordance with the manufacturer's assembly instructions.

A maximum of three bicycles may be mounted on the bicycle carrier →⚠. Position heavy bicycles as close to the vehicle (ball coupling) as possible.

Maximum load

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is 75 kg. However, the model-specific maximum drawbar load of the towing bracket *(→ Trailer towing)* must not be exceeded.

⚠ WARNING

Incorrect use of a bicycle carrier mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Read and always observe the assembly instructions provided by the bicycle carrier manufacturer.
- Never exceed the specified load and overhang.
- Never secure a bicycle carrier on the ball neck below the ball head. The bicycle carrier could slip due to the shape of the ball neck.

NOTICE

Considerable vehicle damage could occur if the maximum permitted load specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values specified in the assembly instructions.

Volkswagen recommends that you remove all add-on parts from the bicycles before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity.

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Notes on towing a trailer

Trailer socket

The electrical connection between the towing vehicle and the trailer requires a 13-pin trailer socket. The pin assignment corresponds to DIN ISO 11446.

If the trailer has a7-pin plug you will need to use a suitable adapter.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail light clusters cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED tail light clusters is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- All work on the electrical system should only be carried out by a qualified workshop.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a qualified workshop.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems or if there is a fault in the anti-theft alarm, have the vehicle checked by a qualified workshop.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Maximum trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull.

The drawbar load is the weight that is exerted vertically from above on the towing bracket's ball coupling.

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes only. The correct values for your specific model, which are often *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents always take precedence.

The *maximum* permitted drawbar load exerted by the trailer drawbar on the ball coupling on the towing bracket must not exceed 80 kg.

In the interest of driving safety, Volkswagen recommends that you always use the maximum drawbar load. The handling of the vehicle and trailer will be impaired if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

Gross combination weight

The gross combination weight is made up of the actual weight of the loaded vehicle and loaded trailer.

In some countries, trailers are divided into different classes. Volkswagen recommends that you contact a qualified workshop to find out about suitable trailers.

Loading a trailer

The vehicle and trailer should be balanced. For this purpose, the maximum permitted drawbar load should be utilised. Do not place the load only at the front or the rear of the trailer:

— Distribute the load in the trailer so that heavy objects are either over or as near to the axle as possible.

— Secure all loads on the trailer properly.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values.
- Never let the actual weights at the front and rear axles exceed the gross axle weight ratings. Never exceed the permissible gross vehicle weight for the vehicle with weight at the front and rear of the vehicle.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers correctly.
- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.

Headlight adjustment

Towing a trailer can raise the front end of the vehicle so that the dipped beam dazzles other road users. Use the headlight range control to lower the light cone as required. Vehicles with dynamic headlight range control are adjusted automatically.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.
— The combination weight causes the braking distance to increase.
— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.
  — On vehicles with a manual gearbox, change to a lower gear before driving on downhill stretches.
  — In automatic gearbox Tiptronic mode, select a lower gear.
— The vehicle's centre of gravity and in turn the vehicle handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.
— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on uphill gradients when towing a trailer

A vehicle towing a trailer is liable to roll back a short distance when moving off on an uphill slope depending on the gradient and the gross weight of the trailer and vehicle.

When towing a trailer, pull off on uphill gradient as follows:

— Depress and hold the brake pedal.
— Press the (P) button once to switch off the electronic parking brake .
— On vehicles with a manual gearbox, depress the clutch pedal fully.
— Select first gear or selector lever position D/S.
— Pull the (P) button and hold it in this position to hold the vehicle and trailer with the electronic parking brake.
— Release the brake pedal.
— Pull away slowly.
— To do this, slowly release the clutch pedal in the case of a manual gearbox.
— Release the (P) button only when the engine has sufficient power to move off.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious injuries.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and think ahead. Brake earlier than in normal driving.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Reduce your speed, particularly when going downhill.
- Accelerate carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion using counter steering assistance.

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control and traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator if one of the systems is active.

WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

Retrofitting a towing bracket

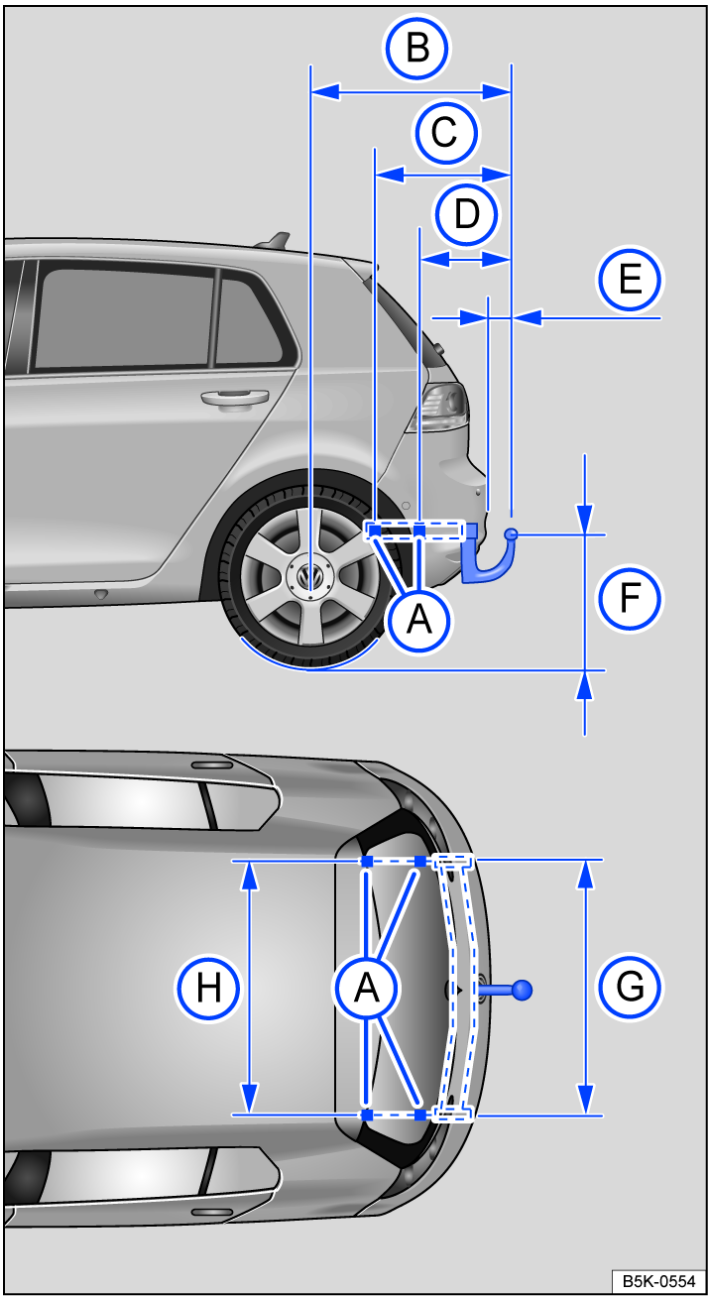


Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

Volkswagen recommends having the towing bracket retrofitted by a qualified workshop. The cooling system may need to be modified or heat shields may need to be fitted, for example. Volkswagen recommends using a Volkswagen dealership for this purpose.

Dimensions

The dimensions must be observed in all cases when retrofitting a towing bracket→ *Fig. 1*. Always observe the minimum distance given from the middle of the ball head (F) to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Mounting points
(B) 838 mm
(C) 513 mm
(D) 293 mm
(E) At least 65 mm

(F) 350 – 420 mm

(G) 1,043 mm

(H) 1,048 mm

WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources. Only suitable connectors may be used to connect the trailer.
- A towing bracket should be retrofitted to the vehicle by a qualified workshop.

WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

Only use towing brackets which have been approved by Volkswagen for your vehicle type.

Ball coupling on the towing bracket is not locked

The indicator lamp lights up yellow.

— If the problem persists, go to a qualified workshop.

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Before refuelling switch off the engine, ignition, your mobile phone and other radio equipment.
- Before refuelling switch off parking heater *(→ Auxiliary heater and auxiliary ventilation)*.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may run out of the fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuels standards

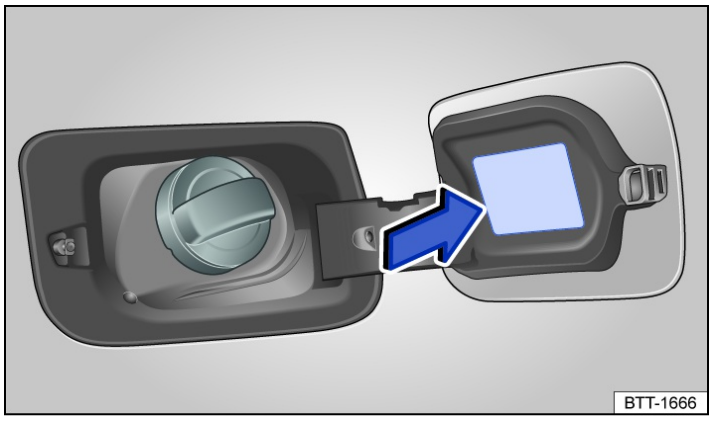


Fig. 1 On the inside of the tank flap: fuel information label (illustration).

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker in the tank flap that indicates the required fuel type for the vehicle *→ Fig. 1*.

The designation and frame indicate the fuels that are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refuelled with other fuels *→ Identification of fuels and fuels standards*.

Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels *→ Identification of fuels and fuels standards*.

Where fuel complying with the specified standards is not available, your Volkswagen dealership or a qualified workshop will have information on which available fuels are suitable for the vehicle.

Petrol

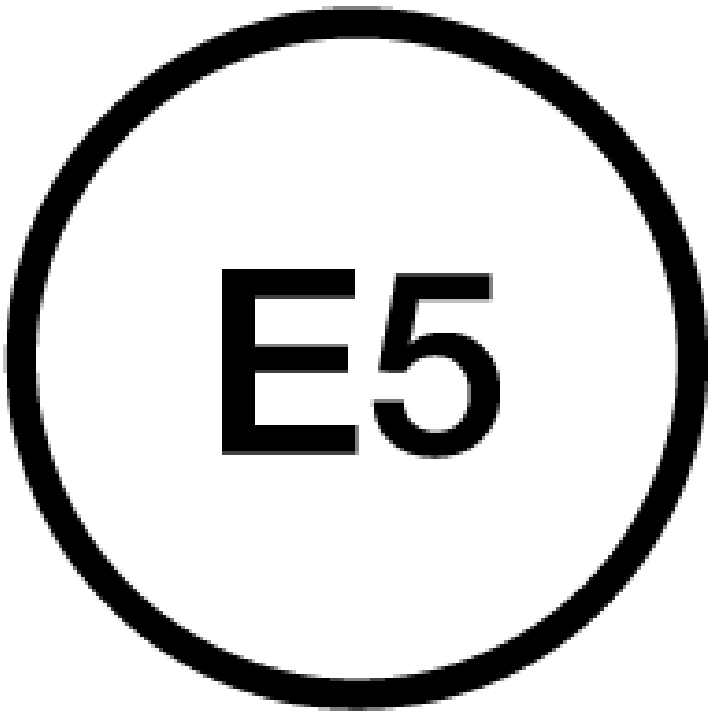


Fig. 2 Petrol fuels containing ethanol

Petrol fuels containing Ethanol. The number specifies the maximum ethanol content in the petrol, e.g. E5 for a maximum of 5% ethanol.

Fuel standard

— EN 228

— Resolucao ANP N° 57 (Brazil)

— Resulucion 478/1283 (Argentina)

— NOM-086 (Mexico)

Diesel



Fig. 3 Diesel fuels containing biodiesel

Diesel fuels containing Biodiesel. The figure indicates the maximum biodiesel content in the diesel, e.g. B7 for a maximum of 7% biodiesel.

Fuel standard

— EN 590

— DIN EN 590

Natural gas (CNG)



Fig. 4 CNG - compressed natural gas

CNG stands for Compressed Natural Gas.

Fuel standard

— EN 16723_2 (preferably CNG with maximum 10 mg sulphur per m3)

NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel designations on the pump meet the vehicle's requirements.
- Use only fuels that meet the required standard and have the correct designation in order to prevent damage to the fuel system and engine failure.

Petrol

Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON). The vehicle may be refuelled with petrol that has a higher RON than required by the engine. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several types of petrol, e.g. 95/92 / 97/93 RON. The highlighted petrol grades, 95/92 in the example, are the preferred petrol grades for the vehicle. If these are not available, one of the other listed petrol grades can be used for refuelling. The petrol grade with the higher RON value should be used for refuelling in this case, e.g. 97 instead of 93 RON.

Fill vehicles with a petrol engine only with unleaded petrol or petrol with a maximum ethanol content of 10 %(E10) →.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives →.

NOTICE

Incorrect refuelling or unsuitable fuel additives may cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only Volkswagen-approved service additives in the approved quantity.
- Refuel only with petrol that has the specified Research Octane Number (RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane

number as soon as possible.

Diesel

Fill vehicles with a diesel engine only with diesel or diesel with a maximum RME fuel content of 7 %→⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Information on countries where the diesel has a high sulphur content is available from your Volkswagen dealership or a qualified workshop.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives →⚠.

Winter-grade diesel fuel and filter preheater system

Diesel fuel with improved cold flow properties (winter-grade diesel fuel) must be used during the winter months. Refuelling with winter-grade diesel fuel can prevent malfunctions in vehicle operation. Winter-grade diesel fuel is available at filling stations during the winter months.

Different climate- and time-dependent cold classes may be defined in country-specific fuel standards *(→ Fuel types and refuelling)*.

Diesel vehicles are equipped with a filter preheater system. The filter preheater system guarantees the cold flow properties of the diesel fuel when driving. Information on the cold properties of diesel is available from filling stations in the respective country.

In order to ensure that the vehicle can also be started at low outside temperatures, Volkswagen recommends parking the vehicle in a location that is protected from the weather, e.g. in a garage.

Misfuelling prevention device

The tank filler neck in diesel vehicles may be fitted with a misfuelling prevention device. This is intended to help ensure that the vehicle is refuelled only using diesel filler nozzles.

If the nozzle cannot be inserted correctly into the tank filler neck, first check whether you are using a diesel filler nozzle. When you have made sure that you are using the correct filler nozzle, move the diesel filler nozzle to and fro slightly with light pressure. This can open the misfuelling prevention device and make it possible to refuel the vehicle. If the misfuelling prevention device still remains closed, go to a qualified workshop and have the system checked.

If it is necessary to refuel the vehicle using a spare fuel canister in the event of an emergency, the misfuelling prevention device will not open.

In order to nevertheless fill the fuel tank, pour the diesel into the tank extremely slowly in very small quantities. Use a suitable adapter for the spare fuel canister in order to make refuelling easier. Suitable adapters are available from your Volkswagen dealership or from a qualified workshop.

⚠ WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.
- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only Volkswagen-approved service additives in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

Refuelling

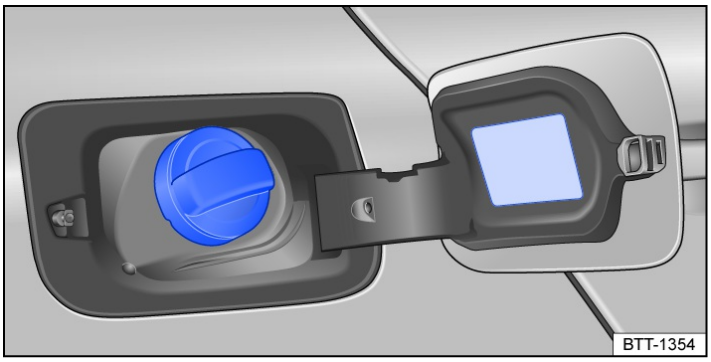


Fig. 1 Behind the tank flap: tank cap (illustration).

Refuelling process

— Unlock the tank flap with the vehicle key or the button in the driver door.

— Open the tank flap.

— Unscrew the tank cap and place it in the opening provided on the tank flap.

— Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.

— The fuel tank is full when the filler nozzle clicks off for the first time → *Refuelling*.

— Screw the tank cap onto the tank filler neck.

— Close the tank flap.

⚠ WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

Natural gas

Natural gas and types of natural gas

Vehicles fitted with a natural gas engine may only be refuelled and driven with compressed natural gas(CNG). Refuelling with other types of natural gas is not permissible.

The vehicle can run on bio-natural gas. Detailed information for this purpose is available from your local Volkswagen dealership or a qualified workshop.

Do not undertake any constructional modifications to the gas filling nozzles and use only approved adapters →⚠.

Natural gas quality and consumption

Natural gas is available in two grades: H-gas and L-gas. H-gas has a higher calorific value and a lower nitrogen and carbon dioxide content. The higher the calorific value of the natural gas, the lower the levels of consumption.

The calorific value and the nitrogen or carbon dioxide values may vary within one quality group. For this reason, the vehicle consumption may vary when using natural gas of the same quality.

The vehicle engine management will automatically adapt to the different natural gas qualities. Both natural gas qualities can therefore be mixed in the natural gas fuel tank. You do not need to empty the natural gas fuel tank before refuelling with a different quality.

The natural gas quality is displayed on the instrument cluster *(→ Driving data display (multifunction display))*.

⚠ WARNING

Incorrect handling of natural gas can cause explosions, fire and serious burns and injuries. It can also result in damage to the vehicle.

- Always refill the natural gas fuel tank with compressed natural gas(CNG).
- Never refill the natural gas fuel tank with other types of natural gas, e.g. LNG or hythane.
- Never make modifications to the gas filling nozzles and use only approved adapters.

⚠ WARNING

Ignoring the smell of gas in the vehicle or when refuelling may cause serious injuries. If you can smell gas or think there may be a leak in the natural gas system:

- Stop immediately and switch off the ignition.
- Open all the doors to ventilate the vehicle adequately.
- Extinguish all cigarettes and remove any objects causing sparks or fire from the vehicle.
- With the odour of gas persisting, do not continue driving!
- Exit the danger zone and notify ambulance services if necessary.
- Make use of professional assistance and have faults rectified.

Regular natural gas system checks

External influences can damage or corrode natural gas fuel tanks →⚠. The vehicle owner must therefore ensure that the natural gas system is checked (visual inspection) every four years at the latest by a qualified workshop.

The date for the next legally prescribed inspection of the natural gas system can be shown on the instrument cluster display *(→ Driving data display (multifunction display))*. Observe any text messages, warning and indicator lamps that light up .

The vehicle owner must have the natural gas fuel tank exchanged by a qualified workshop before it reaches the end of its service life. Please contact your Volkswagen dealership or a qualified workshop for information on the service life of your natural gas fuel tanks →⚠.

⚠ WARNING

Damaged or corroded natural gas fuel tanks could burst and cause serious or fatal injuries.

- Have the natural gas fuel tanks checked (visual inspection) every four years at the latest.
- Natural gas fuel tanks have a limited service life. Have the natural gas fuel tanks replaced in good time. Further information can be obtained from your Volkswagen dealership or qualified workshop.

⚠ WARNING

The natural gas tanks could be damaged if the underbody makes contact with the ground or in the event of a (rear-end) collision. If damaged natural gas tanks are filled, they could burst, causing severe or even fatal injuries!

- Drive immediately to a specialist workshop and have the gas system examined.
- Do not refuel until the gas system has been examined.

Refuelling natural gas

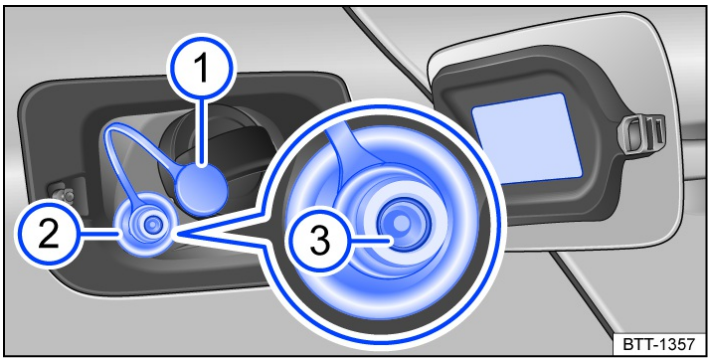


Fig. 1 Behind the tank flap: gas filler neck.

(1) Closure cap (1).

(2) Gas filler neck (2).

(3) Seal on the gas filler neck (3).

The fill couplings for natural gas systems have a variety of methods of operation. Contact trained filling station personnel→ ⚠.

Refuelling process

Read and follow the operating manual of the natural gas system.

— Open the tank flap.

— Pull the cap off the gas filler neck.

— Insert the filling coupling onto the gas filler neck.

— The natural gas fuel tank is full when the compressor switches off automatically.

— Press the stop button of the natural gas system to stop refuelling ahead of time.

— After removing the filling coupling, check whether the sealing ring of the gas filler neck is present. Place the seal back into the gas filler neck.

— Press the cap on the gas filler neck and close the tank flap.

⚠ WARNING

Incorrect handling of natural gas can cause explosions, serious injuries and damage to the vehicle.

- Only refill compressed natural gas(CNG).
- Never make modifications to the gas filler neck.
- Use only approved adapters.

The natural gas system in the vehicle is suitable both for refuelling on small and large compressors.

Urgent natural gas system check

The warning lamp lights up red.

The CNG operation not available text message is displayed.

— Drive to a qualified workshop immediately.

— Have the natural gas system checked.

OR: the CNG operation not available in X days text message is displayed.

— Take the vehicle to a qualified workshop within the specified period.

— Have the natural gas system checked.

Natural gas system check

The indicator lamp lights up white or yellow.

The CNG operation not available in X days text message is displayed.

— Take the vehicle to a qualified workshop within the specified period.

— Have the natural gas system checked.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— AdBlue® *(→ AdBlue)*

— Catalytic converter *(→ Catalytic converter)*

— Particulate filter (with some equipment levels) *(→ Particulate filter)*

⚠ WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

AdBlue®

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications should be made to the emission control system that could influence emission control by AdBlue®.

The vehicle no longer complies with the certificate of conformity issued for this vehicle type if the AdBlue® in accordance with ISO-22241-1 approved by Volkswagen is not exclusively used or replenished.

It may be a criminal offence to use the vehicle without the AdBlue® specified by Volkswagen.

The emission values may be negatively affected if the emission control system is not operated as intended.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature. The remaining range and refill quantity can be checked on the instrument cluster display *(→ Driving data display (multifunction display))*.

As AdBlue® freezes at -11 °C (+13 °F), refuelling may be restricted at very low temperatures. During vehicle operation, the system is heated to ensure emission control even at very low temperatures.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty .

Warning and driver inducement system for low tank level

Always add AdBlue® when a request to add it appears in the instrument cluster display. *(→ AdBlue)*

AdBlue® in the normal operating range. Remaining range over 2,000 km or 2,400 km (depending on equipment). It is possible to refill AdBlue®, but it is not necessary.

From a residual range of 2,000 km or 2,400 km (depending on equipment), a request to refill AdBlue® is made in the display of the instrument cluster. The current residual range is also displayed at this prompt.

If this warning is ignored, the yellow indicator lamp lights up in the instrument cluster display at a remaining range of 1,000 km. A message is displayed on the instrument cluster with the warning that it will no longer be possible to restart the engine in XXX km.

If the yellow indicator lamp is still ignored and the displayed remaining range is 0 km, it is not possible to restart the engine. The red warning lamp lights up.

Warning and driver inducement system in the event of faults

If the exhaust gas purification system is faulty or filled with non-standard AdBlue® according to ISO-22241-1, the white or yellow indicator lamps light up. There is a residual range of 1,000 km from the lighting up of the yellow indicator lamps.

If the yellow indicator lamps are still ignored, the red warning lamps light up. There is a remaining range of 0 km and it is not possible to restart the engine.

⚠ CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. If you follow the instructions correctly you should not come into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.
- If AdBlue® gets into the eyes, immediately rinse the eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® gets onto the skin, immediately rinse the skin with plenty of water for at least 15 minutes and consult a doctor.

- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining distance reaches approximately 1,000 km.
- Never allow the AdBlue® tank to run empty.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Use only AdBlue® that complies with the standard ISO 22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® in the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

Refilling AdBlue®

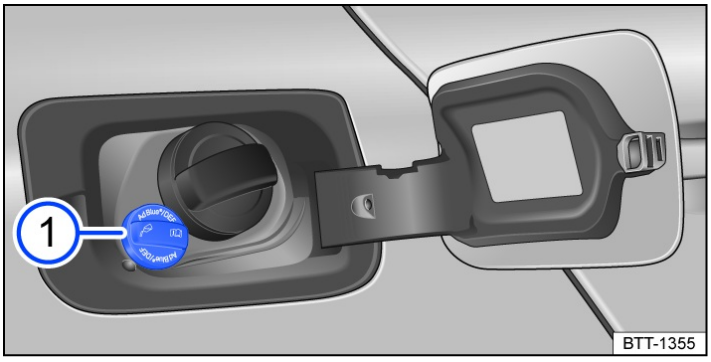


Fig. 1 Behind the tank flap: tank cap for AdBlue (illustration).

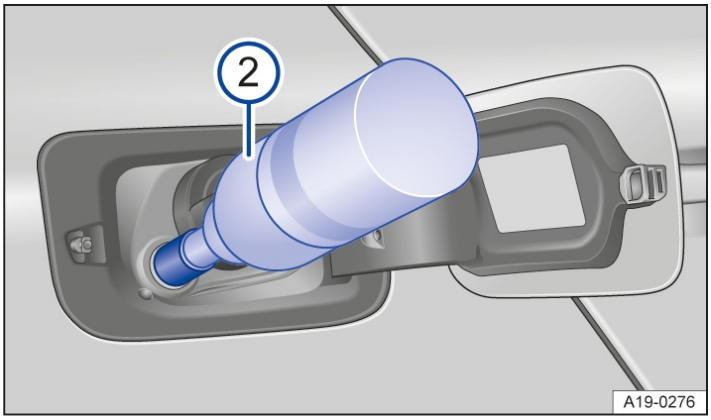


Fig. 2 Behind the tank flap: refilling AdBlue using the refill bottle (illustration).

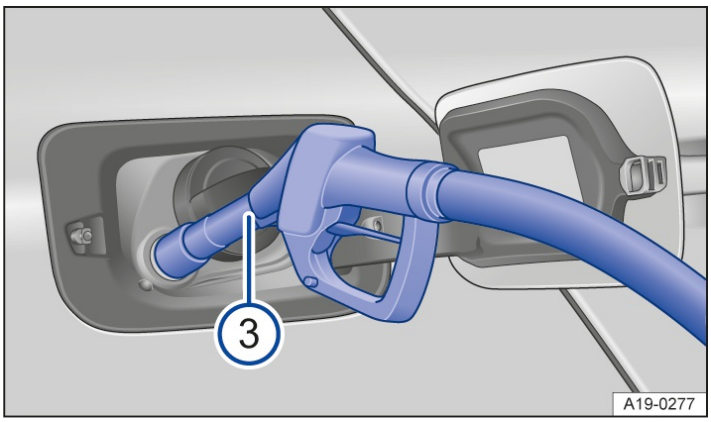


Fig. 3 Behind the tank flap: refilling AdBlue using the nozzle (illustration).

Key to *Fig. 1*, *Fig. 2* and *Fig. 3*:

1. Cap for the AdBlue® filler neck.
2. Refill bottle.
3. AdBlue® filler nozzle.

Preparing for refilling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel→ *Fig. 1*.

— Park the vehicle on a level surface and switch off the ignition.

— Open the tank flap.

— Unscrew the cap of the AdBlue® filler neck.

— Use only AdBlue® that complies with the standard ISO 22241-1.

Refilling with the refill bottle

Observe the expiry date and the manufacturer's instructions and information on the refill bottle.

— Unscrew the cap of the refill bottle.

— Place the refill bottle on the AdBlue® filler neck and screw the refill bottle tight.

— Keep pressing the refill bottle.

— The AdBlue® tank is full when AdBlue® no longer flows out of the refill bottle →.

— Unscrew the refill bottle.

Filling with a filler nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill the vehicle with fuel and AdBlue® at the same time.

— The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

— Hold the AdBlue® filler nozzle so that the handle is facing down in order to ensure optimum filling→ *Fig. 3*.

— The AdBlue® tank is full when the filler nozzle clicks off for the first time→.

The filler nozzle may click off prematurely if filling is performed at a truck filling pump. There is a risk of AdBlue® spilling out due to the much higher filling speed →.

Filling with a canister

— Open the canister and use the integrated spout to refill the AdBlue® tank.

— The AdBlue® tank is full when AdBlue® if filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank → .

Preparing to continue your journey

— Screw in the cap on the AdBlue® filler neck until it engages.

— Close the tank flap.

— Switch on only the ignition for at least 30 seconds to allow the system to detect the refill procedure.

— Start the engine only after this.

NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of cold water.
- Remove any crystallised AdBlue® with warm water and a sponge.

Dispose of the refill bottle in an environmentally responsible way.

Suitable AdBlue® refill bottles are available from a Volkswagen dealership.

Troubleshooting

Fault in the selective catalytic reduction system

The red warning lamps light up.

Error: AdBlue. Engine start disabled.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is therefore not possible to restart the engine.

— Drive immediately to a qualified workshop without switching off the engine.

— Have the system checked.

or Fault in the selective catalytic reduction system

The yellow or white indicator lamp lights up.

Error: AdBlue. No engine start in XXX km.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

— Drive to a qualified workshop immediately.

— Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

Please add AdBlue. Engine start disabled.

It is not possible to start the engine because the AdBlue® level is too low.

— Stop the vehicle.

— Refill the minimum AdBlue® filling quantity *(→ AdBlue)*.

or AdBlue® level low

The yellow or white indicator lamp lights up.

Please add AdBlue. No engine start in XXX km.

— Refill AdBlue® within the displayed remaining range in accordance with *(→ AdBlue)*.

Catalytic converter

To help ensure long-term functionality in the exhaust system and the catalytic converter:

— Refuel only with unleaded petrol.

— Never run the fuel tank completely dry .

— Do not fill too much engine oil *(→ Engine oil)*.

— Never tow the vehicle to start it, but use jump leads instead *(→ Jump starting)*.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a qualified workshop . Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making only short journeys.

⚠ WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Always observe the applicable country-specific traffic regulations.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality:

— Reduce speed immediately.

— Drive to nearest qualified workshop at medium engine speeds and low loads on the engine.

— If these symptoms occur directly after refuelling, switch off the engine immediately to avoid any subsequent damage.

— Seek expert assistance.

Particulate filter clogged with soot

The yellow indicator lamp lights up.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

For petrol engines

— Drive at a speed of at least 80 km/h.

— Remove your foot from the accelerator completely for a few seconds to allow the vehicle to coast with a gear engaged.

— Repeat this procedure (accelerate and coast) until the indicator lamp goes out.

— This procedure allows the diesel particulate filter to perform its self-cleaning process and may take some time. If the indicator lamp does not go out, seek expert assistance immediately.

For diesel engines

— Drive at a speed of at least 60 km/h at an engine speed of at least 2,000 rpm. The achieved temperature increase can burn the soot off the filter.

— Do not end the regeneration trip until the indicator lamp has gone out.

— This procedure allows the diesel particulate filter to perform its self-cleaning process and may take around 20 to 40 minutes. Go to a qualified workshop if the indicator lamp continues to light up after driving for approximately 40 minutes.

Emissions-relevant fault

The yellow indicator lamp lights up.

Fault in an emissions-relevant component that can damage the vehicle.

— Drive to the nearest qualified workshop.

— Have the engine and the exhaust system checked.

Misfiring

The yellow indicator lamp flashes.

Misfiring that can damage the vehicle.

— Drive to the nearest qualified workshop.

— Have the engine and the exhaust system checked.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

⚠ WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung though the vehicle and cause severe injuries.

- Ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

⚠ WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

Stowage

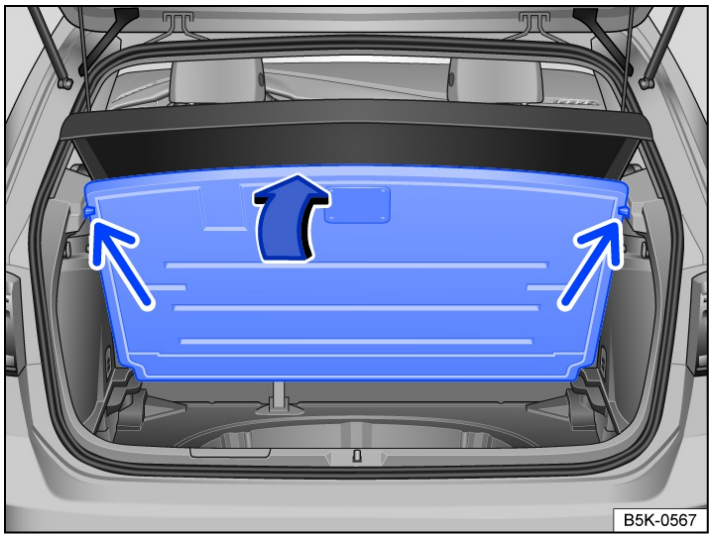


Fig. 1 In the luggage compartment: opening the luggage compartment floor.

The vehicle toolkit may be located in various places in the vehicle, e.g. in the side stowage area of the luggage compartment or under the luggage compartment floor → *Fig. 1*.

— Remove the luggage net if necessary.

— Grip the recessed handle in the luggage compartment floor and lift it until it is held in position by the side restraints (arrows).

NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.

After using the jack, crank it back to its original position so that it can be stowed safely.

Contents of the vehicle toolkit

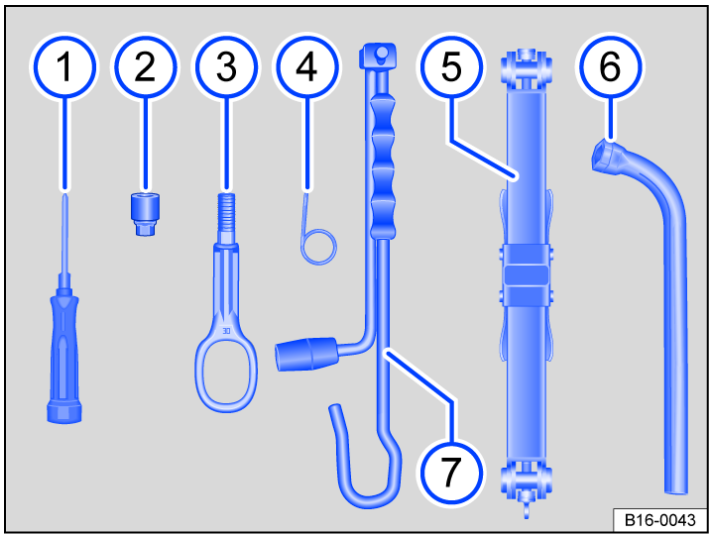


Fig. 1 Contents of the vehicle toolkit. (illustration)

The scope of the on-board tool kit depends on the country and equipment.

1. Screwdriver with hexagon socket in the handle for unscrewing or tightening slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Screw-in towing eye.
4. Wire hook for pulling off the centre trims, wheel covers and the wheel bolt caps.
5. Jack. Before you repack the jack, you must fully wind in the claw.
6. Box spanner for wheel bolts.
7. Crank.

Jack: maintenance

There are no maintenance cycles for the jack. Grease the jack with universal lubricant when necessary.

Service position

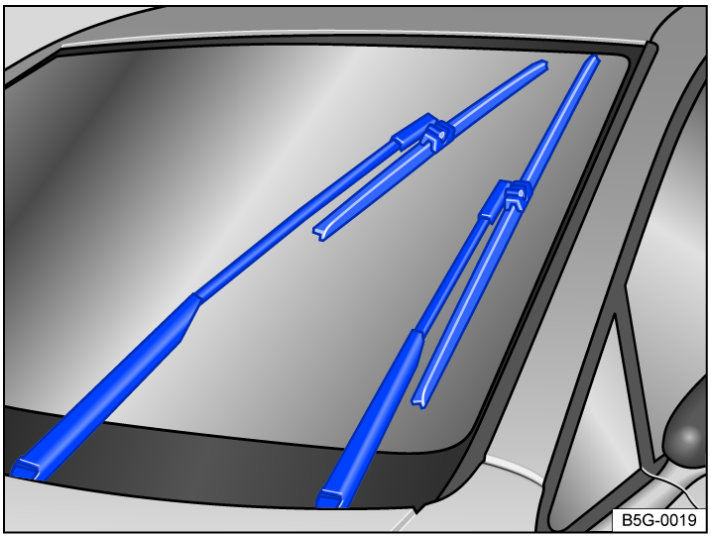


Fig. 1 Wipers in service position.

The wiper arms can be lifted off the windscreen when in the service position.

Activating service position

— The bonnet must be closed *(→ In the engine compartment)*.

— Switch the ignition on and then off again.

— Push the wiper lever downwards briefly.

Lifting the windscreen wiper arms

— Move the wiper arms to the service position before lifting →.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever down to bring the wiper arms back to the original position.

NOTICE

- In order to prevent damage to the bonnet and the wiper arms, the windscreen wiper arms should only be lifted when in the service position.
- Always return the wiper arms to the windscreen before starting your journey.

Cleaning and changing wiper blades

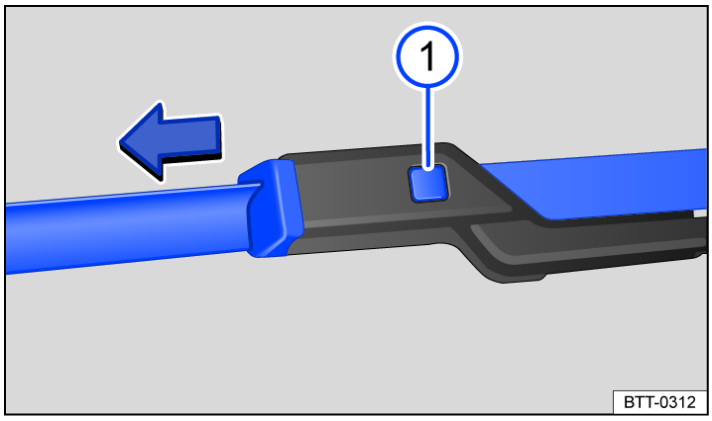


Fig. 1 Changing the windscreen wiper blades.

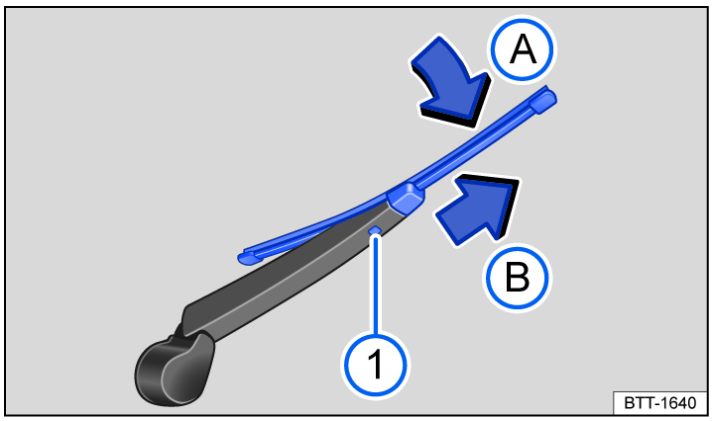


Fig. 2 Changing the rear window wiper blade.

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis.Rubbing wiper blades should be changed if damaged or cleaned if dirty *→ Cleaning and changing wiper blades*.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from a qualified workshop.

Cleaning wiper blades

Note for the windscreen wipers: move the wiper arms to the service position before lifting them *(→ Wiper blades)*.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Clean the wiper blades carefully using a damp sponge *→ Cleaning and changing wiper blades*.

— Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

— Move the wiper arms to the service position before lifting *(→ Wiper blades)*.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow *→ Fig. 1* (1).

— Insert a new wiper blade with the same length and design onto the wiper arm. Push it on until it engages.

— Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Lift and fold back the wiper arm.

— Press and hold the release button → *Fig. 2* (1).

— Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (arrow A) and pull it off in the direction of the arrow B at the same time. You may need to use some force to do this.

— Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (arrow B). The wiper blade must be in the folded back position → *Fig. 2* (arrow A).

— Carefully place the wiper arm back onto the rear window.

WARNING

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn and no longer clean the window properly.

NOTICE

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges and other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the windows.

Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a qualified workshop.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.

- When working in the engine compartment, always read and observe the safety warnings *(→ In the engine compartment)*. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Halogen bulbs are pressurised and could explode when they are being changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you are familiar with the procedure. If you are uncertain of what to do, the work should be carried out by a qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to “go blind”
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

Checklist “Information on changing bulbs”

Checklist

Always carry out the following actions for changing a bulb in the given order→ *Checklist Information on changing bulbs*:

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake *(→ Electronic parking brake)*.
3. Switch off the lights *(→ Dipped beam)*.
4. Move the turn signal and main beam lever to neutral position *(→ Turn signals)*.
5. Automatic gearbox: move the selector lever to positionP *(→ Automatic gearbox)*.
6. Stop the engine and remove the vehicle key from the ignition *(→ Switching off the engine)*.
7. Manual gearbox: select a gear *(→ Manual gearbox)*.
8. Allow the orientation lighting to go out *(→ Orientation lighting)*.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has visibly blown *(→ Fuses)*.
11. Follow the instructions to change the affected bulb → *Checklist Information on changing bulbs*. Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.
12. Do not touch the glass part of the bulb with unprotected fingers. When switched on, the heat of the bulb would cause the remaining fingerprint to evaporate and be deposited on the reflector. This will impair the light output of the headlight.
13. After changing a bulb, check to ensure that the bulb is working properly. If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
14. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a qualified workshop.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always follow the instructions in the checklist and observe the general safety procedures.

NOTICE

Always take care when removing or fitting lights to prevent damage to the paintwork or to other vehicle parts.

Changing the bulbs in the headlights (halogen bulbs)

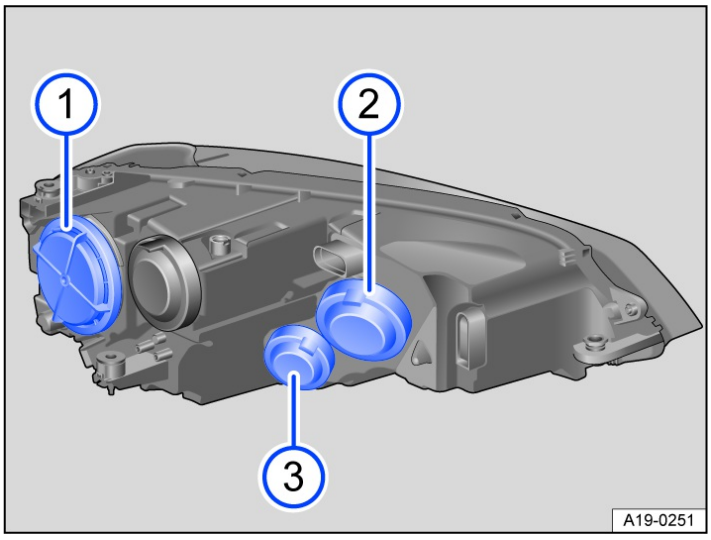


Fig. 1 In the engine compartment: covers on back of the left-hand headlight.

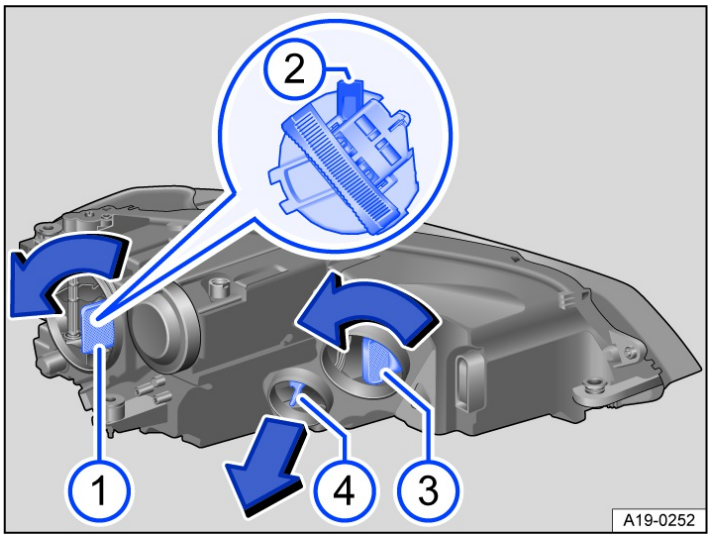


Fig. 2 In the engine compartment: changing bulbs in the left-hand headlight.

The headlight does not need to be removed when changing bulbs.

Changing bulb for dipped beam headlight

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.
3. Pull the rubber cover → *Fig. 1* (1) from the rear of headlight. Depending on the version, a hard plastic cover may be fitted here. Turn the cover anti-clockwise and remove it.
4. Turn the bulb holder → *Fig. 2* (1) in the direction of arrow as far as it will go and carefully pull it out to the rear.
5. Replace the defective bulb with a new bulb of the same type.
6. Insert the bulb holder → *Fig. 2* (1) with the retaining tab pointing up → *Fig. 2* (2) into the headlight and turn it as far as it will go in the opposite direction to the arrow.
7. Fit the rubber cover → *Fig. 1* (1) on the rear of headlight. Depending on the version, a hard plastic cover may be fitted here. Fit the cover and turn it clockwise as far as it will go.
8. Close the bonnet *(→ In the engine compartment)*.

Changing the bulbs for main beam headlights, side lights and daytime running lights

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.
3. Pull the rubber cover → *Fig. 1* (2) from the rear of headlight.
4. Turn the bulb holder → *Fig. 2* (3) in the direction of arrow as far as it will go and carefully pull it out to the rear. For side lights with separate bulb holder: pull the bulb holder out to the rear.
5. Replace the defective bulb with a new bulb of the same type.
6. Insert the bulb holder → *Fig. 2* (3) into the headlight and turn as far as it will go in the opposite direction to the arrow. For side lights with separate bulb holder: carefully insert the bulb holder into the headlight and press it down until it engages.
7. Fit the rubber cover → *Fig. 1* (2) on the rear of headlight.
8. Close the bonnet *(→ In the engine compartment)*.

Changing the bulb for the turn signals

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.
3. Pull the rubber cover → *Fig. 1* (3) from the rear of headlight.
4. Pull the bulb holder → *Fig. 2* (4) out in the direction of arrow and carefully guide it sideways.
5. Replace the defective bulb with a new bulb of the same type.
6. Carefully insert the bulb holder → *Fig. 2* (4) into the headlight and press it opposite to the direction of arrow until it engages.
7. Fit the rubber cover → *Fig. 1* (3) on the rear of headlight.
8. Close the bonnet *(→ In the engine compartment)*.

The illustrations show the left-hand headlight. The right-hand headlight is a mirror image of the one shown.

There are various types of headlight, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

It is not possible to replace the LEDs in LED daytime running lights. Contact a specialist workshop.

Changing bulbs in the front bumper

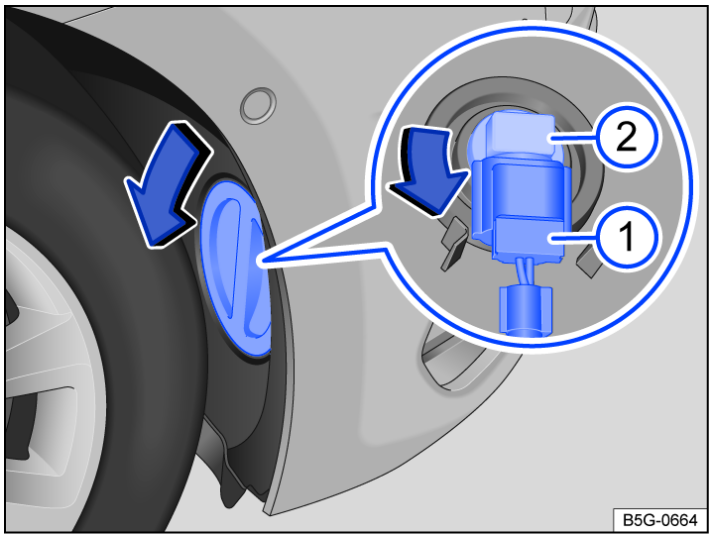


Fig. 1 In the front bumper on the right: changing a bulb in the headlight (illustration).

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Turn the steering so that the wheel on the affected side of the vehicle is pointing to the middle of the vehicle. If necessary, start the engine to do this. Then stop the engine again and remove the vehicle key from the ignition lock.
3. Turn the cover in the wheel housing liner in the direction of the arrow and pull it out → *Fig. 1*.
4. Release the connector → *Fig. 1* (1) and pull it off.
5. Turn the bulb holder → *Fig. 1* (2) anticlockwise as far as it will go and pull it out to the rear together with the bulb.
6. Replace the defective bulb with a new bulb of the same type.
7. Insert the bulb holder into the headlight and turn it clockwise as far as it will go.
8. Connect the connector → *Fig. 1* (1) to the bulb holder → *Fig. 1* (2). The connector must audibly click into place.
9. Fit the cover in the wheel housing liner → *Fig. 1* and lock it in position.

NOTICE

- Make sure that the electrical connection on the headlight housing is seated properly in order to prevent damage to the electrical system caused by water entering the system.
- When removing and refitting the headlight, make sure that the vehicle's paintwork is not damaged.

The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Changing the bulbs in the tail light cluster in the body

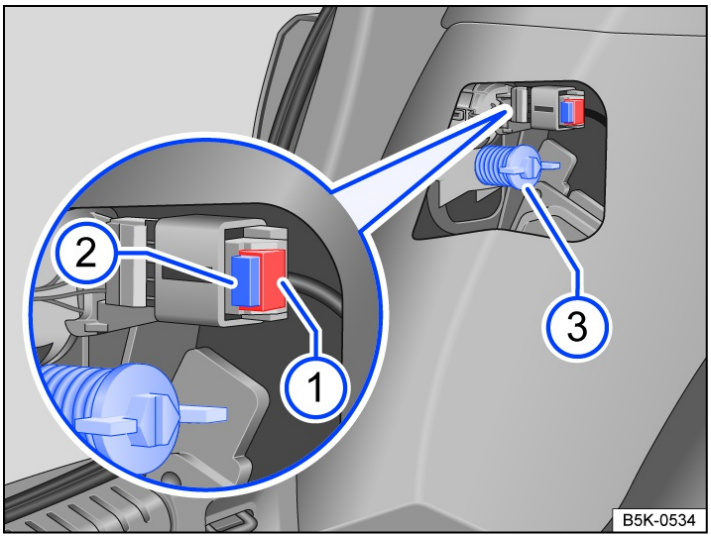


Fig. 1 On the side of the luggage compartment: removing the tail light cluster.

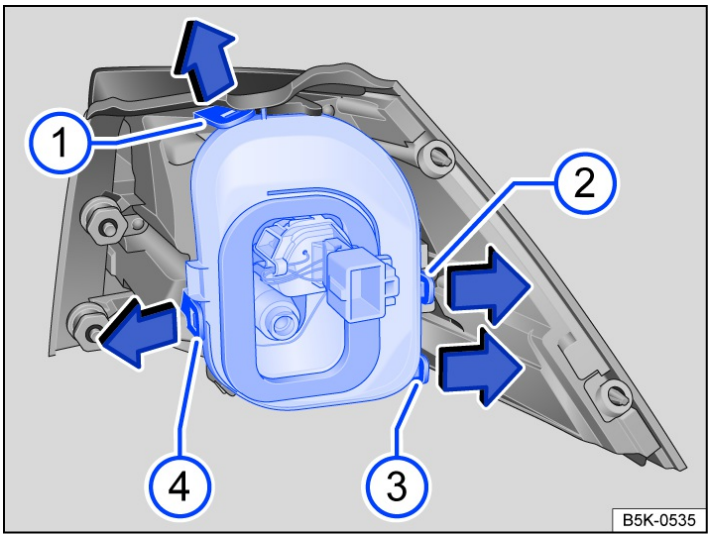


Fig. 2 Tail light cluster in the body: removing the bulb holder.

Removing tail light clusters

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the boot lid.
3. In the tail light area, take hold of the opening in the side trim in the luggage compartment (slit) and pull the trim forwards.
4. Remove the fuse → *Fig. 1* (1). Press the catch → *Fig. 1* (2) on the connector and pull off the connector.
5. Unscrew the securing screw by hand → *Fig. 1* (3).
6. Carefully pull the tail light cluster out to the rear and release it from the body.
7. Remove the tail light cluster and place it on a clean, flat surface.

Changing the bulb

The actions should only be carried out in the specified order:

1. To release the bulb holder, push the tabs → *Fig. 2* (1) to (4) in the direction of the arrows.
2. Remove the bulb holder from the tail light cluster.

3. Replace the defective bulb with a new bulb of the same type.
4. Insert the bulb holder into the tail light cluster. All release tabs must click into place.

Fitting the tail light cluster

The actions should only be carried out in the specified order:

1. Carefully insert the tail light cluster into the opening in the body.
2. Use one hand to hold the tail light cluster in the fitting position while using the other hand to screw tight the securing screw → *Fig. 1* (3).
3. Check that the tail light cluster is positioned correctly and securely.
4. Connect the connector to the bulb holder and press the fuse → *Fig. 1* (1) into place.
5. Fit the side trim back into the luggage compartment.
6. Close the boot lid.

The illustrations show the left-hand tail light cluster. The right-hand tail light cluster housing is a mirror image of the one shown.

There are various types of tail light cluster, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

In tail light clusters with LEDs, some light elements may be fitted with “normal” bulbs. These bulbs can be changed.

Changing the bulbs in the tail light cluster in the boot lid

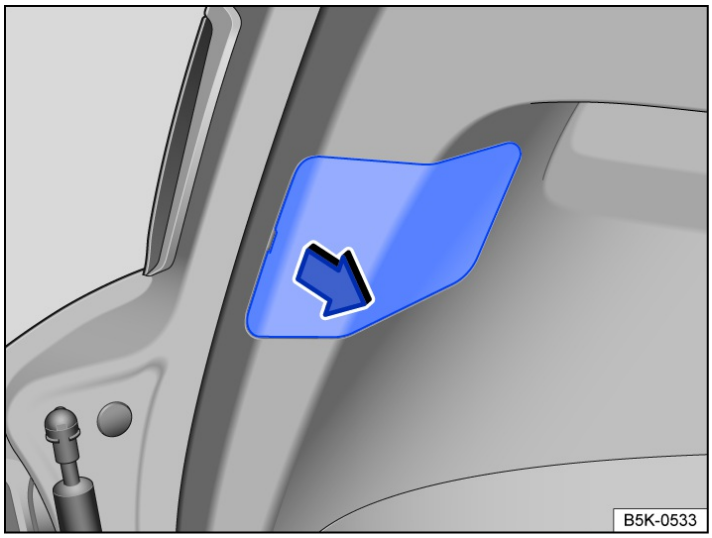


Fig. 1 In the tailgate: removing the cover.

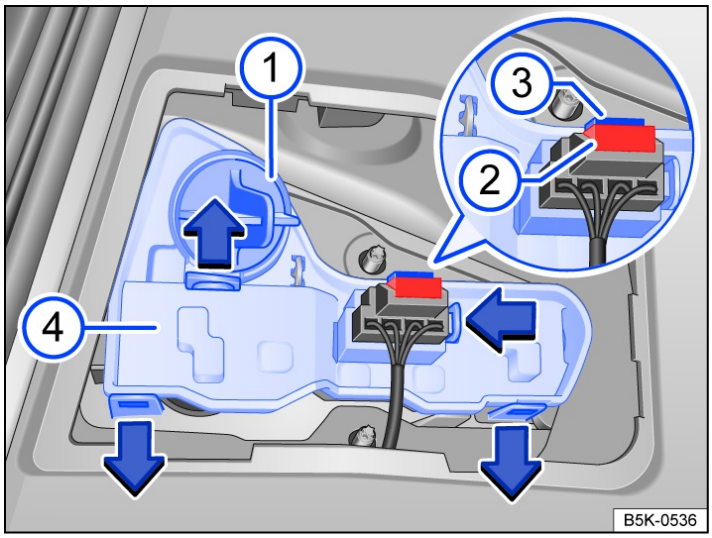


Fig. 2 In the tailgate: removing the bulb holder.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the boot lid.
3. Use a suitable object, e.g. a slotted screwdriver, to carefully lever the cover off in the direction of arrow → *Fig. 1*.
4. Turn the bulb holder → *Fig. 2* (1) anticlockwise as far as it will go and pull it out to the rear together with the bulb.
5. Replace the defective bulb with a new bulb of the same type. Insert the bulb holder (1) and turn it clockwise as far as it will go.
6. Remove the fuse → *Fig. 2* (2). Press the catch → *Fig. 2* (3) on the connector and pull off the connector.
7. Release the retaining lugs on the bulb holder → *Fig. 2* (4) in the direction of the arrow and pull out the bulb holder.
8. Replace the defective bulb with a new bulb of the same type.
9. Replace the bulb holder. The retaining lugs must audibly click into place.
10. Attach the connector to the bulb holder and fit the cover. The cover must engage fully and securely.
11. Close the boot lid.

The illustrations show the left-hand tail light cluster. The right-hand tail light cluster housing is a mirror image of the one shown.

There are various types of tail light cluster, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

It is not possible for customers to change the LEDs in lamps with LED technology. Go to a qualified workshop.

In tail light clusters with LEDs, some light elements may be fitted with “normal” bulbs. These bulbs can be changed.

Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can obtain further information about the fuse assignment from a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating. Fuses must always be replaced by a new fuse with the same amp rating (same colour and markings) and size.
- Never repair a fuse.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

- To avoid damage to the electrical system in the vehicle, always switch off the ignition, lights and all electrical consumers and remove the vehicle key from the ignition before changing a fuse.
- You can damage another location in the electrical system by using a fuse with a higher amp rating.
- Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.
- Remove the covers for the fuse boxes carefully and install them again properly so as to avoid damage to the vehicle.

There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a qualified workshop.

Fuses in the engine compartment

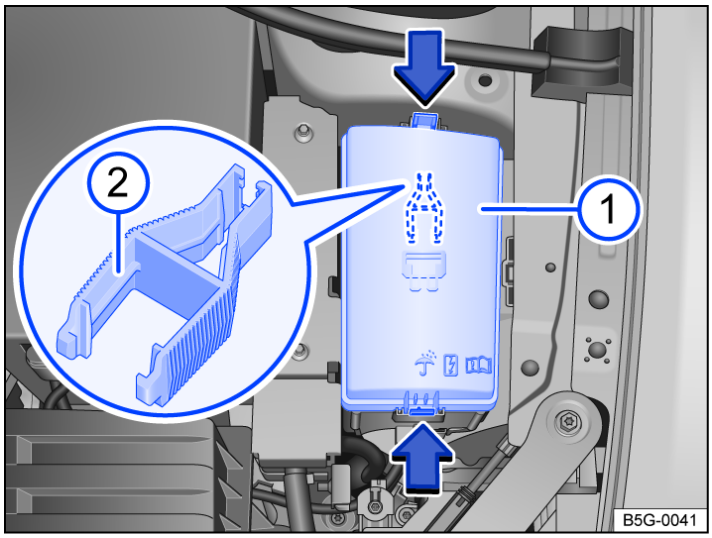


Fig. 1 In the engine compartment: cover (1) of the fuse box including plastic pliers (2).

Opening the fuse box in the engine compartment

— Open the bonnet ⚠ *(→ In the engine compartment)*.

— Press the locking button in the direction of the arrow → *Fig. 1* (arrows) in order to unlock the cover of the fuse box→ *Fig. 1* (1).

— Lift off the cover.

— To *install*, position the cover on the fuse box and press it downwards until the cover audibly clicks into place on both sides.

Plastic pliers may be located on the inside of the fuse box cover to pull out fuses→ *Fig. 1* (2).

Fuse tables for fuses in the engine compartment

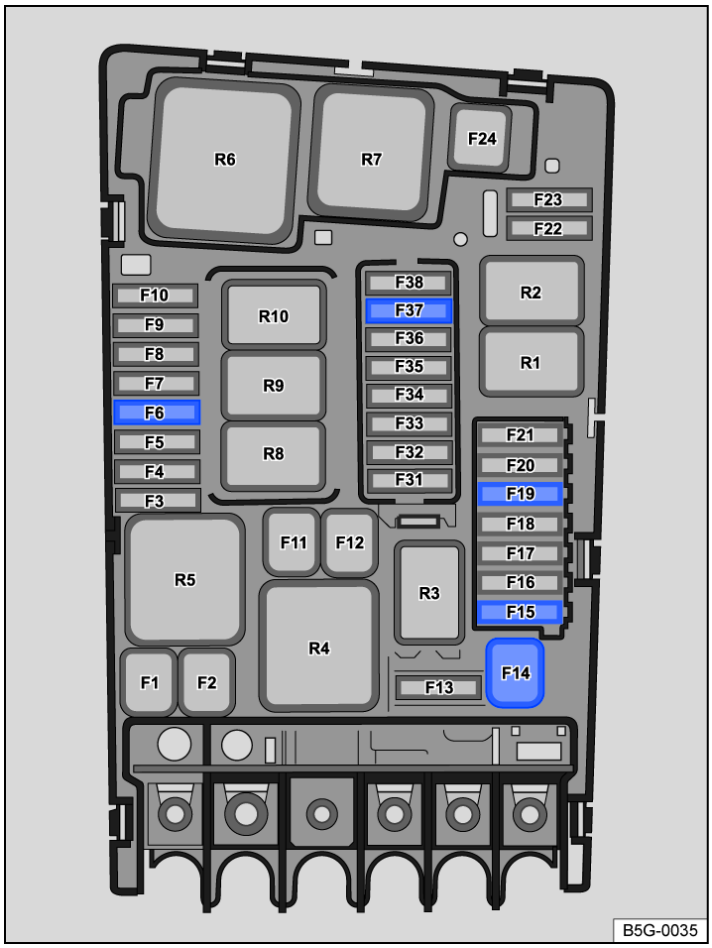


Fig. 1 In the engine compartment: fuse locations.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1*:

F6

7.5 amps, ATO®, brake light sensor.

F14

40 amps, JCASE®, windscreen heating.

F15

15 amps, ATO®, horn.

F19

30 amps, ATO®, front wipers.

F37

20 amps, ATO®, auxiliary heater.

Fuses in the dash panel

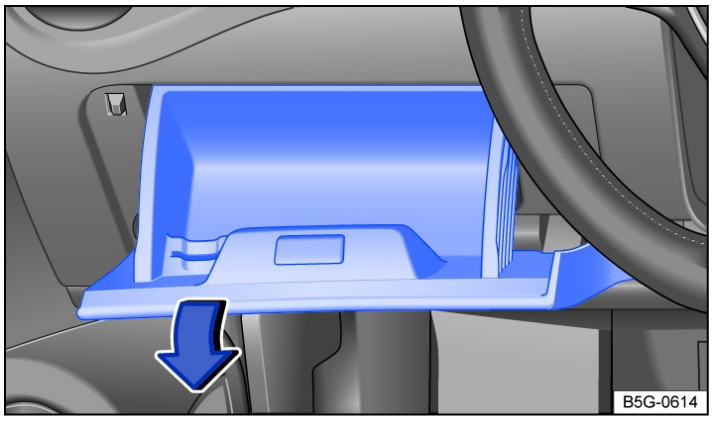


Fig. 1 Fuse box cover in the dash panel: left-hand drive vehicle, on the left-hand side of the steering wheel.

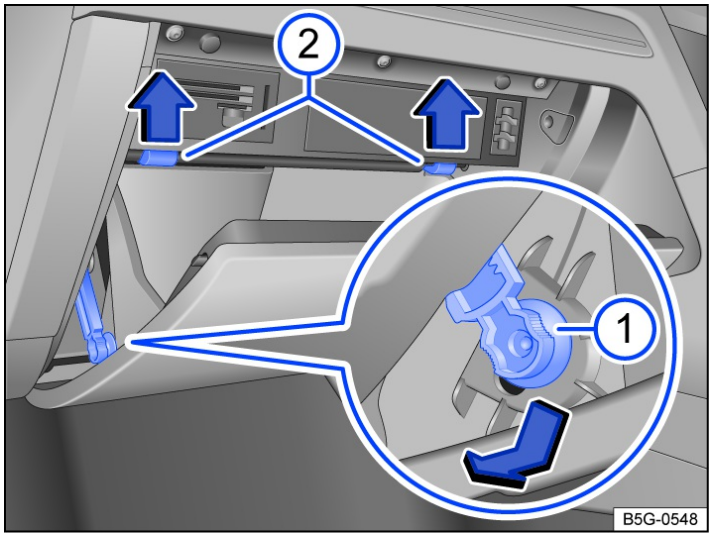


Fig. 2 Fuse box cover in the dash panel: right-hand drive vehicle, on the front passenger side.

Left-hand drive vehicle: opening the fuse box in the dash panel

— Open the stowage compartment on the driver side and remove the contents if necessary → *Fig. 1*.

— Pull the left-hand side of the stowage compartment firmly in the direction of the arrow. You may need to use some force to do this.

— To *install*, press the stowage compartment into the mounts on the dash panel until it audibly clicks into place on both sides and then close the compartment.

Right-hand drive vehicle: opening the fuse box in the dash panel

— Open the glove box and empty if necessary.

— Push damper element downwards into the opening of the holder and pull out to the side → *Fig. 2* (1).

— Push catches upwards in the direction of the arrow at the same time open the glove box further → *Fig. 2* (2).

— To *install*: move the stowage compartment into position. Insert the damper element into the opening in the holder and slide upwards until it audibly engages. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

Fuse table for fuses in the dash panel

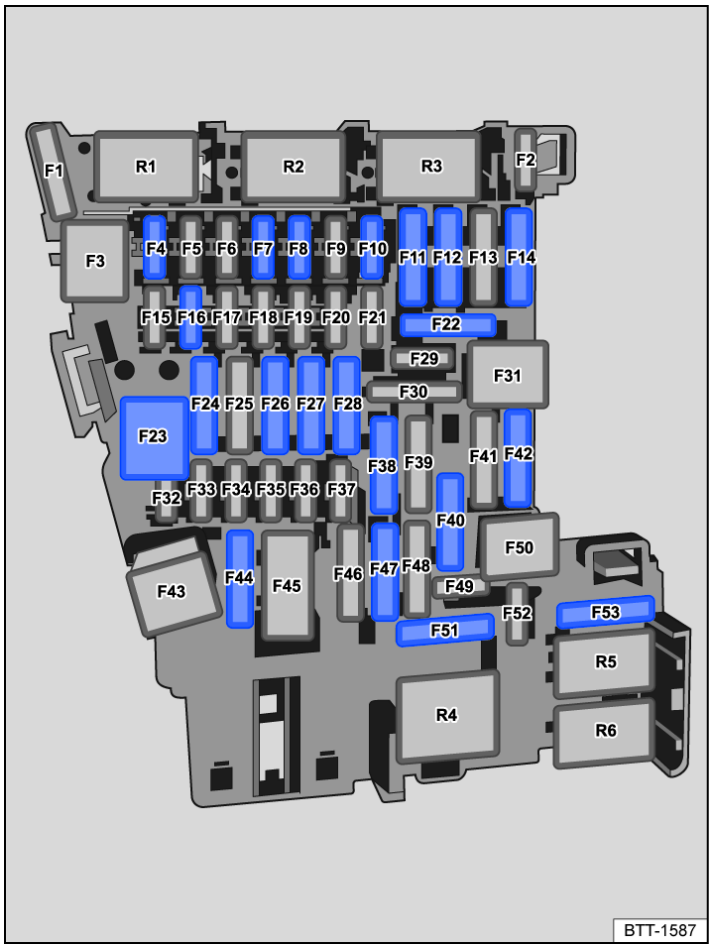


Fig. 1 In the dash panel: fuse assignment.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1*:

F4

7.5 amps, MINI®, anti-theft alarm.

F7

10 amps, MINI®, air conditioning system control panel or heating and fresh air system, rear window heating relay.

F8

7.5 amps, MINI®, light switch (dipped beam), rain/light sensor, electronic parking brake.

F10

7.5 amps, MINI®, display, Infotainment system control panel.

F11

40 amps, ATO®, left exterior lighting.

F12

20 amps, ATO®, Infotainment system.

F14

40 amps, ATO®, blower regulator.

F16

7.5 amps, MINI®, telephone.

F23

20 amps, JCASE®, electric glass roof.

F24

40 amps, ATO®, right exterior lighting.

F26

30 amps, ATO®, seat heating.

F27

30 amps, ATO®, interior lighting.

F40

20 amps, ATO®, cigarette lighter, sockets.

F42

40 amps, ATO®, central locking.

F47

15 amps, ATO®, rear window wiper.

F51

25 amps, ATO®, rear seat heating.

F53

30 amps, ATO®, rear window heating.

Fuse locations for vehicles with factory-fitted towing bracket → *Fig. 1*:

F22

15 amps, ATO®, trailer charging cable.

F28

25 amps, ATO®, left trailer control unit.

F38

25 amps, ATO®, right trailer control unit.

F44

15 amps, ATO®, trailer control unit.

Electric windows and electrically adjustable seats may be protected by circuit breakers which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

Changing a blown fuse

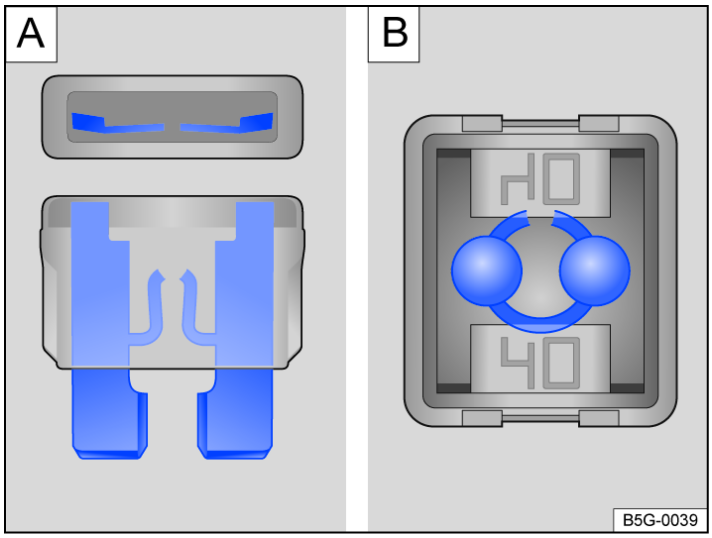


Fig. 1 Blown fuse: A flat blade fuse, B cartridge fuse.

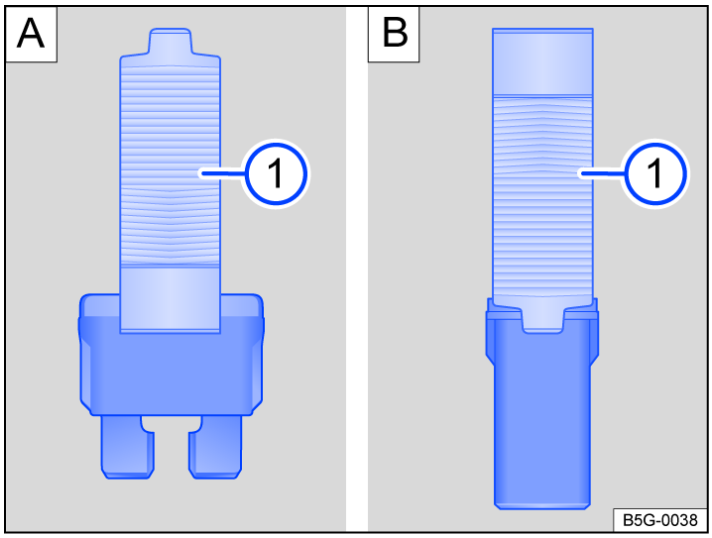


Fig. 2 Removing or inserting a fuse with plastic pliers: A: flat blade fuse, B: cartridge fuse.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Cartridge fuse (JCASE®).

Colour coding of fuses

Fuses (ATO - MINI - MAXI)

Colour	*Amp rating*
Black	1 amps

Purple

3 amps

Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Fuses (cartridge)

Blue

20 amps

Pink

30 amps

Green

40 amps

Red

50 amps

Yellow

60 amps

Preparations

— Switch off the ignition, the lights and all electrical consumers.

— Open the appropriate fuse box *(→ Fuses)*.

Detecting a blown fuse

— Shine a torch onto the fuse. This will help you to spot the blown fuse more easily.

— If a *flat blade fuse (ATO®, MINI®)* has blown, this can be recognised from the top and side through the transparent housing due to the melted metal strip → *Fig. 1* A.

— If a *cartridge fuse (JCASE®)* has blown, the melted metal strip can be recognised from the top through the transparent housing → *Fig. 1* B.

Changing a fuse

— If applicable, take the plastic pliers out of the fuse box cover → *Fig. 2* (1).

— Use plastic pliers suitable for the fuse design. Slide them onto the fuse from the side → *Fig. 2* A (1) or → *Fig. 2* B (1).

— Remove the fuse.

— If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size → ⓘ.

— Once the new fuse is inserted, put the plastic pliers back in the cover.

— Insert the cover again or close the fuse box cover.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

Introduction to the topic

For technical reasons, your vehicle may not be push-started *→ Introduction to the topic*.

If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

Suitable jump leads are needed for jump starting.

Cable cross-section for the jump leads:

— For vehicles with a petrol engine at least 25 mm2 (0.038 in2).

— For vehicles with a diesel engine at least 35 mm2 (0.054 in2).

⚠ WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- The vehicle battery providing assistance must have the same voltage(12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it is frozen or has ever been frozen.
- A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery. Never use a mobile telephone when the jump leads are being connected or disconnected.
- Position the jump leads so that they never come into contact with any moving parts in the engine compartment.
- Never confuse the negative and positive terminals or connect the jump leads incorrectly.
- Observe the jump lead manufacturer's instructions.

NOTICE

Please note the following in order to avoid considerable damage to the vehicle electrical system:

- A short circuit can be caused if the jump leads are wrongly connected.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive terminals are connected.

NOTICE

Tow-starting the vehicle can cause damage.

Jump-start connection point (earth connection)

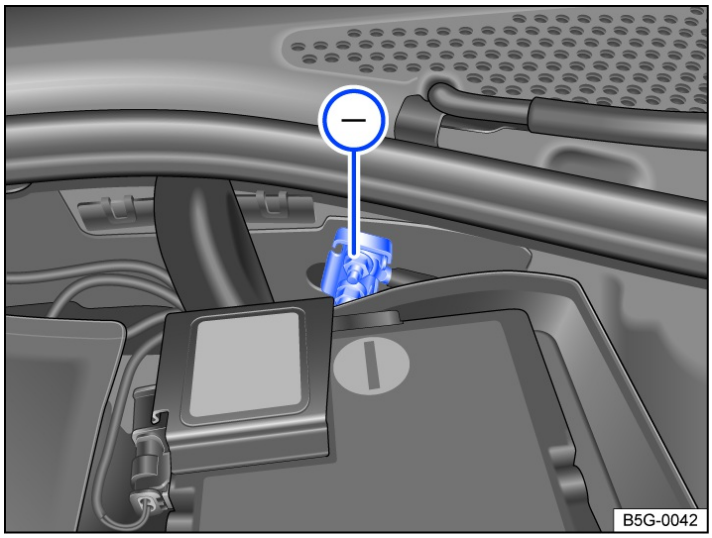


Fig. 1 In the engine compartment: jump-start connection point (earth connection).

The jump-start connection point – (earth connection) is used for connecting the *black* jump lead → *Fig. 1*.

The vehicle can only be jump started via this jump-start connection point (earth connection).

Jump starting the vehicle

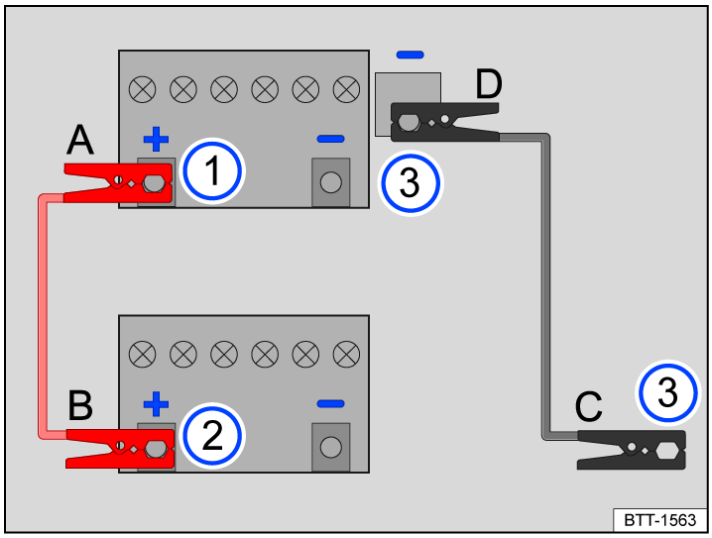


Fig. 1 How to connect the jump leads.

(1) Vehicle with discharged 12-volt vehicle battery that is being jump-started.

(2) Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.

(3) Suitable earth connection: preferably the jump lead connection point(earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The discharged 12-volt vehicle battery must be properly connected to the vehicle electrical system.

The vehicles must not be touching each other. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

If the engine does not start immediately, pause the jump starting process after 10 seconds and try again after about a minute.

If the engine still does not start, seek expert assistance.

Attaching the jump leads

The jump leads should be connected only in the order A – B – C – D → *Fig. 1*.

The *black* jump lead should never be connected to the negative terminal– on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

— Switch off the ignition in both vehicles .

— Open the cover on the 12-volt vehicle battery in the engine compartment, if a cover is installed *(→ 12-volt vehicle battery)*.

— Connect one end of the *red* jump lead A to the positive terminal + of the battery on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (1) → *Jump starting the vehicle*.

— Connect the other end of the *red* jump lead B to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2).

— Connect one end of the *black* jump lead C preferably to a suitable jump start connection point(earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance → *Fig. 1* (3).

— On the vehicle with the flat 12-volt battery, connect the other end of the *black* jump lead D preferably to the jump lead connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* (3) → *Jump starting the vehicle*.

— Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

— Start the engine of the vehicle providing assistance and let it run at idle.

— Start the engine of the vehicle with the discharged 12-volt vehicle battery and wait two or three minutes until the engine is running “smoothly”.

Removing the jump leads

— Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.

— Turn on the blower of the air conditioning system or the heating and fresh air system and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.

— When the engines are running, the jump leads should be removed only in the orderD – C – B – A → *Fig. 1*.

— Close the battery cover as required.

— Go to a qualified workshop and have the 12-volt vehicle battery checked.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative cable to parts of the fuel system or to the brake lines.
- The non-insulated parts of the battery clamps must not be allowed to touch each other. The jump lead attached to the positive terminal on the 12-volt vehicle battery must not touch electrically conductive parts of the vehicle.
- Check the battery window on the 12-volt vehicle battery, using a torch if necessary. If it is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not use jump leads if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

NOTICE

Once the vehicle has been successfully jump-started, go to a qualified workshop and have the 12-volt vehicle battery checked.

Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope. When the engine is stopped, the gearbox is not lubricated sufficiently at higher speeds and over long distances:

— The maximum permitted towing speed is 50 km/h (30 mph).

— The maximum permitted towing distance is 50 km (30 mph).

Tow-rope, tow-bar

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive:

Manual gearbox

Front or rear axle

Automatic gearbox

Front axle

All-wheel drive (4Motion):

Manual gearbox

Front axle

Automatic gearbox

Front axle

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never remove the vehicle key from the ignition or switch off the ignition using the starter button during towing. This could cause the mechanical steering column lock (steering lock) or the electronic steering column lock to engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle towed by a breakdown truck.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.

NOTICE

The vehicle can be damaged, e.g. the vehicle paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The vehicle's gearbox is damaged or does not contain any lubricant.

— The 12-volt vehicle battery is discharged. In vehicles with the keyless locking and starting system Keyless Access if the vehicle battery is flat, the steering then remains locked and the parking brake and steering column lock cannot be disengaged.

— The distance to be towed is further than 50 km (30 miles).

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

Towing

Preparations

— Attach the tow-rope or the tow-bar only to the mounting points provided *(→ Tow-starting or towing)*.

— Make sure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Observe the instructions for towing in the vehicle wallet of the other vehicle.

Pulling vehicle (front)

— The tow-rope must be taut before you drive off properly.

— Accelerate with particular care.

— Avoid sudden braking and driving manoeuvres.

Vehicles with a manual gearbox:

— Engage the clutch particularly gently when driving off.

Pulled vehicle (rear)

— Make sure that the ignition is switched on so that the steering wheel is not locked and so that you can indicate, sound the horn and operate the wipers if necessary.

— The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.

— Release the electronic parking brake.

— Make sure that the tow-rope is always taut.

— Put the gearbox in neutral or select the selector lever position N.

NOTICE

The vehicle can be towed only if the 12-volt vehicle battery is adequately charged, so that the electronic parking brake and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the electronic parking brake and the steering column lock.

Fitting the towing eye at front

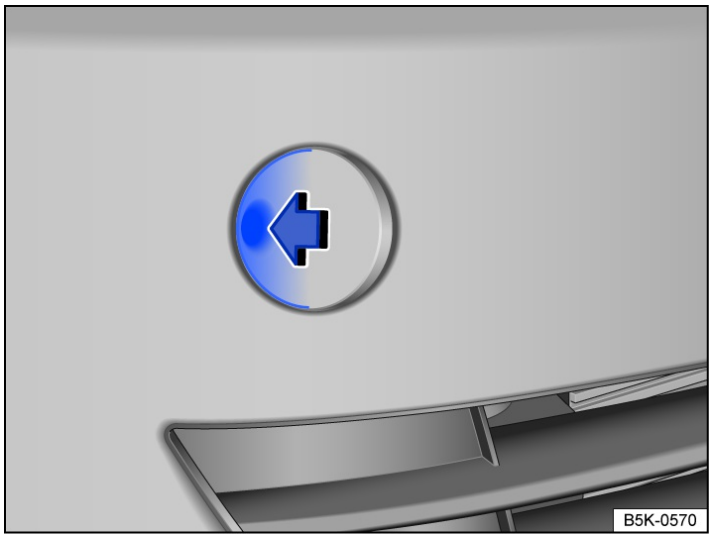


Fig. 1 In the front bumper on the right: removing the cover.

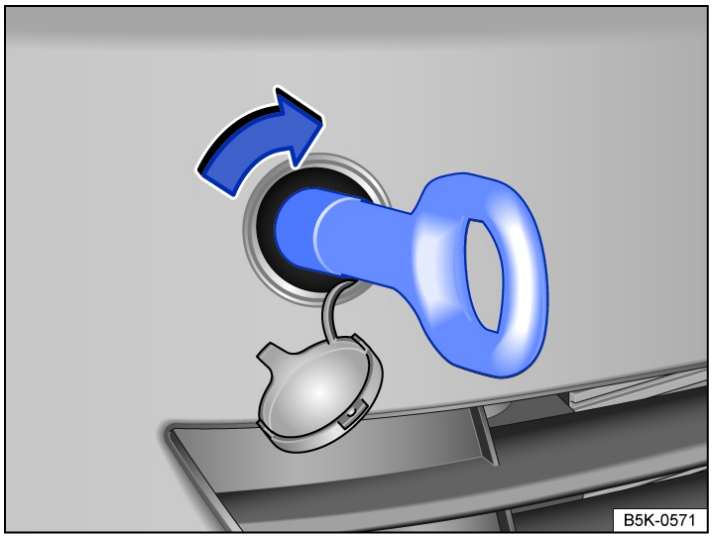


Fig. 2 In the front bumper on the right: screwing in the towing eye.

The towing eye must always be kept in the vehicle.

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the towing eye at front

— Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.

— Press at the side of the cover (arrow) to release the cover → *Fig. 1*.

— Pull the cover forwards to remove it and leave it to hang from the vehicle.

— Turn the towing eye clockwise into the mounting → *Fig. 2* and tighten as far as it will go →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.

— After you have finished towing, remove the towing eye by unscrewing it anticlockwise.

— Insert the cap in the respective recess and press in until it engages.

— Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

Fitting the rear towing eye

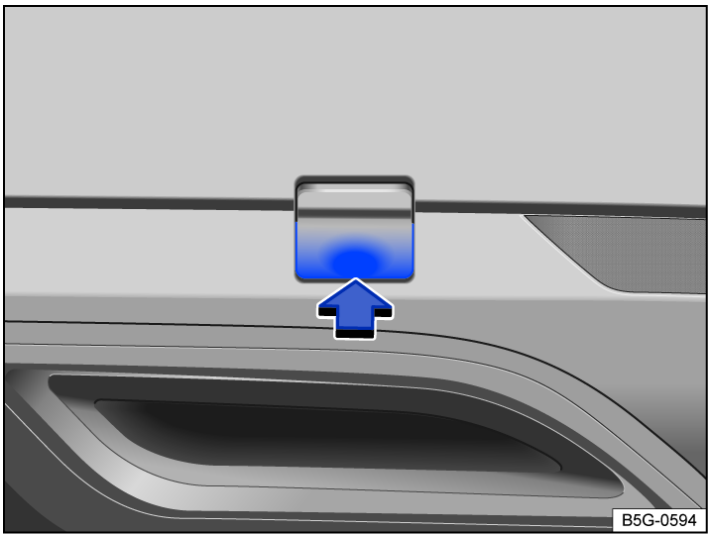


Fig. 1 In the rear bumper on the right: screwing in the towing eye: removing the cover.

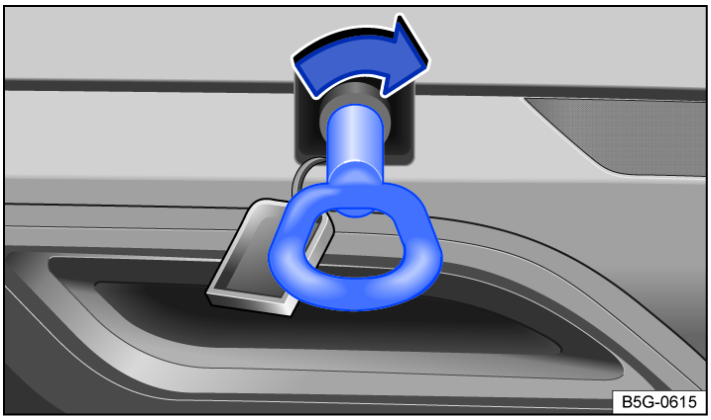


Fig. 2 In the rear bumper on the right: screwing in the towing eye: screwing in the towing eye.

The towing eye must always be kept in the vehicle.

In *vehicles with a factory-fitted towing bracket* there is no mounting for the screw-in towing eye behind the cover. To tow, swivel out or fit and use the ball head .

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the rear towing eye

— Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.

— Press on the lower area of the cover in the direction of the arrow to release the cover → *Fig. 1*.

— Remove the cover and leave it hanging from the vehicle.

— Turn the towing eye clockwise into the mounting and tighten as far as it will go → *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.

— After you have finished towing, remove the towing eye by unscrewing itanticlockwise.

— Insert the cap in the respective recess and press in until it engages.

— Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

- The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.
- Vehicles with a factory-fitted towing bracket can be used to tow other vehicles only with a tow-bar that is specially designed to be fitted to a ball coupling. If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged. You should use a tow-rope instead.

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work in the engine compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → *Safety notes for working in the engine compartment*. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on flat ground, the wheels must be chocked and if necessary the vehicle key must be removed from the ignition lock.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

⚠ WARNING

The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- The utmost care and attention must be paid when carrying out any work and you must follow the general safety rules. Never take any risks.
- Never perform any work in the engine compartment unless you know exactly how to carry it out. If you are uncertain of what to do, the work should be carried out by a qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open the bonnet if you see steam or coolant escaping from the front compartment. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can burn the skin.
- Observe the following points before opening the bonnet when the engine has cooled down:
  - Switch on the electronic parking brake and move the selector lever to positionP or move the gear lever to the neutral position.
  - Switch off the ignition, remove the ignition key from the ignition lock and keep it in a safe place far enough away from the vehicle so that, particularly in vehicles with Keyless Access, the ignition cannot be switched on and the combustion engine started unintentionally.
  - Always keep children away from the engine compartment and never leave unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Slowly and carefully turn the cap on the coolant expansion tank anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids on engine components or on the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electric system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical cables in the ignition system.
- Never touch the electrical wiring and connections of gas discharge bulbs.

⚠ WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and can start automatically, even when the ignition has been switched off or

the vehicle key has been removed from the ignition lock.

- If any work has to be performed when the engine is started or with the engine running, there is an additional, potentially fatal, safety risk from the rotating parts, such as the poly V-belt, alternator, radiator fan, etc., and from the high-voltage ignition system. Always be particularly careful.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

⚠ WARNING

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.

- Never cover the engine with blankets or other insulating materials.

⚠ WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and thus cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

! *NOTICE*

When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are spots of oil or other fluids on the ground, the vehicle should be inspected by a qualified workshop. Any spilt service fluids must be disposed of properly.

Preparing the vehicle for working in the engine compartment

Checklist

The following steps should always be carried out in the specified order before working in the engine compartment *→ Preparing the vehicle for working in the engine compartment*:

✓ Park the vehicle on a level and stable surface.

✓ Depress and hold the brake pedal until the vehicle's drive system has been deactivated.

✓ Switch on the electronic parking brake .

✓ Deactivate the vehicle's drive system.

✓ Remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally *(→ Switching off the engine)*.

✓ Allow the engine to cool sufficiently.

✓ Keep other persons away from the engine compartment at all times.

✓ Secure the vehicle against rolling away

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to severe injuries.

- Always follow the instructions in the checklist and observe the general safety procedures.

Opening and closing the bonnet

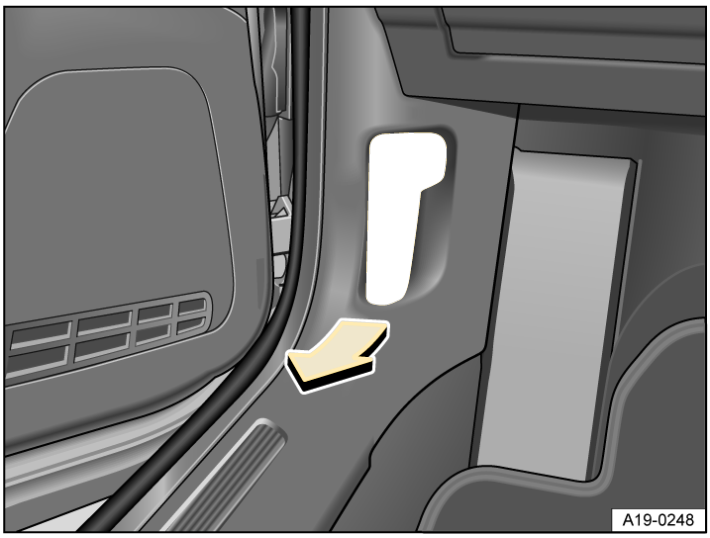


Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

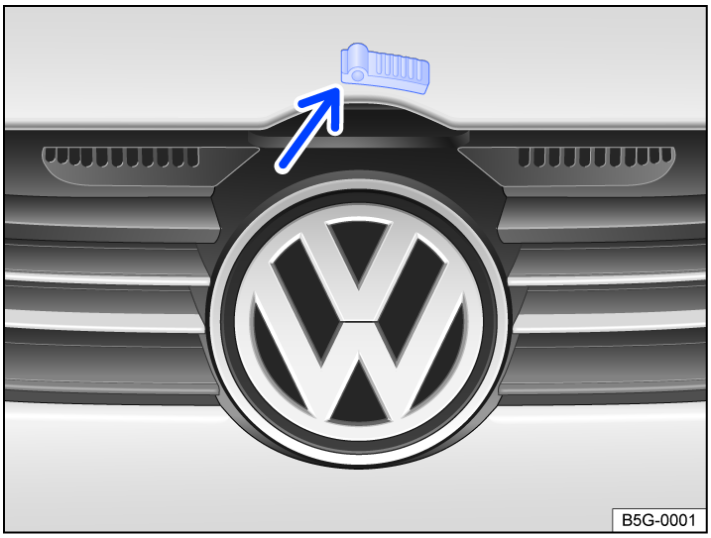


Fig. 2 Above the radiator grille: bonnet control lever.

Opening the bonnet

— Open the driver door and pull the release lever in the direction of arrow → *Fig. 1*. The bonnet jumps out of the lock on the lock carrier →.

— Lift the bonnet, press the control lever and open it fully → *Fig. 2*. The bonnet is held by gas struts.

Closing the bonnet

— Pull the bonnet down until the force of the gas struts is overcome →.

— Allow the bonnet to drop from a height of about 20 cm (8 in) into the lock in the lock carrier – *do not* press it down!

If the bonnet has not closed properly, lift it and then close it again.

The bonnet is flush with the body parts around it when it is closed properly. The instrument cluster display no longer shows the bonnet highlighted or the display goes out *(→ In the engine compartment)*.

WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.

- If you notice that the bonnet is not closed properly while the vehicle is in motion, stop the vehicle as soon as possible and close the bonnet.
- Open or close the bonnet only when no-one is in its movement path.

NOTICE

- The bonnet should only be opened when the wiper arms are flush to the windscreen and when they are switched off in order to avoid damage to the bonnet and the wiper arms.

Display

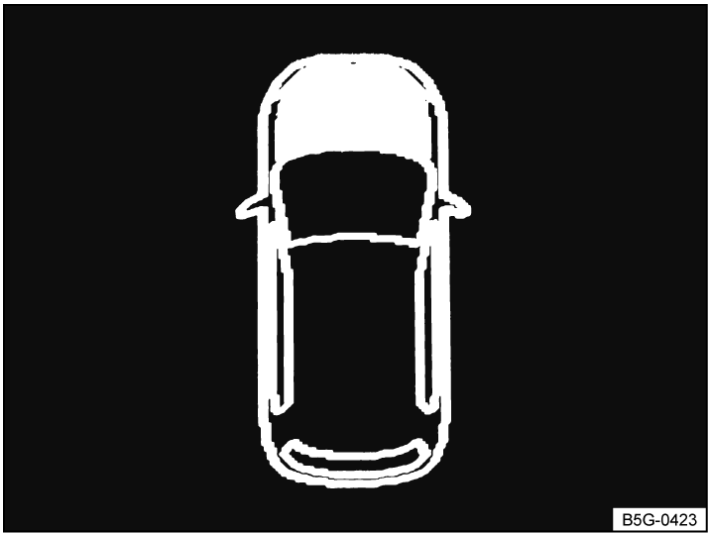


Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

Do not drive on! If necessary, lift the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore any warnings.
- Stop the vehicle as soon as possible and when safe to do so.

The symbol can differ depending on the version of the instrument cluster.

Service fluids and consumables

All service fluids and consumables, e.g. coolant and batteries, are being constantly developed. This also applies to engine oils in the case of combustion engines. For this reason, service fluids and consumables should be replaced at a qualified workshop. Volkswagen dealerships are kept up to date on all changes.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Service fluids must be kept in their original sealed container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always read and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

NOTICE

- Only use suitable service fluids for refilling. Never use the wrong service fluid. Failure to observe this warning can result in serious malfunctions and engine damage.

Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.

Washer fluid

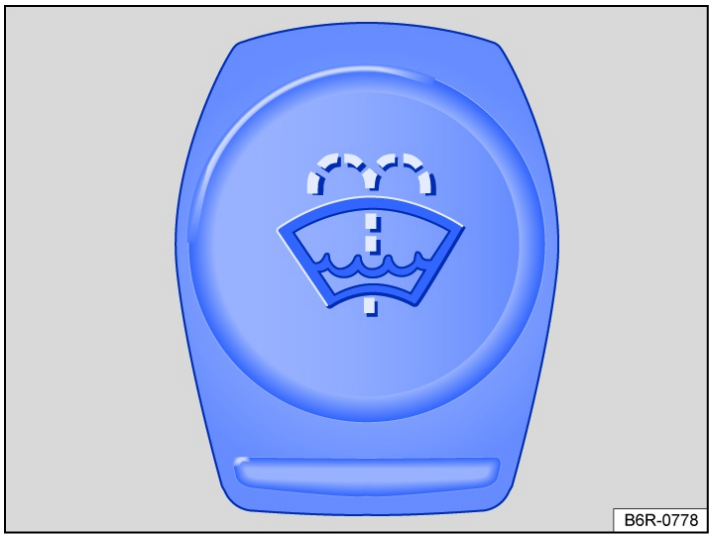


Fig. 1 In the engine compartment: cap of washer fluid reservoir.

The washer fluid level should be checked regularly and refilled as necessary.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling. The strainer should only be removed for cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

— Open the bonnet ⚠ *(→ In the engine compartment)*.

— The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.

— Check whether there is enough washer fluid in the reservoir.

— To top up, mix clean water (not distilled water) with a commercially available washer fluid →⚠. Observe the mixture instructions on the packaging.

— At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze →⚠.

The filling quantity of the washer fluid reservoir is approx. 3.0-7.5 litres (3.1-7.9 quarts) depending on the equipment.

⚠ WARNING

Never mix coolant additive or other unsuitable additives into the windscreen washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.

Introduction to the topic

Engine oils are matched to the requirements of the engines, exhaust purification systems and fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Volkswagen recommends having engine oil changes carried out by a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Engine oil)*.

⚠ WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic and must be stored out of the reach of children.
- Engine oil must be kept closed in its original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Skin that has been in contact with engine oil should be washed thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

Ask a qualified workshop which engine oil is suitable for your vehicle. Volkswagen recommends using a Volkswagen dealership for this purpose.

Another engine oil can be used in an emergency if the engine oil recommended by the qualified workshop is not available. To avoid damaging the engine, a maximum quantity of 0.5 litres of the following engine oil may be used until the next oil change:

— Petrol engines without particulate filter: standards VW 502 00 and ACEA A3/B4 or API SN (API SM)

— Petrol engines with particulate filter: standards VW 504 00 and ACEA C3 or API CJ-4

— Natural gas engines: standards VW 502 00 and ACEA A3/B4 or API SN (API SM)

— Diesel engines without particulate filter: standards VW 505 01 and ACEA C3 or API CJ-4.

— Diesel engines with particulate filter: standards VW 507 00 and ACEA C3 or API CJ-4

Check with a qualified workshop if you are unsure whether your vehicle is equipped with a particulate filter. Volkswagen recommends using a Volkswagen dealership for this purpose.

Volkswagen recommends Castrol engine oils.

NOTICE

- Do not add any additional lubricants to the engine oil. Any damage caused by the use of such additives is not covered by the warranty.
- Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard. If engine oils that do not meet these quality requirements are used, it can cause engine damage.

NOTICE

If the vehicle has been filled with engine oils in accordance with the standards VW 502 00, VW 504 00, VW 505 01 or VW 507 00, refill with engine oil of the same standard where possible. Failure to do so may result in engine damage.

Changing engine oil

The engine oil must be changed on a regular basis. Always observe the service intervals applicable to your vehicle *(→ Service)*.

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil. You should therefore always have the engine oil and filter changes performed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

More details on the service intervals can be found in the chapter on service *(→ Service)*.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

⚠ WARNING

If, in exceptional cases, you have to carry out an oil change yourself, please note the following:

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when removing the oil drain plug with your fingers to help prevent oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire quantity of engine oil required for refilling.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.
- Engine oil is toxic and must be stored out of the reach of children.

Before changing the engine oil, first find out where old oil can be disposed of properly near you.

Used oil must be disposed of in an environmentally responsible way. Never dispose of old oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and bodies of water.

Engine oil consumption

Engine oil consumption can vary from engine to engine and can change during the working life of an engine.

Depending on driving style and operating conditions, engine oil consumption can be up to 1 l(1 quart) per 2,000 kilometres (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 kilometres (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long journeys.

When the engine is working hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes *(→ Engine oil)*.

Checking the engine oil level and refilling engine oil

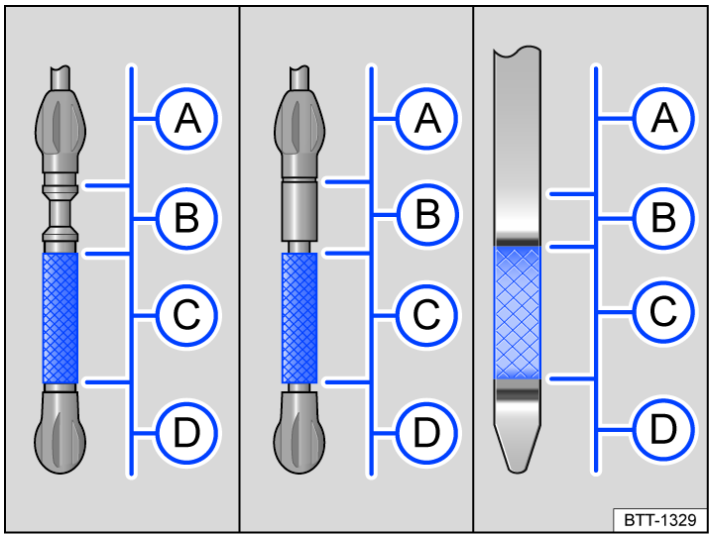


Fig. 1 Engine oil level markings on the oil dipstick (variants).

(A) Engine oil level too high – observe the messages on the instrument cluster display or contact a qualified workshop, if necessary.

(B) Do not fill engine oil.

(C) Engine oil level OK.

(D) Engine oil level too low – fill engine oil.

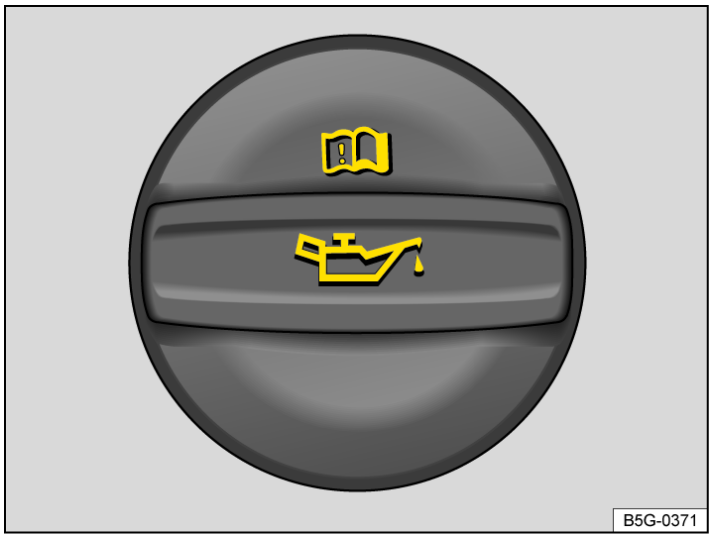


Fig. 2 In the engine compartment: engine oil filler cap (illustration).

Checklist

Carry out the steps in the specified order→ *Checking the engine oil level and refilling engine oil*:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait a few minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth. You can identify the oil dipstick by its coloured handle.
5. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the upper end of the oil

dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.

6. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → *Fig. 1*:

   (A) Engine oil level is too high. Observe any messages that are shown on the instrument cluster display or contact a qualified workshop → *Checking the engine oil level and refilling engine oil*.

   (B) Do not fill engine oil → *Checking the engine oil level and refilling engine oil*. Continue with step 16.

   (C) Engine oil level OK. The engine oil can be refilled to the upper limit of this area, e.g. if the engine is operated at high loads. Continue with step 8 or 16 → *Checking the engine oil level and refilling engine oil*.

   (D) Engine oil level too low. It is essential to fill engine oil. Continue with step 8.

7. After reading off the oil level, push the oil dipstick back into the guide tube as far as it will go.
8. Unscrew the engine oil filler opening cap → *Fig. 2*.
9. Fill engine oil gradually in small quantities (not more than 0.5 l / 0.5 quart). Volkswagen AG recommends the use of approved engine oils in accordance with the relevant VW standard *(→ Engine oil)*.
10. In order to avoid overfilling, wait for approximately one minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.
11. Check the engine oil level on the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil → *Checking the engine oil level and refilling engine oil*.
12. After filling, the engine oil level should be in the middle of the area → *Fig. 1* (C). It should not be above (C), in the area (B), and it must not be in the area (A) → *Checking the engine oil level and refilling engine oil*.
13. Close the engine oil filler opening with the cap after filling engine oil.
14. Close the bonnet ⚠ *(→ In the engine compartment)*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause fires, burns and other serious injuries.

- If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.
- Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from escaping onto hot engine components when the engine is running.

NOTICE

- If too much engine oil has been added unintentionally and the engine oil level is in area → *Fig. 1* (A), do not start the engine. Notify a qualified workshop and seek expert assistance if necessary. The catalytic converter and the engine could otherwise be damaged.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

The engine oil level must never be above the area → *Fig. 1* (B). Otherwise oil can be drawn in through the crankcase breather and escape into the atmosphere via the exhaust system.

Troubleshooting

Engine oil pressure too low

The indicator lamp flashes red.

STOP Do not drive on!

Engine oil pressure too low.

— Switch off the engine.

— Check the engine oil level *(→ Engine oil)*.

Do *not* drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct.

The engine could otherwise be damaged.

— Seek expert assistance.

Engine oil level too low

The indicator lamp lights up yellow.

— Stop as soon as possible.

— Switch off the engine.

— Check the engine oil level *(→ Engine oil)*.

Engine oil system fault

The indicator lamp flashes yellow.

Fault in the engine oil system.

— Go to a qualified workshop.

— Have the engine oil system checked.

Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries *→ Introduction to the topic*. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Coolant is toxic.

- Coolant should only be kept in sealed original containers in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Coolant must be stored out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Inform yourself at a qualified workshop about which coolant is suitable for your vehicle. Volkswagen recommends using a Volkswagen dealership for this purpose.

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 60%, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% of the suitable coolant additive must be used in order to obtain the optimum corrosion protection → *Coolant specification*.

WARNING

Insufficient anti-freeze in the cooling system can cause the engine to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

NOTICE

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

- If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example brown instead of purple, the suitable coolant has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Checking the coolant level and refilling coolant

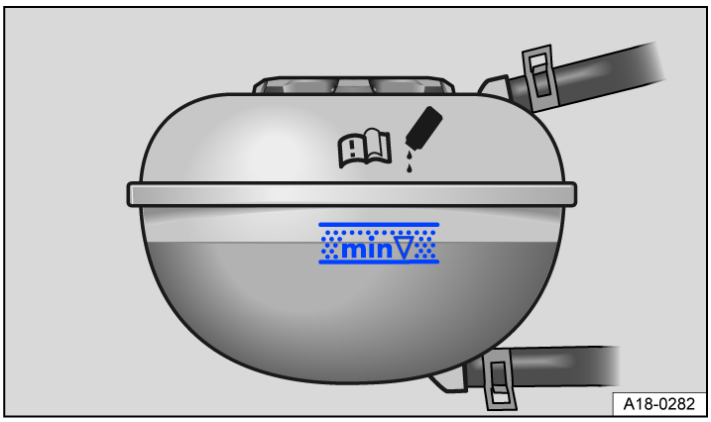


Fig. 1 In the engine compartment: markings on the coolant expansion tank (illustration).

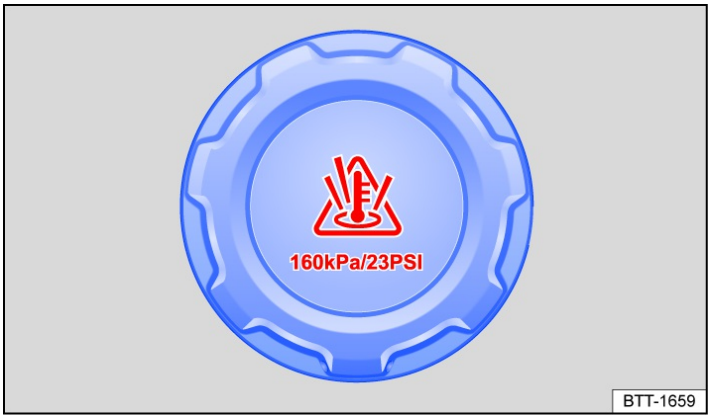


Fig. 2 In the engine compartment: coolant expansion tank cap (illustration).

The warning lamp for the coolant will light up if the coolant level is too low.

Preparations

— Park the vehicle on a firm and level surface.

— Allow the engine to cool down → *Checking the coolant level and refilling coolant*.

— Open the bonnet ⚠ *(→ In the engine compartment)*.

— The coolant expansion tank is identified by the symbol on the cap → *Fig. 2*.

Checking the coolant level

The engine coolant may be above the marked area upon delivery (new vehicles). This is normal. The coolant does not have to be sucked off.

— When the engine is cold, check the coolant level at the side markings of the coolant expansion tank → *Fig. 1*. The coolant level must be between the marks.

— Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking (“min”). When the engine is warm, the engine coolant level may be slightly above the upper mark.

Adding coolant

The warning lamp for the coolant will light up if the coolant level is too low. In this case, seek specialist assistance immediately.

Observe the following if the coolant level is too low and there is no qualified workshop in the near vicinity:

— Always protect your face, hands and arms from hot coolant or steam by placing a suitable cloth on the cap of the coolant

expansion tank.

— Unscrew the cap carefully → *Checking the coolant level and refilling coolant*.

— Refill only new coolant according to the Volkswagen specification *(→ Coolant)*.

— Only refill coolant if there is still a remaining quantity of coolant in the expansion tank. If this is not observed, the engine could be damaged. If you cannot see any coolant in the expansion tank do not drive on. Seek expert assistance.

— If there is still a residual quantity of coolant in the coolant expansion tank, add coolant up to the upper level marking and check after one day. If the level drops again, please visit a qualified workshop and have the cooling system checked.

— The coolant level must be between the marks on the coolant expansion tank → *Fig. 1*. Do not fill above the top edge of the marked area → *Checking the coolant level and refilling coolant*.

— Screw the cap closed tightly.

— If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive *(→ Coolant)*! Instead, initially refill with distilled water → *Checking the coolant level and refilling coolant* only. Then add the correct proportion of the specified coolant additive as soon as possible *(→ Coolant)*.

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the front compartment. Always wait until you can no longer see or hear escaping steam or coolant. Hot components can burn the skin.
- The following must be observed before opening the bonnet:
  - Switch on the electronic parking brake.
  - Always keep children away from the front compartment and never leave them unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.

NOTICE

- Refill only with distilled water. All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any other type of water is refilled, the fluid in the cooling system should be completely replaced immediately by a qualified workshop.
- Do not fill coolant above the top of the marked area → *Fig. 1*. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If a large amount of coolant has been lost, do not refill the coolant until the engine has *cooled completely*. Heavy coolant loss is an indication of leaks in the cooling system. The cooling system should be checked by a qualified workshop as soon as possible. Failure to do so can result in engine damage.
- Do not refill coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on! Seek expert assistance. Failure to do so can result in engine damage.

Brake fluid

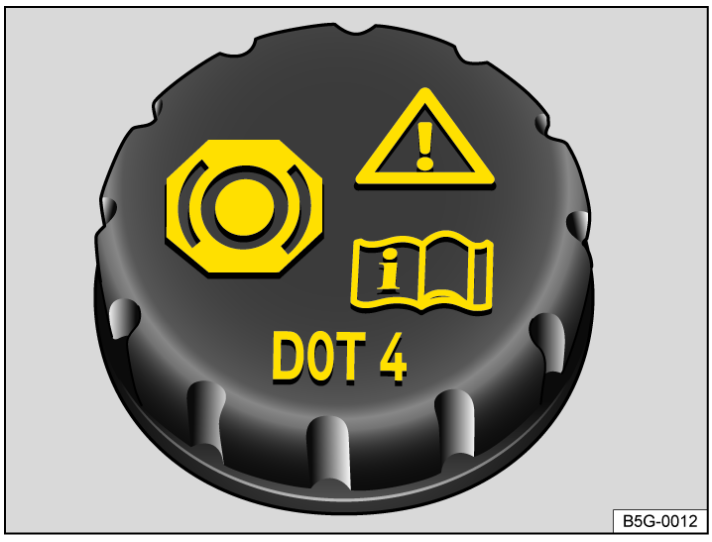


Fig. 1 In the engine compartment: cap of the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times → *Brake fluid*.

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with VW standard 501 14 to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir and above the MIN marking → *Brake fluid*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please go to a qualified workshop.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

— Do not drive on!

— Check the brake fluid level.

If the brake fluid level is too low:

— Inform a qualified workshop.

— Have the brake system checked.

Changing the brake fluid

The brake fluid should be changed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose. Only brake fluid that conforms with the required specification should be used.

WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- The brake system and brake fluid level must be checked regularly.
- The brake fluid should be changed regularly.
- Heavy use of the brakes with old brake fluid can cause a vapour lock. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.
- Please ensure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14.
- Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.
- The refilled brake fluid must be new.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Brake fluid must always be stored in its original sealed container and kept out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres. Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. All work should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

Explanation of the warnings on the 12-volt vehicle battery

	Always wear eye protection!
	Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!
	No fire, sparks, naked lights or smoking!
	A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!
	Always keep children away from electrolyte and the 12-volt vehicle battery!
	Always observe the owner's manual!

WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks.

Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Do not smoke during the work, and never work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic charge.
- Never short circuit the battery terminals.
- Never use a damaged 12-volt vehicle battery. It can explode. Damaged 12-volt vehicle batteries must be replaced as soon as possible.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Frozen 12-volt vehicle batteries must be replaced immediately.

NOTICE

Do not expose the 12-volt vehicle battery to direct daylight for an extended time.

- The ultraviolet radiation can damage the battery housing.

NOTICE

Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

- The 12-volt battery can freeze and be destroyed as a result.

When you start the engine after the 12-volt battery has been totally discharged or after jump starting, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

Checking the electrolyte level of the 12-volt vehicle battery

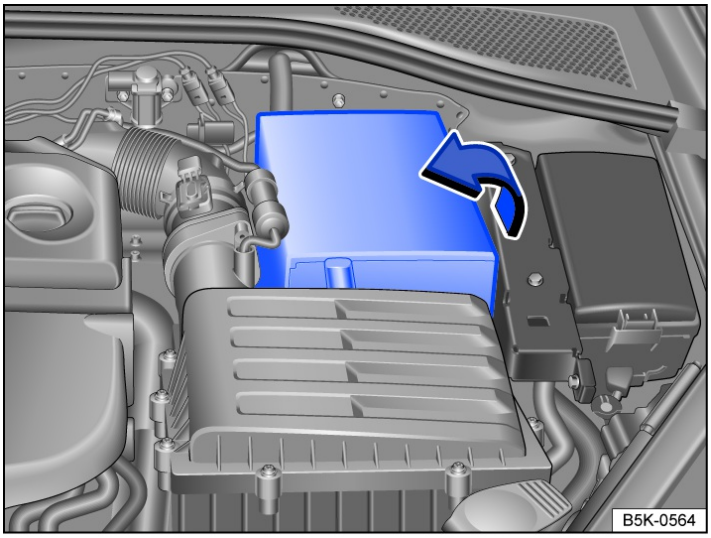


Fig. 1 In the engine compartment: folding open the 12-volt vehicle battery cover.

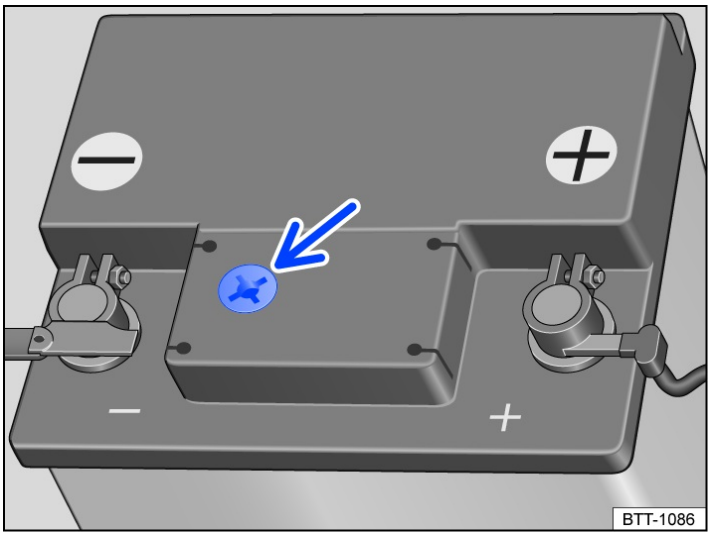


Fig. 2 Battery window on the top of the 12-volt vehicle battery (illustration).

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Vehicles with auxiliary heater and vehicles with the 12-volt battery in the luggage compartment are fitted with special batteries. The electrolyte level of these 12-volt vehicle batteries cannot be checked for technical reasons. Go to a qualified workshop to have the 12-volt vehicle battery checked.

Preparations

— Preparing the vehicle for working in the engine compartment .

— Open the bonnet ⚠ *(→ In the engine compartment)*.

Opening the cover of the 12-volt vehicle battery

To *open*, fold the cover open in the direction of the arrow → *Fig. 1*.

To *close*, fold the cover in the opposite direction to the arrow → *Fig. 1*.

Checking the electrolyte level (12-volt vehicle batteries with battery window)

— Ensure that enough light is available for you to clearly see the colour indicator in the round battery window on the top of the 12-volt vehicle battery (arrow) → *Fig. 2*. Never use naked flames or glowing objects as a light source.

— The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or *without colour*

The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

⚠ WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.

- Never open a 12-volt vehicle battery.
- If acid is spilt in your eye or on your skin, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠. Volkswagen recommends using a Volkswagen dealership for this purpose.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, discuss the electromagnetic compatibility, size and necessary servicing, output and safety requirements for the new 12-volt vehicle battery with a Volkswagen dealership before purchase. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

Always have the 12-volt vehicle battery replaced by a qualified workshop, as the vehicle electronics must be adapted as part of the replacement process. Only qualified workshops have the technology required to carry out this adjustment correctly. Volkswagen recommends that the 12-volt vehicle battery is replaced by a Volkswagen dealership.

Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

— Switch off all electrical consumers and the ignition.

— Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.

— First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

— Switch off all electrical consumers and the ignition before reconnecting the 12-volt vehicle battery.

— First reconnect the positive cable and then the negative cable →⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps remain lit up, the vehicle should be checked by a qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due . Observe the maximum permissible service intervals .

Vehicles with Keyless Access:: if the ignition cannot be switched on after connecting the 12-volt vehicle battery, lock and unlock the vehicle from the outside. Then try to switch on the ignition again. Please seek expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

— The idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging. For example when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

12-volt vehicle battery is discharged

— By long standing periods without running the engine, especially if the ignition is switched on.

— Through use of electrical consumers when the engine is switched off.

— When the auxiliary heater is being used .

WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.
- Incorrectly connected cables can cause a short circuit. First connect the positive cable and then the negative cable.

NOTICE

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

Troubleshooting

Alternator fault

The indicator lamp lights up red.

The 12-volt vehicle battery is not charged by the alternator while the vehicle is in motion.

— Switch off any electrical consumers that are not required.

— Inform a qualified workshop.

— Have the electrical system checked.

The start/stop system cannot start the engine .

Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Monitors various parameters (including rolling circumference) of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. This adjusts the reference pressure to the current tyre pressure.

⚠ WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check tyre pressures regularly and always maintain the specified tyre pressure value *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker *(→ Tyre pressure)*.
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely solely on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The rolling circumference can change:

— If the tyre pressure has been changed.

— If the tyre pressure is too low.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The tyre monitoring system indicates a change in rolling circumference of the tyres with the (!) warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The Tyre Pressure Loss Indicator also can display a malfunction in conjunction with the (!) warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the (!) warning lamp lights up for about a minute after the ignition was switched on and then stays continuously lit.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. The malfunctioning of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacing a wheel or tyre. When a wheel or tyre has been replaced, a check needs to be made whether the (!) warning lamp is indicating a system malfunction *(→ Tyre Pressure Loss Indicator)* to ensure that the Tyre Pressure Loss Indicator is functioning properly.

Synchronising the Tyre Pressure Loss Indicator

— Switch on the ignition.

— Depending on the version, press the button or function button MENU and *(→ Infotainment system controls and displays)* open the Vehicle menu in the Infotainment system.

— OR: Press the CAR button or function button, depending on the version.

— Depending on version, touch the Settings function button.

— Touch the Tyres function button.

— Touch the SET function button.

— When all four tyre pressures correspond to the required values, touch the Confirm function button.

— OR: Touch the Cancel function button to cancel the process. The current tyre pressure is not saved and the system will not be re-synchronised.

After an extended driving time (at least 20 minutes) with driving at different speeds, the system will automatically learn the new values and monitor them.

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been changed.

— If one or more wheels have been changed.

— If the wheels are swapped over, e.g. from front to rear.

The Tyre Pressure Loss Indicator may only be re-synchronised if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. The Tyre Pressure Loss Indicator can only then be re-synchronised.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

— Do not drive on!

— Check and adjust all tyre pressures *(→ Tyre pressure)*.

— Damaged tyres should be replaced.

— Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— If the fault persists, go to a qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about a minute and then remains lit up in yellow.

There is a system fault.

— Do not drive on!

— Switch the ignition off and then back on again.

— Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— If the fault persists, go to a qualified workshop.

WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the indicator lamp lights up, stop the vehicle as soon as possible and check all the tyres *(→ Tyre pressure)*.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest qualified workshop and check and correct the tyre pressure *(→ Tyre pressure)*.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for 65 seconds and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check tyre pressures regularly when the tyres are cold, and always keep to the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres for damage and wear at regular intervals.
- Never drive with worn tyres or tyres that are damaged (i.e. they have holes, cuts, cracks or blisters). Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Worn or damaged tyres must be replaced as soon as possible.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibrations or if the vehicle pulls to one side when driving, stop the car immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

⚠ WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest qualified workshop.

Handling wheels and tyres

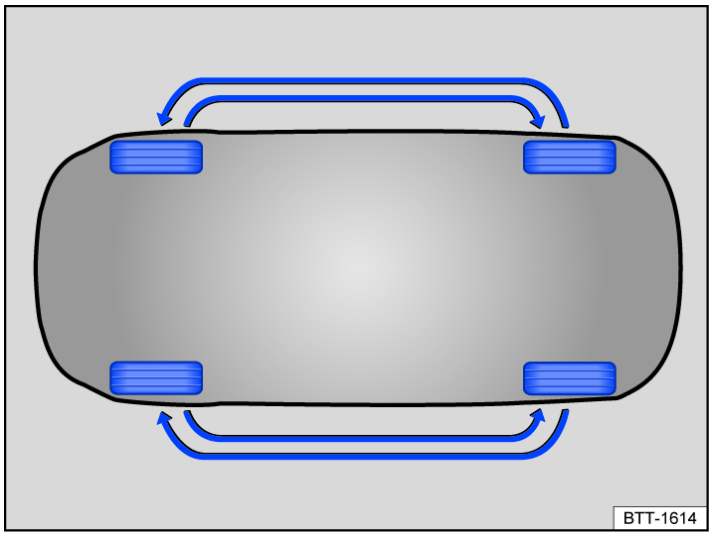


Fig. 1 Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having the wheels changed by a qualified workshop.

Avoiding damage to the wheel rims and tyres

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
— Check the tyre pressure regularly.
— Regularly check tyres for damage, e.g. holes, slits, punctures or blisters.
— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.
— Damaged or worn tyres must be replaced immediately .
— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid →⚠.
— Replace missing dust caps on the valves immediately.
— Remove foreign bodies that have not yet penetrated to the inside of the tyre .
— Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)*, .

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-year tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre pressure)*.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place. Do not store tyres mounted on the rim vertically.
— Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically

(standing on the tread).

New tyres

— Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip → ⚠ and braking efficiency → ⚠.

— All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

Replacing tyres

— Always replace tyres at least on an axle-by-axle basis → ⚠.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

— Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

⚠ WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

! *NOTICE*

Avoid heavy impacts and drive round obstacles whenever possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

! *NOTICE*

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of properly and as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Refit the normal road wheel as soon as possible.

Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. This certificate must be stored in a safe place in the vehicle.

Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. *(→ Wheel bolts)*.

Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose →⚠.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

— Seal of conformity.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Only use wheel rims that have been approved for the vehicle.
- Check the rims regularly for damage and replace as necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- All work on wheel rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Tyre pressure

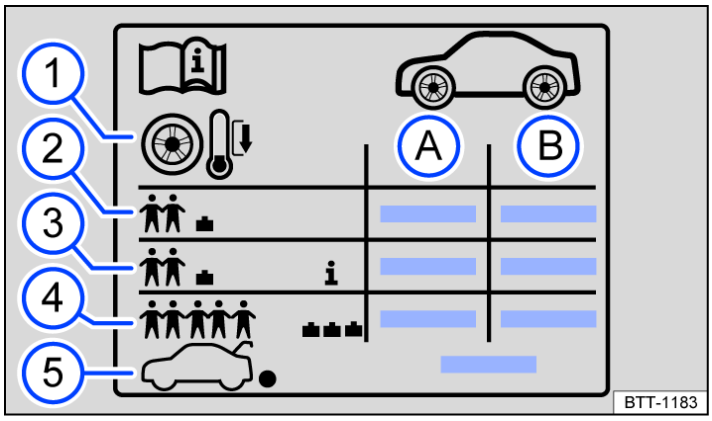


Fig. 1 Symbols on the tyre pressure sticker.

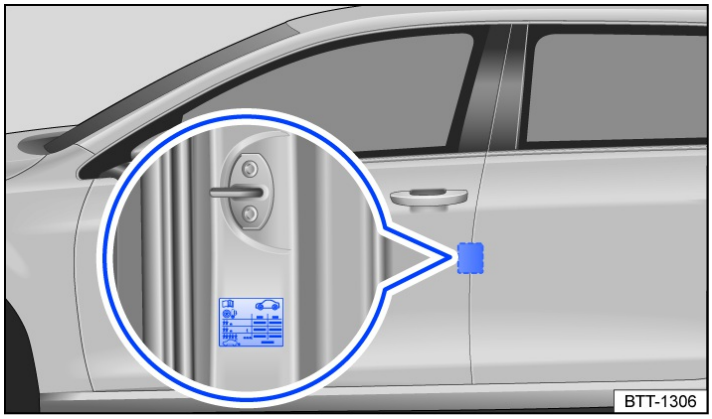


Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the fuel flap).

Key to → *Fig. 1*:

- (A) Tyre pressure for the tyres on the front axle.
- (B) Tyre pressure for the tyres on the rear axle.
- (1) Note: check the tyre pressure when the tyres are cold.
- (2) Tyre pressure for partial load.
- (3) *Vehicle-dependent:* comfort tyre pressure for partial load.
- (4) Tyre pressure for full load.
- (5) Tyre pressure level for the spare wheel, collapsible spare wheel or temporary spare wheel.

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 2* or inside the tank flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → *Fig. 1* (3). The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

Checking the tyre pressure

— Check the tyre pressure at least once a month.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → *Fig. 1* (4).

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- All tyres must have the correct tyre pressure to suit the vehicle load.
- Never reduce excess pressure when the tyres are warm.

NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure the valve caps are completely screwed on while driving.

Under-inflated tyres will result in increased fuel consumption.

Tread depth and tread wear indicators

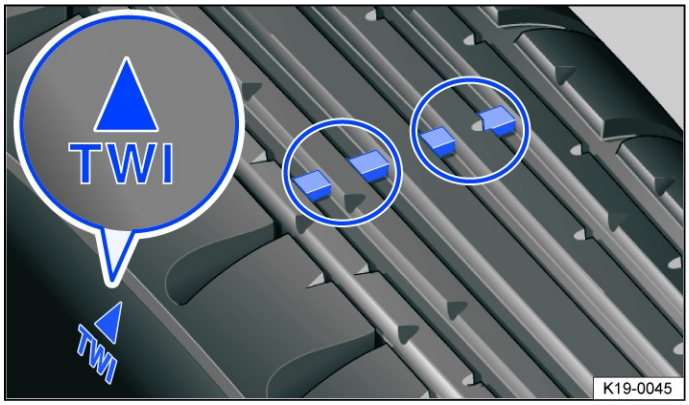


Fig. 1 Tyre tread: tread wear indicators.

Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm(1/16 in) residual tread - measured in the tread grooves next to the wear indicators (observe deviating country-specific legal regulations). The tyres should have the same tread depth, at the minimum on each axle →.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

⚠ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to "float" along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

Tyre damage

Damage to tyres and wheel rims is often hidden →⚠.

— If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

— Check the tyres and wheel rims for damage.

— Do not drive on if a tyre is damaged.

— Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance for this if necessary.

— Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.

— If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Embedded foreign bodies in the tyres

— Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.

— Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance for this if necessary.

— Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.

— Check and adjust the tyre pressure.

— Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

— *On vehicles with mobility tyres:* leave the foreign body in the tyre and go to a qualified workshop. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a qualified workshop if tyres show excessive wear.

⚠ WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the

tyres is damaged.

- Reduce speed immediately and park the vehicle without obstructing traffic.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Tyre lettering and tyre type

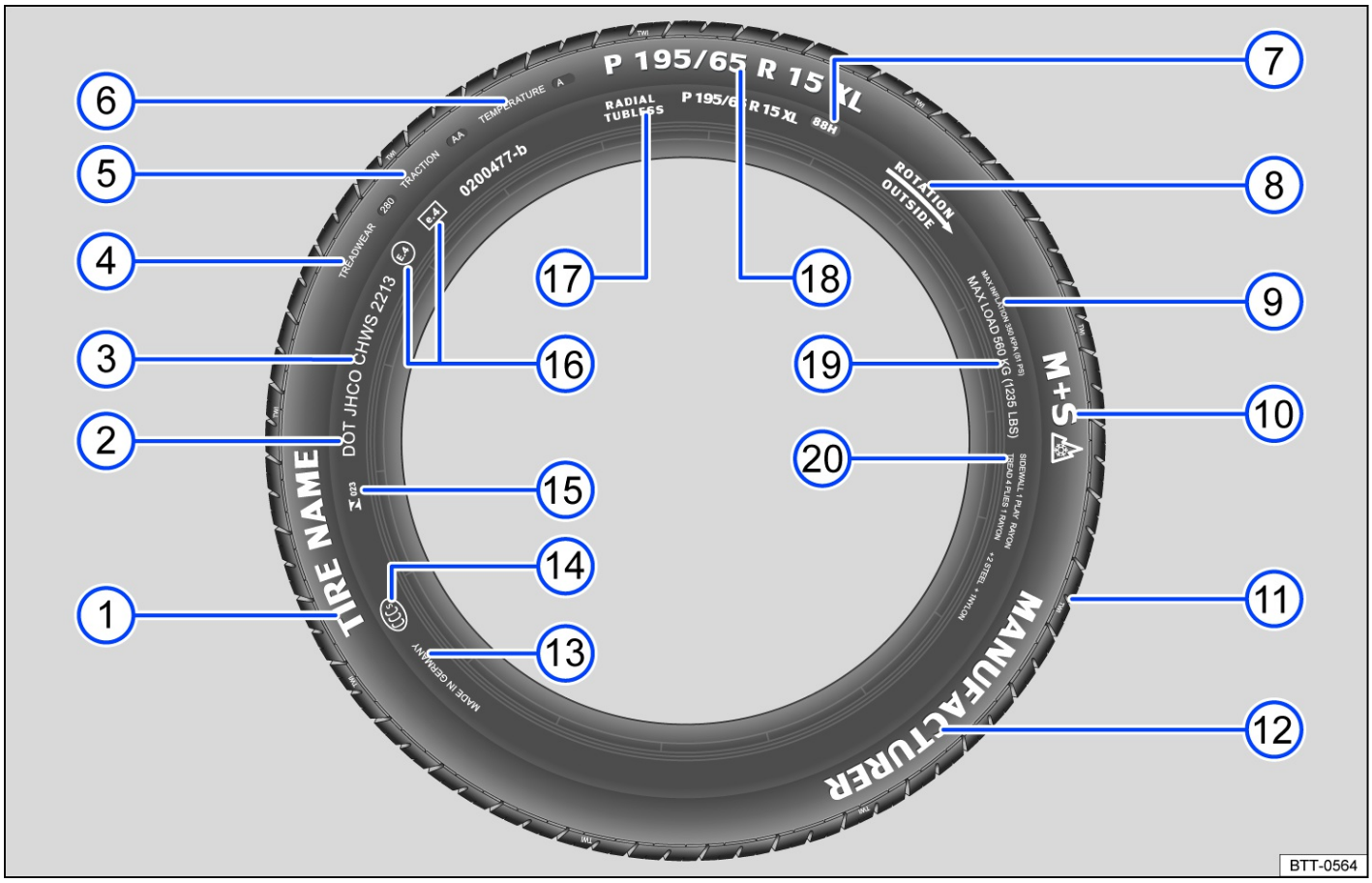


Fig. 1 International tyre lettering.

→ *Fig. 1* Tyre lettering (example), meaning			
1	*Product name*	Individual tyre designation of the manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres(standardised test procedure) :			
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	

→ *Fig. 1* Tyre lettering (example), meaning

(5)	TRACTION AA	Wet braking performance of the tyre (*AA*, *A*, *B* or *C*). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked *C* have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.
(6)	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed (*A*, *B* or *C*). *A* and *B* tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
(7)	88 H	Load index → *Tyre load* and speed index → *Speed index*.
(8)	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	OR: Outside	Denotes outside of tyres → *Asymmetrical tyres*.
(9)	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.
(10)	M+S *or* M/S *or* ⛄	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an *E* after the *S*.
(11)	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
(12)	*Brand name*, *logo*	Manufacturer.
(13)	Made in Germany	Country of manufacture.
(14)	CCC	Country-specific identification for China (China Compulsory Certification).
(15)	INMETRO 023	Country-specific identification for Brazil.
(16)	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*, tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.
(17)	RADIAL TUBELESS	Tubeless radial tyre.
(18)	P 195 / 65 R 15 XL	Size designation:
		P — Identification for passenger vehicle.
		195 — Tyre width from wall to wall in mm.
		65 — Aspect ratio in %.
		R — Tyre construction: radial.
		15 — Rim diameter in inches.
		XL — Heavy-duty tyres (extra load tyres).
(19)	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
(20)	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).
	TREAD 4 PLIES	Details of the tread components:

→ *Fig. 1* Tyre lettering (example), meaning

1 RAYON + 2 STEEL + 1 NYLON	In the example there are 4 plies under the tread surface: 1 ply of rayon(artificial silk), 2 steel belt plies and 1 nylon ply.

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations *(→ Handling wheels and tyres)*. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

101

825 kg

102

850 kg

103

875 kg

104

900 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a maximum permitted speed of over 240 km/h (149 mph).

Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC Certificate of Conformity.

— If there is no type plate, or no row marked “Permit” the vehicle does not have an EC Certificate of Conformity.

Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (3/16 inch).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index →⚠.

Speed limitation

Winter tyres have a speed limit depending on the speed index *(→ Tyre lettering and tyre type)*.

You can set a speed warning using the Vehicle settings and the Tyres menus in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure will be determined by the engine size. You must ask a Volkswagen dealership about the maximum permitted speed and required tyre pressure.

All-wheel drive (4MOTION)

Thanks to its all-wheel drive, the vehicle will have plenty of traction in winter conditions, even with the standard tyres. Nevertheless, Volkswagen still recommends that winter tyres or all-year tyres should be fitted *on all four wheels* in winter, above all because this will give improved *braking efficiency*.

Observe information on snow chains *(→ Snow chains)*.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum payload of the winter tyres that are fitted.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

In vehicles with Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa *(→ Tyre Pressure Loss Indicator)*.

Volkswagen dealerships can provide details on permissible winter tyre sizes.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel combinations:

Tyre size	Wheel rim
195/65 R 15	6 J x 15 offset 43
205/55 R 16	6 J x 16 offset 48
205/50 R 17	6 J x 17 offset 48

Volkswagen recommends that you ask your Volkswagen dealership for information about appropriate wheel, tyre and snow chain size.

If possible, use snow chains with fine-pitch links which do not protrude more than 13.5 mm, including the tensioner.

For Golf R sports models: when combined with 17-inch wheel rims, use only snow chains with fine-pitch links which do not protrude more than 9 mm beyond the tyre, including the tensioner.

Remove hubcaps and trim rings before fitting snow chains *(→ Snow chains)*. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from Volkswagen dealerships.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel *(→ Spare wheel and temporary spare wheel)*.

— In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.

— Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the assembly instructions provided by the snow chain manufacturer.
- Never exceed the maximum speed permitted for the snow chains that are fitted.

! *NOTICE*

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Centre wheel trim



Fig. 1 Removing the centre wheel trim by pulling off.



Fig. 2 Removing the centre wheel trim by turning.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

Vehicles with centre wheel trims that can be removed by pulling off

— *To remove:* take the wire hook from the vehicle toolkit *(→ Vehicle toolkit)* and insert it into a hole (alloy wheel) or fit it on the edge (steel wheel) of the trim *→ Fig. 1*.

— Pull off the cover in the direction of the arrow.

— *To fit:* press the centre wheel trim against the rim until you feel it engage.

Vehicles with centre wheel trims that can be removed by turning

— *To remove:* turn the centre wheel trim clockwise or anticlockwise until it is released from the rim *→ Fig. 2*.

— Reach behind one of the ribs and pull off the centre wheel trim.

— *To fit:* place the centre wheel trim centrally on the rim.

— Press the centre wheel trim against the rim until you feel it engage.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.

- Always ensure that the airflow for cooling the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

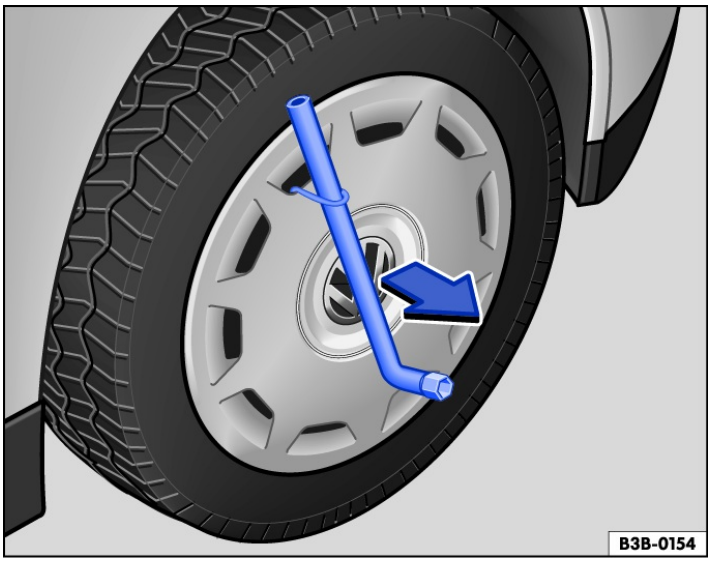


Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

Removing wheel covers

— Take the box spanner and wire hook from the vehicle toolkit *(→ Vehicle toolkit)*.

— Insert the wire hook into one of the holes in the wheel cover.

— Push the box spanner through the wire hook *→ Fig. 1* and remove the wheel cover in the direction of the arrow.

Fitting wheel covers

— Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.

— Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

NOTICE

The wheel cover can be firmly fixed and should not be removed using force.

Wheel bolt caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

Removing and fitting the caps

— *Removing:* take the wire hook from the vehicle toolkit *(→ Vehicle toolkit)*.

— Insert the wire hook through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.

— *Fitting*: press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, wheels should be changed by a qualified workshop.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, seek expert assistance.

⚠ WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to carry out the wheel change.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Check that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Only change the wheel yourself when you feel confident with carrying out the procedure. If not, seek expert assistance.
- Always use suitable and undamaged tools to change the wheel.
- Always switch off the engine and move the selector lever to positionP in order to reduce the risk of unintended vehicle movement.
  - In vehicles with a manual gearbox, always switch off the engine and select a gear in order to reduce the risk of unintended vehicle movement.
- Always switch on the electronic parking brake in order to reduce the risk of unintended vehicle movement.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- In the case of vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised immediately after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→ ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. DSG® dual clutch gearbox: move the selector lever to positionP.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
8. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
9. When towing a trailer: unhitch the trailer from the vehicle and park it properly *(→ Trailer towing)*.
10. Remove any items of luggage from the luggage compartment.
11. If necessary, remove the subwoofer .
12. Remove the spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
13. Remove the hubcaps .

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Follow the actions in the checklist and observe the general safety procedures.

Wheel bolts

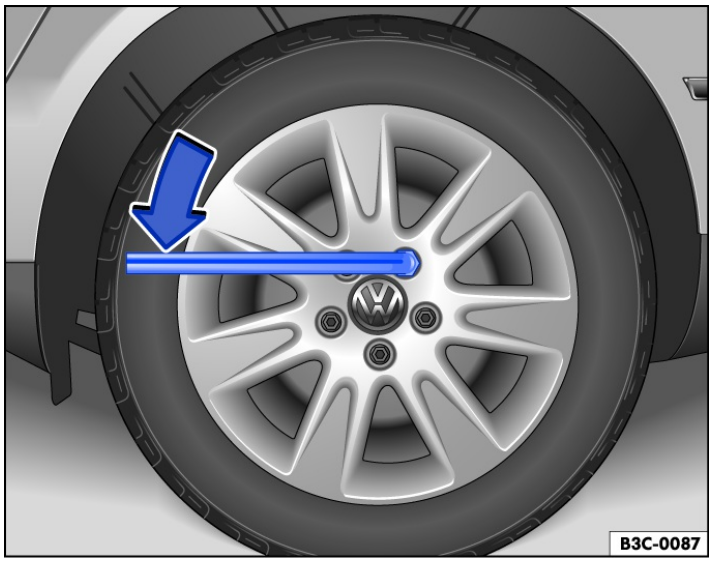


Fig. 1 Changing a wheel: loosening the wheel bolts.

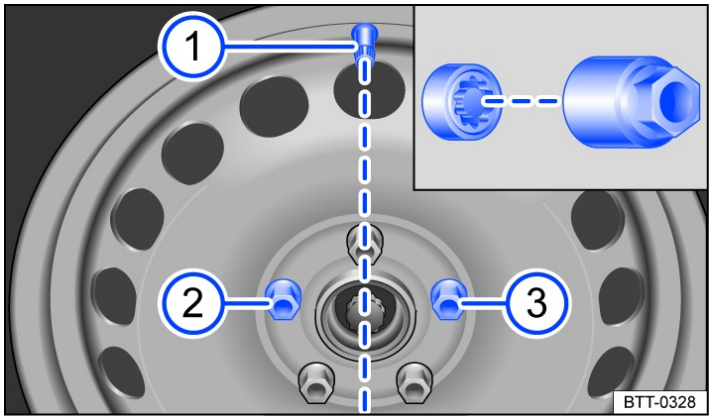


Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening wheel bolts

— Fit the box spanner over the wheel bolt as far as it will go → *Fig. 1*.

— Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise →⚠.

Loosening the anti-theft wheel bolt

— Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.

— Insert the adapter into the anti-theft wheel bolt as far as it will go.

— Push the box spanner onto the adapter as far as it will go.

— Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise →⚠.

Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the position of the tyre valve (1). The wheel cover can otherwise not be fitted.

Tightening torque for wheel bolts

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 120 Nm.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolts or the threads of the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Check the tightening torque regularly using a torque wrench.

⚠ WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Only use wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.
- On vehicles with two-piece wheel bolts: use only two-piece wheel bolts.

Subwoofer

The subwoofer must be removed before the spare wheel can be taken out.

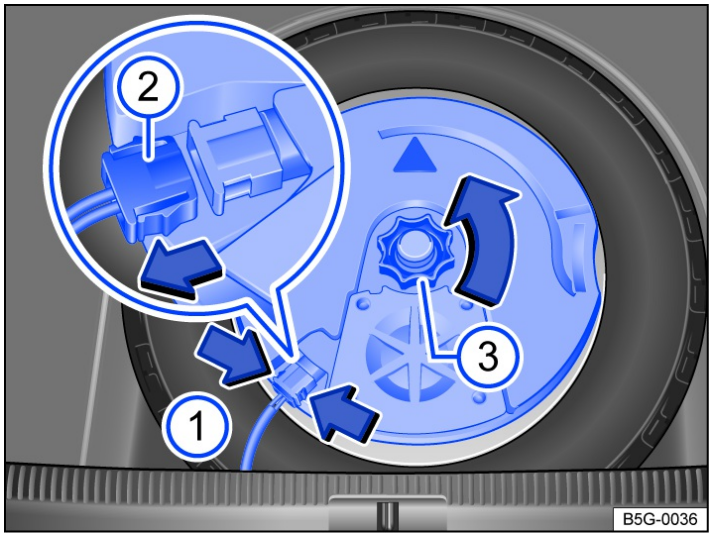


Fig. 1 In the luggage compartment: removing subwoofer (type 1).

Removing the subwoofer (type 1)

— Lift up the variable luggage compartment floor until it is held in position by the side restraints.

— To release the connector → *Fig. 1* (2), press the lugs together → *Fig. 1* (arrows (1)).

— Pull off the connector → *Fig. 1* (2) as shown by the arrow, and place the disconnected electrical cable to one side.

— Unscrew handwheel → *Fig. 1* (3) in the direction of the arrow.

— Lift out the subwoofer carefully.

Installing the subwoofer (type 1)

— Place the subwoofer carefully in the rim base. The tip of the arrow symbol “FRONT” on the subwoofer must face forwards.

— Plug in the connector → *Fig. 1* (2) until it audibly engages.

— Screw the handwheel → *Fig. 1* (3) onto the threaded pin in the direction of the arrow until the subwoofer is secured in place.

— Place the variable luggage compartment floor on the floor covering.

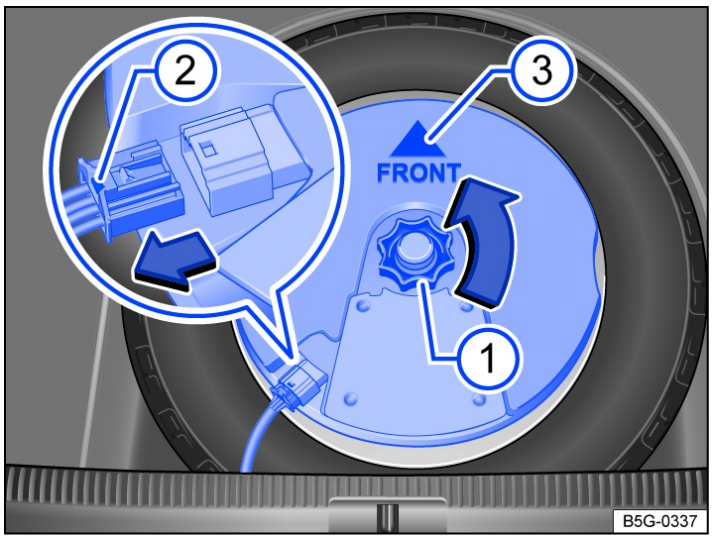


Fig. 2 In the luggage compartment: removing subwoofer (type 2).

Removing the subwoofer (type 2)

— Lift up the variable luggage compartment floor until it is held in position by the side restraints.

— Unscrew handwheel → *Fig. 2* (1) in the direction of the arrow.

— To release the connector, press the catch on the end of the plug→ *Fig. 2* (2).

— Pull off the connector as shown by the arrow, and place the disconnected electrical cable to one side.

— Lift out the subwoofer carefully.

Installing the subwoofer (type 2)

— Place the subwoofer carefully in the rim base. The tip of the arrow symbol “FRONT” → *Fig. 2* (3) on the subwoofer must face forwards.

— Plug in the connector (2) until the catch → *Fig. 2*audibly engages.

— Screw the handwheel → *Fig. 2* (1) onto the threaded pin in the direction of the arrow until the subwoofer is secured in place.

— Place the variable luggage compartment floor on the floor covering.

Spare wheel or temporary spare wheel

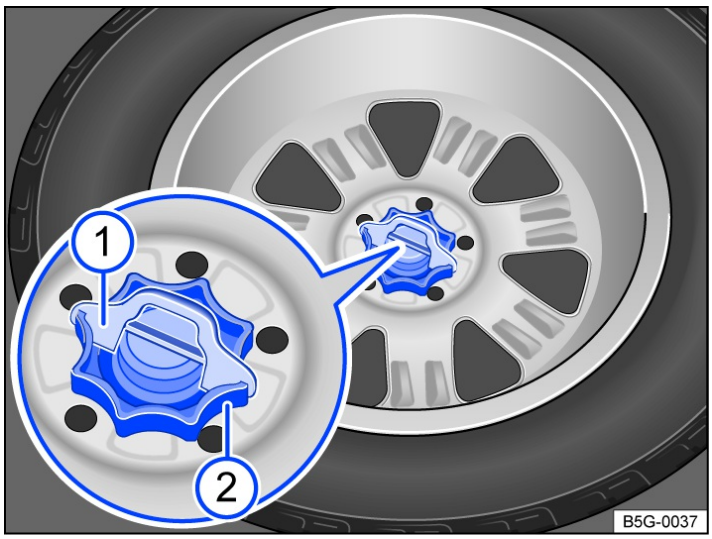


Fig. 1 In the luggage compartment: handwheel for securing the spare wheel.

Removing the spare wheel, collapsible spare wheel or temporary spare wheel

— Open the boot lid.

— Fold up or remove the luggage compartment floor .

— If necessary, lift up the floor covering and remove.

— Remove the vehicle toolkit with the container.

— If necessary, remove the subwoofer .

— Pull out the wedge of the locating element → *Fig. 1* (1) in upward direction.

— Fully unscrew the handwheel in the middle of the spare wheel→ *Fig. 1* (2) in an anti-clockwise direction.

— Remove the spare wheel, collapsible spare wheel or temporary spare wheel.

Stowing the removed wheel

— Open the boot lid.

— Fold up or remove the luggage compartment floor .

— If necessary, lift up the floor covering and remove.
— Place the removed wheel into the spare wheel well with the rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.
— Screw the handwheel clockwise onto the threaded pin until the replaced wheel is firmly secured.
— Insert the wedge of the locating element → *Fig. 1* (1) into the slot of the threaded pin so that the handwheel can no longer be turned.
— Return the vehicle toolkit to the container and stow the container in the luggage compartment.
— Place the floor covering in the luggage compartment if necessary.
— Replace the luggage compartment floor .
— Close the boot lid.

If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time→ ⚠.

Observe these driving guidelines:

— Do not drive faster than 80 km/h (50 mph).
— Avoid full acceleration, sudden braking and fast driving through bends in the road.
— Do not use snow chains on the temporary spare wheel *(→ Snow chains)*.
— The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel *(→ Tyre pressure)*.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other accidents and cause serious injuries.

- Never use a spare wheel or temporary spare wheel if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. The sticker must not be covered during use of the wheel.
- Never drive faster than 80 km/h (50 mph). Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Never drive further than 200 km with a temporary spare wheel if it is fitted to the drive axle.
- The temporary spare wheel should be exchanged for a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- The temporary spare wheel must always be secured with the factory-supplied wheel bolts.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, the tyre pressure must be checked as soon as possible *(→ Tyre pressure)*.
- Snow chains must not be used on the temporary spare wheel.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer .

Lifting the vehicle with the jack (type 1)

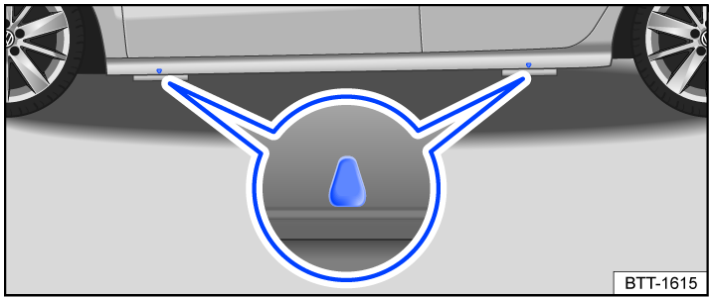


Fig. 1 Jacking points

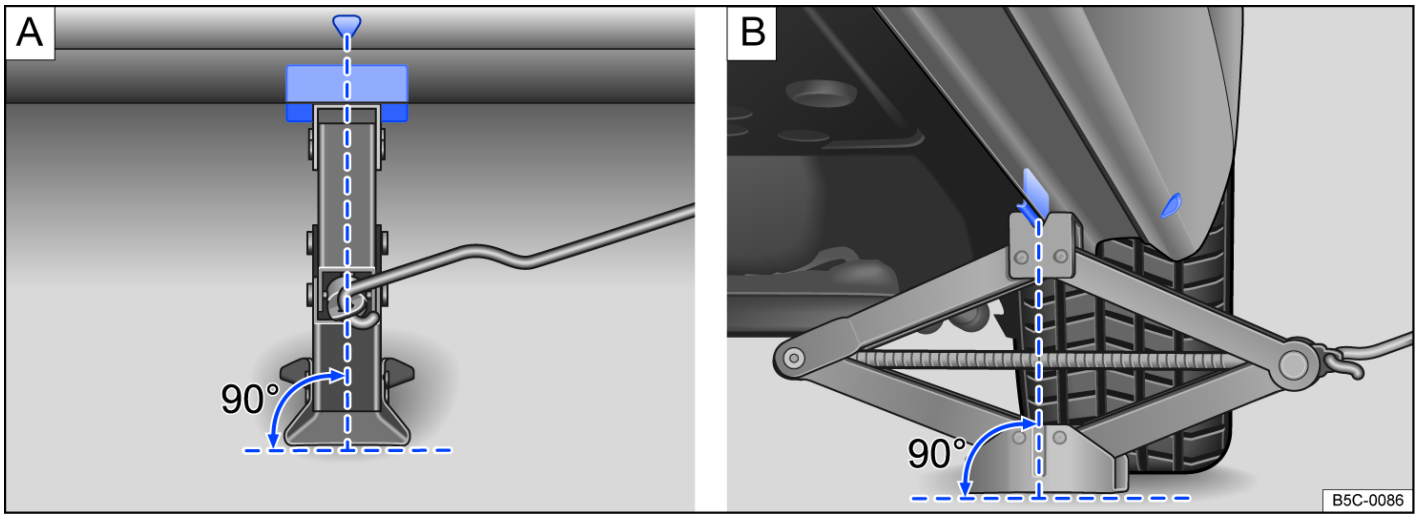


Fig. 2 Jack applied at the rear left-hand side of the vehicle.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel you are working on→ ⚠.

Checklist

For your own safety, carry out the following points in the specified order → ⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Switch off the engine.
3. Engage a gear in the manual transmission.
4. With a DSG® dual clutch gearbox, move the selector lever to positionP.
5. Switch on the electronic parking brake.
6. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
7. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it properly.
8. Loosen the wheel bolts *(→ Wheel bolts)*.
9. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
10. Insert the hand crank into the opening on the jack(depending on equipment).
11. Crank up the jack until it just fits under the jacking point of the vehicle.
12. Ensure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the point of application → *Fig. 2* A and B.
13. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 2*.
14. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Only use vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the jack from slipping.
- Apply the jack only at the points described. The jack claw must grip the vertical rib under the side member securely → *Fig. 2*.
- Never place any part of your body (e.g. an arm or leg) underneath a vehicle which is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is raised on a jack. Engine vibrations can cause the vehicle to fall off the jack.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Follow the actions in the checklist and observe the general safety procedures.

Lifting the vehicle with the jack (type 2)

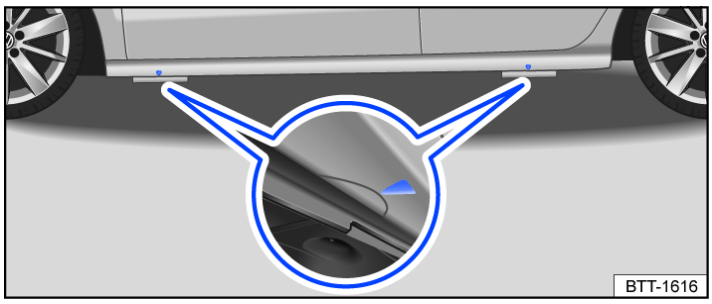


Fig. 1 Jacking points

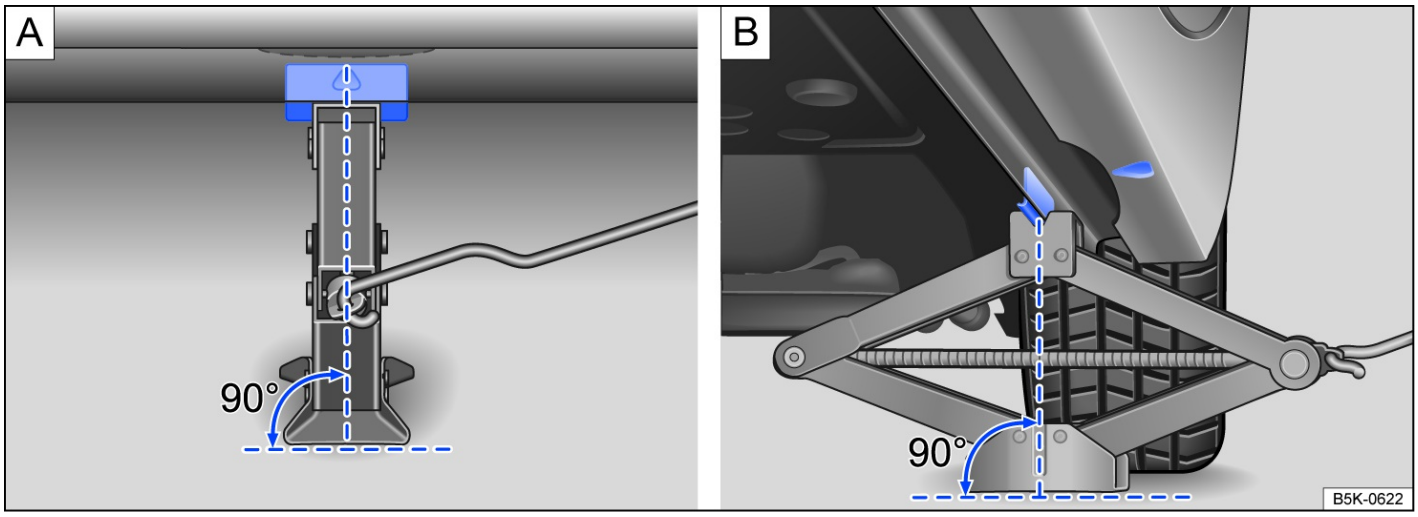


Fig. 2 Jack applied at the rear left-hand side of the vehicle.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body. Always use the jacking point closest to the wheel you are working on →⚠.

Checklist

For your own safety, carry out the following points in the specified order →⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Switch off the engine.
3. Engage a gear in the manual transmission.
4. With a DSG® dual clutch gearbox, move the selector lever to positionP.
5. Switch on the electronic parking brake.
6. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
7. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it properly.
8. Loosen the wheel bolts *(→ Wheel bolts)*.
9. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
10. Insert the hand crank into the opening on the jack(depending on equipment).
11. Crank up the jack until it just fits under the jacking point of the vehicle.
12. Ensure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the point of application → *Fig. 2* A and B.
13. Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle → *Fig. 2*.

14. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Only use vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the vehicle jack from slipping.
- Apply the jack only at the points described. The jack claw must grip the vertical rib under the side member securely *→ Fig. 2*.
- Never place any part of your body (e.g. an arm or leg) underneath a vehicle which is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is raised on a jack. Engine vibrations can cause the vehicle to fall off the jack.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Follow the actions in the checklist and observe the general safety procedures.

Changing a wheel



Fig. 1 Changing a wheel: removing wheel bolts with a box spanner.

Removing the wheel

— Observe the checklist *(→ Changing a wheel)*.

— Loosen the wheel bolts *(→ Wheel bolts)*.

— Jack up the vehicle .

— Using the box spanner *→ Fig. 1*, completely unscrew the loosened wheel bolts and place them on a clean surface.

— Remove the wheel.

Fitting the spare wheel or temporary spare wheel

— Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.

— Put the wheel in place.

— Screw in the anti-theft wheel bolt using the adapter at the correct position *(→ Wheel bolts)* in a clockwise direction and tighten it *slightly*.

— Screw in wheel bolts in a clockwise direction, and tighten them *slightly*.

— Lower the vehicle with the jack.

— Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.

— Fit the caps, wheel centre trim or wheel cover .

After changing a wheel

— Clean the tools and place them back in the foam rubber holder in the luggage compartment.

— Stow the changed wheel securely in the luggage compartment.

— Have the tightening torque of the wheel bolts checked immediately *(→ Wheel bolts)*.

— The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Seek expert assistance if this is not the case.

The tyre sealant must not be used:

— If the wheel rim is damaged.

— If the outside temperature is below -20°C(-4°F).

— If there are cuts or punctures in the tyre that are larger than 4mm.

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word “Seal” is visible on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

⚠ WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to fill the tyre.
- Check that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- The breakdown set should be used only if you feel confident with carrying out the procedure. If not, seek expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- Sealant is hazardous to health and must be washed off immediately if it gets onto the skin.
- The breakdown set must be stored out of the reach of children.
- Never use a jack, even if it is approved for the vehicle.
- Always switch off the engine, switch on the electronic parking brake and move the selector lever to the positionP or select a gear on a manual gearbox in order to reduce the risk of unintended vehicle movement.

Contents of the breakdown set

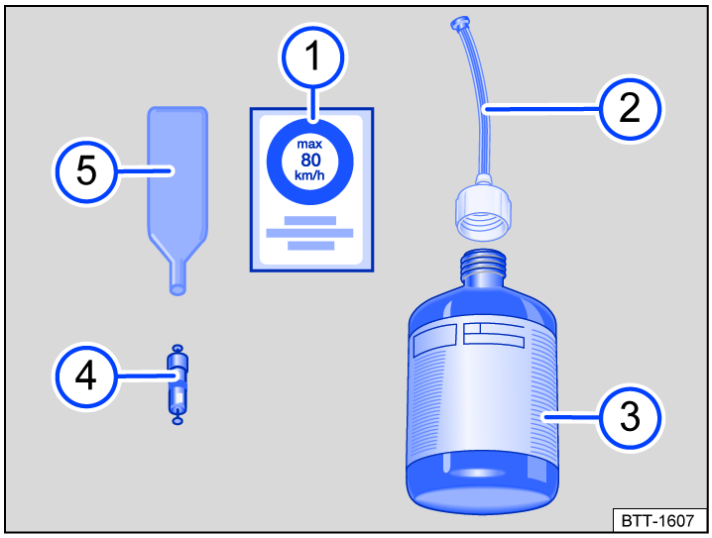


Fig. 1 Illustration: components of the breakdown set.

The breakdown set consists of the following items → *Fig. 1*:

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Tyre sealant tube with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot on the lower end of thevalve core extractor → *Fig. 1* (5) for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core (4).

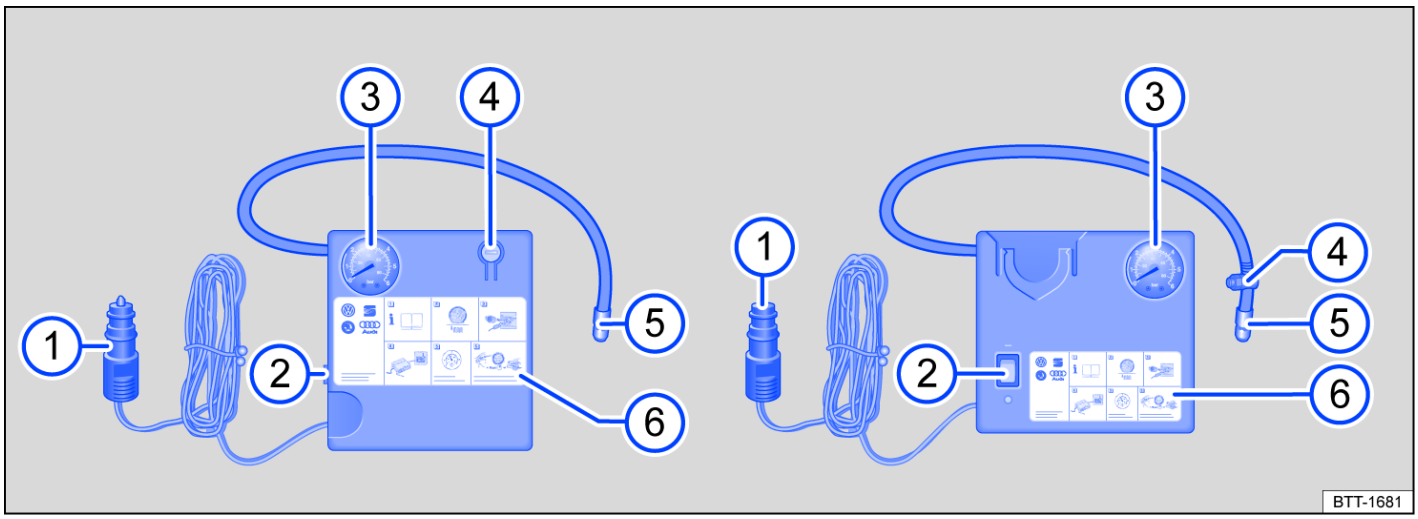


Fig. 2 Illustration: compressor from the breakdown set.

The compressor in the breakdown set consists of the following components → *Fig. 2*:

1. 12-volt plug.
2. ON/OFF switch.
3. Tyre pressure display.
4. Air bleed screw

   .
5. Tyre filler hose.

(6) Air compressor.

The breakdown set is located underneath the floor covering in the luggage compartment.

The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

Preparations

Checklist

Always carry out the following actions in the given order → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. DSG® dual clutch gearbox: move the selector lever to positionP.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
8. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
9. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
10. Remove any items of luggage from the luggage compartment.
11. Take the breakdown set out of the luggage compartment.
12. Take the sticker from the breakdown set *(→ Breakdown set)* and stick it on the dash panel within the driver's field of vision.
13. Do not remove foreign objects (e.g. screws or nails) from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Follow the actions in the checklist and observe the general safety procedures.

Sealing and inflating tyres

Sealing a tyre

— Unscrew the cap from the tyre valve.

— Use the valve core extractor → *Fig. 1* (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.

— Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.

— Screw the tyre filler hose → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.

— Remove the plug from the tyre filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.

— Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.

— Remove the empty tyre filler bottle from the valve.

— Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

— Screw the tyre filler hose → *Fig. 2* (5) of the air compressor tightly onto the tyre valve.

— Check that the bleed screw → *Fig. 2* (4) is closed.

— Start the engine and let it run.

— Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.

— Use the ON/OFF switch → *Fig. 2* (2) to switch on the air compressor.

— Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa) → ⚠. Maximum running time: 8 minutes → ⚠.

— Switch off the air compressor.

— If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.

— Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.

— Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.

— If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Seek expert assistance → ⚠.

— Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.

— Drive the vehicle no faster than 80 km/h(50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

Check after driving for 10 minutes

— Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.

— Reconnect the tyre filler hose → *Fig. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (3)

— 1.3 bar (19 psi/130 kPa) and lower:

  — Do not continue driving! The tyre cannot be sealed adequately with the breakdown set.

  — Seek expert assistance → ⚠.

— 1.4 bar (20 psi/140 kPa) and higher:

  — Adjust the tyre pressure back to the correct value.

  — Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).

  — The damaged tyre should be replaced at the qualified workshop.

WARNING

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from the hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down fully before stowing.
- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Seek expert assistance.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or lower after driving for 10 minutes.
- Seek expert assistance.

NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

Service work and digital service schedule

The vehicle data stickers attached to the inside cover of this owner's manual help ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of servicing applies to your vehicle.

The vehicle data sticker confirms when the vehicle was first registered or delivered, when the delivery inspection was carried out, and thus the date from which your vehicle is covered by our warranty.

Recording the service work performed (“digital service schedule”)

The service records are stored by your Volkswagen dealership or qualified workshop in a central system. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen dealership will inform you about the documentation process for service work.

Service work

The following information is documented in the digital service schedule by your Volkswagen dealership or qualified workshop:

— When which service was carried out.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Have service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service

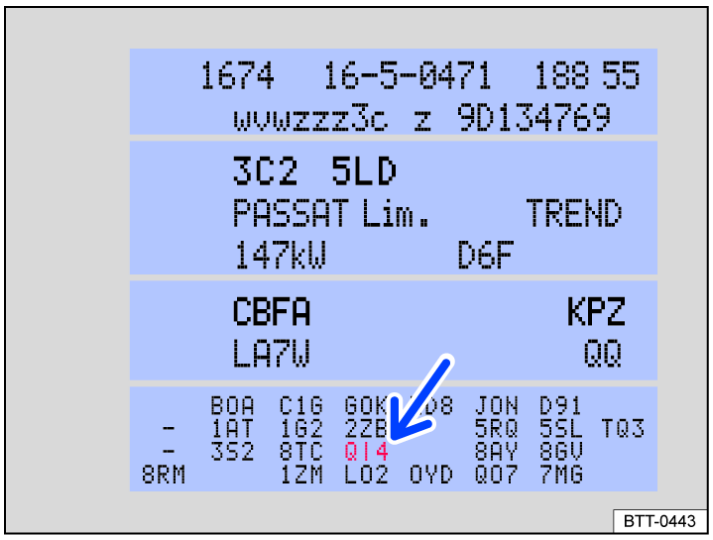


Fig. 1 Vehicle data sticker with PR number for the relevant service (illustration).

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Your vehicle will receive either the fixed service or flexible service for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions

.

How do I know which type of service my vehicle needs?

— From the PR number of the vehicle data sticker → *Fig. 1* (arrow) .

— From the table below.

Service event	PR No.	Service type	Service interval
Oil change service	QI1	Fixed	Every 5,000 km or 1 year .
	QI2		Every 7,500 km or 1 year .
	QI3		Every 10,000 km or 1 year .
	QI4		Every 15,000 km or 1 year .
	QI6	Flexible	According to service interval display.
Inspection			According to service interval display.

Observe and follow the information on the motor oil specification according to the VW standard .

Features of the flexible service

With the flexible service, you need to have an oil change service carried out only if your vehicle requires one. To determine

this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service is the use of LongLife engine oil instead of conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Scheduled services at Volkswagen are displayed in the service interval display in the instrument cluster display *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Heavy-duty conditions are, for example:

— Fuel containing sulphur.

— Frequent short-distance traffic.

— Longer idling of the motor, e.g. taxi.

— Use in areas with high levels of dust.

— Frequent trailer operation.

— Primarily stop-and-go mode, e.g. in the city.

— Driving mainly in wintry conditions.

This applies particularly to the following components (depending on the vehicle equipment):

— Dust and pollen filter.

— Air Care allergen filter.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

⚠ WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). The maintenance work is divided into *inspection work* and *servicing work*. You can find out what work is required in detail for your vehicle:

— at your Volkswagen dealership.

— at your qualified workshop.

— in the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

Electrics

— 12-volt vehicle battery: check and replace if necessary.

— Lighting: check.

— Horn: check.

— Headlight setting: check.

— Service interval display: reset.

Engine and gearbox

— Exhaust system: check.

— Gearbox and final drive: check.

— Gas system: check.

— Poly V-belt: check.

— Cooling system: check.

— Engine and components in engine compartment: check.

— Engine oil level: check.

Running gear

— Swivel joints and track rods: check.

— Tyres: check.

— Brake system: check.

— Brake pads and brake discs: check.

— Brake fluid level: check.

— Boots: check.

— Coupling rod and stabiliser bearings: check.

— Pneumatic suspension: check.

— Breakdown set: check.

— Tyre pressure on all wheels: check.

— Power steering: check.

— Shock absorbers and coil springs: check.

Body

— Roof systems: check.

— Windscreen: check.

— Body: check for corrosion.

— Wiper blades: check.

— Window washer system: check.

— Door arresters: lubricate.

— Underbody: check.

— Water drains: check.

— Road test: perform.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

— Additives: change or top up.

— Brake fluid: change.

— Particulate filter: check.

— Natural gas tank and lines: change.

— Gearbox: change oil and also filter if applicable.

— Gas system filter: change.

— Final drive and differential: change oil.

— Diesel fuel filter: change or drain.

— Air filter: change.

— Engine: change oil and also filter if applicable.

— Dust and pollen filter: change.

— Air Care allergen filter: change.

— Spark plugs: change.

— Toothed belt and tensioning roller: check or change.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your Volkswagen dealership or qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Volkswagen recommends using genuine care products designed especially for your vehicle.

Consult a qualified workshop if you have any specific questions or if vehicle parts are not listed.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a qualified workshop.

Washing the vehicle

Regularly and thoroughly clean the bottom of the vehicle also to remove residue.

Automatic car washes

Always observe all the car wash operator's specifications, in particular if your vehicle features add-on parts→ⓘ.

— Preferably use car washes with textile brushes.

— Preclean the vehicle by rinsing with water.

— The steering column must not lock when driving through automatic car washes *(→ Steering)*.

— Always switch off the wipers and the rain/light sensor before using the car wash.

— Always switch the Auto Hold function *(→ Auto Hold function)* off.

— Fold in the exterior mirrors.

— Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

High-pressure cleaner

Observe the manufacturer's instructions for the high-pressure cleaner. Never use rotating nozzles →ⓘ.

— Use water up to a maximum temperature of +60°C (+140°F) only.

— Do not clean windows that are iced up or covered in snow with a high-pressure cleaner.

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from the side windows and other vehicle components.

— Do not apply the water jet to the same area for too long. Instead, leave stubborn dirt to soak.

— If possible, do not direct the water jet at rubber seals, e.g. side windows, decorative trim, tyres, rubber hoses, insulation materials or any other sensitive components.

— Sensors, camera lenses, and decorative and protective films should be sprayed directly only for brief periods of time.

Hand wash

As a rule, a hand wash is a gentle method to clean your vehicle. However, there are also some things to note for this→ⓘ.

— Soften dirt using plenty of water before cleaning the vehicle and subsequently rinse well.

— Clean the vehicle with a soft sponge, a cleaning glove or a cleaning brush using only light pressure. Start with the roof and work from the top to the bottom.

— Thoroughly rinse out the sponge, wash mitt or brush regularly at short intervals.

— Clean wheels, sills etc. last and using a second sponge.

Use a shampoo for very stubborn dirt only.

Waxing

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a good preservative wax.

Even if a preservative wax is applied regularly in the automatic car wash, Volkswagen recommends protecting the vehicle paintwork at least twice a year using Volkswagen Genuine Hard Wax (000 096 317).

Polishing

Only if the paint has lost its shine and the gloss cannot be brought back by applying preservative agents is polishing necessary.

Matt-painted vehicle parts must not be polished! The surface will be irreparably damaged by polishing the paint.

Washing matt-painted vehicles

Clean vehicles with matt-painted surfaces by hand or in a textile car washwithout wax preservation. When washing the vehicle by hand, first remove the coarse dirt with sufficient water and then wash the surface with a mild soap solution.

Slight soiling such as grease stains or insect residue can be removed with a special cleaner for matt paint.

WARNING

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at doors or the boot lid in cold weather. The components could freeze up.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle, e.g spoiler.

NOTICE

Painted parts and surfaces with a matt finish, unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

Caring for and cleaning the vehicle exterior

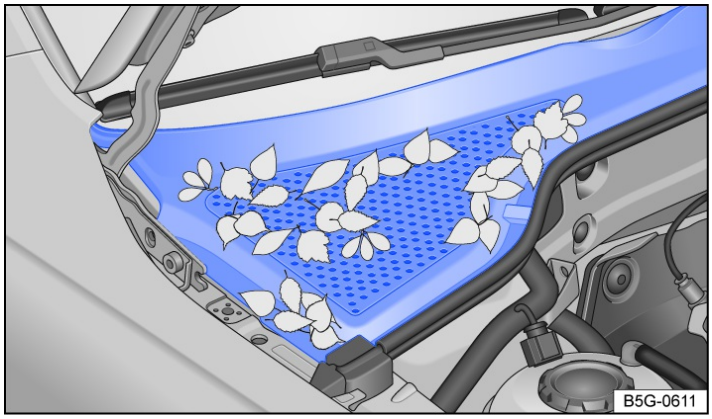


Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

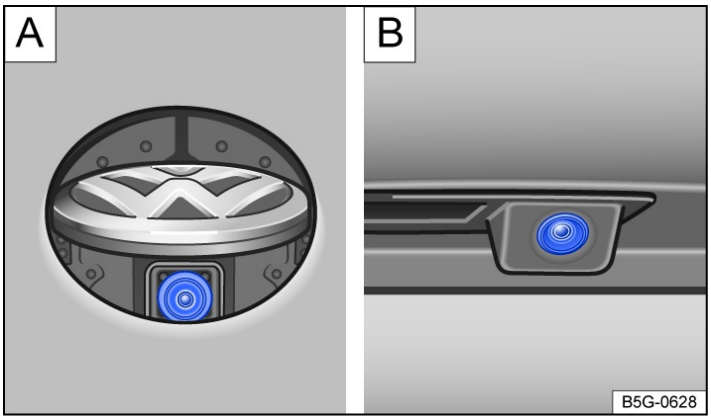


Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge A or on the handle button B (schematic diagram).

The following overview contains recommendations for cleaning and care of individual vehicle components →.

Windows, glass surfaces:

Remove wax residue, e.g. from care products, using the Volkswagen Genuine Cleaning Cloth (000 096 166 A) or a suitable glass cleaner.

Use a hand brush to remove snow and ice. If you use a plastic scraper, move it in one direction only. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Wiper blades: .

Paint:

Always treat surfaces carefully in order to prevent damage to the paint coat. Use a clean, soft cloth and a mild soap solution or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

Repair minor paint damage with a touch-up pen. Refer to the vehicle data sticker for the paint code . Consult a qualified workshop in the event of damage to surfaces with matt paint.

Further information:

— Overflowing fuel or service fluids: clean immediately.

— Flash rust deposits: moisten deposits with a soap solution. Then remove any deposits with cleaning clay.

— Corrosion: have removed by a qualified workshop.

Plenum chamber, engine compartment:

Remove leaves and other loose objects with a vacuum cleaner or by hand → *Fig. 1* , →. Cleaning of the engine compartment should always be performed by a qualified workshop →.

Water that has entered the plenum chamber via a manual process(e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

Sensors, camera lenses:

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent. Check where they are installed .

On vehicles with a rear view camera in the rear Volkswagen badge→ Fig. 2 A:

— Switch on the ignition.

— Set the selector lever position R.

— Clean the camera lens.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way aswindows and glass surfaces (depending on vehicle equipment).

Remove snow with a hand brush. Do not use warm or hot water. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Decorative films, protective films:

Remove soiling the same way as for paint. Always use Volkswagen Genuine Plastic Cleaner (000 096 314) for matt decorative films.

Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.

Further information:

— Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

Trim parts made of chrome-plated plastic, aluminium or stainless steel and tailpipes:

Clean the surface with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Chrome-plated trim parts can be protected using Volkswagen Genuine Hard Wax (000 096 317).

Headlights, tail light clusters:

Use a soft sponge soaked with a mild soap solution

. Do not use any cleaning agents that contain alcohol or solvents.

Further information:

— Stubborn dirt: remove with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Wheels:

Remove dirt and gritting salt deposits with plenty of water.

Alloy wheels: treat dirty aluminium wheels with Volkswagen Genuine Wheel Cleaner (000 096 304). Volkswagen recommends treating the wheel rims with Volkswagen Genuine Hard Wax (000 096 317) every three months.

Further information:

— Damaged protective paint coating: repair immediately with a touch-up pen. If necessary go to a qualified workshop.

— Brake dust: use Volkswagen Genuine Wheel Rim Cleaner (000 096 304).

Door lock cylinders:

Volkswagen recommends using Volkswagen Genuine De-icing Agent (000 096 322) for de-icing. Do not use door lock de-icer containing degreasing substances.

WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Volkswagen recommends having the work carried out by a qualified workshop.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned by a qualified workshop.

The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components →.

Windows:

Clean with a glass cleaning agent and then wipe dry using a clean chamois cloth or a lint-free cloth.

Textiles, microfibre fabrics, leatherette:

Remove any dirt with Volkswagen Genuine Interior Cleaning Agent (000 096 301). Never treat materials with leather care agents, solvents, wax polish, shoe cream, stain removers or similar substances.

Further information:

— Dirt particles adhering to surfaces: remove with a vacuum cleaner on a regular basis so that the material is not permanently damaged by abrasion.
— For greased-based soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for oil. Dab off dissolved grease and colour particles with an absorbent cloth and then treat with water if necessary.
— For special soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for ballpoint pen ink, nail varnish. If necessary, treat with a mild soap solution
.

Natural leather:

Remove fresh soiling with a cotton cloth and mild soap solution
. Do not allow fluids to seep into the seams.
Treat any dried spots with Volkswagen Genuine Leather Cleaner (000 096 323).

Regularly and each time after having finished cleaning, apply care cream with light and moisture protection and, if necessary, use a special coloured leather cream. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Further information:

— For grease-based soiling, e.g. oil, remove fresh stains with an absorbent cloth.
— Treat special soiling with Volkswagen Genuine Leather Cleaner (000 096 323), e.g. ballpoint pen ink, nail varnish and dried spots.

Plastic parts:

Use a soft, moist cloth.

If stubborn soiling cannot be removed with mild soap solution
, use a solvent-free plastic cleaning agent if necessary, e.g. Volkswagen Genuine Plastic Cleaner (000 096 314).
Trim parts, trim strips made of chrome, aluminium or stainless steel:

Clean using a clean, soft cloth and a mild soap solution
in a dust-free environment.
Treat anodised surfaces with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Controls:

Remove coarse dirt and other dirt that is difficult to reach using a soft brush. Then use a clean, soft cloth and a mild soap solution
. Do not allow liquids to enter the controls.
Displays and screens:

Use a Volkswagen Genuine Cleaning Cloth (000 096 166 A) with a little water, a suitable glass cleaner or LCD cleaner. Do not clean the instrument cluster display and Infotainment system screen with a dry cloth. Switch off the Infotainment system temporarily before cleaning.

Rubber seals:

Clean with a soft and lint-free cloth as well as plenty of water. Treat with Volkswagen Genuine Rubber Care Agent (000 096 310) on a regular basis.

Seat belts:

Carefully pull the seat belt right out and leave it out →⚠. Remove coarse dirt with a soft brush. Clean the seat belt with a *mild* soap solution. Leave the belt fabric to dry completely and then allow it to roll up.

Wooden trims:

Clean with a soft cloth and some mild soap solution

.

Cleaning upholstery fabrics

If clothing that is not sufficiently colour-fast, e.g. denim which leaves stains on the seat cushion, then this is not due to the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Do not use high-pressure cleaners, steam cleaners or coolant spray.

— Do not switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— Avoid getting the seat wet.

— In the event of uncertainty, contact a Volkswagen dealership.

⚠ WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

Accessories and parts

Volkswagen recommends that you seek advice from a Volkswagen dealership before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Volkswagen dealerships can recommend accessories, parts and service fluids suitable for your requirements. They can also answer any questions you might have regarding official regulations.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. And Volkswagen dealerships are qualified to install them correctly.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags, cause faults, accidents and fatal injury.

- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications →⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Volkswagen recommends that all repairs and technical modifications be performed by an authorised Volkswagen workshop using Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a Volkswagen dealership or qualified workshop or register on the erWin online portal (electronic repair and workshop information):

https://erwin.volkswagen.de

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register online in the erWin internet portal:

https://erwin.vw.com

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a qualified workshop.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle .

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a qualified workshop.

Further information:

— Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
— On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Volkswagen recommends that you have this equipment retrofitted by your Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.
- Have repairs and modifications to your vehicle carried out only by a qualified workshop.

⚠ WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.
- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications→⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

Regulations must be observed to ensure that the effectiveness of the airbags is not reduced and that removed parts do not cause any injuries or environmental pollution. Qualified workshops are familiar with these requirements.

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being

triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Contact your Volkswagen dealership for further information on installing a two-way radio.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that all vehicles purchased from them are free of faults.

Volkswagen dealerships provide a warranty that factory-new Volkswagen vehicles are free of faults

Details of warranty conditions and the warranty periods can be found in your sales contract.

Please ask your Volkswagen dealership for further information.

You are advised that natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications are not covered by this warranty.

If your vehicle does break down, please contact your nearest available Volkswagen dealership.

Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

— a three-year warranty on paint imperfections and
— a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside(cavity) of the body and causing holes in the sheet metal.
— Applies only to the USA: a seven-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.
— Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European markets, your new vehicle includes the comprehensive LongLife mobility guarantee which will be renewed after every inspection.

Please note that the terms and conditions of the Volkswagen LongLife mobility guarantee may differ depending on the country in which the vehicle was sold. Please ask your Volkswagen dealership for further information.

The Volkswagen dealership will issue a comprehensive LongLife mobility guarantee for every new vehicle it sells which applies from the time of delivery until the first due inspection. If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

The comprehensive LongLife mobility guarantee includes the following services:

If your vehicle can no longer be driven

due to a technical malfunction, corresponding assistance will be provided in the case of breakdown or accident. The LongLife mobility guarantee provides with you protection and mobility.

The inspection is not only about car maintenance - it also ensures that your car remains roadworthy and in perfect working order. For this reason, servicing should be carried out regularly in accordance with the manufacturer's service schedule.

Your entitlement to the LongLife mobility guarantee is documented in the digital service schedule each time your car is serviced. A full service history shows that your car has been professionally maintained and cared for.

Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or Infotainment functions.

Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

— Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
— Ambient conditions, e.g. temperature, rain and light sensor, adaptive cruise control.

As a rule, these data are volatile and are not stored beyond the operating time and are only processed in the vehicle itself. Control units often contain data storage devices. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

— Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.
— Faults or malfunctions in important system components, e.g. lights, brakes.

— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.

— Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribed OBD connection ("on-board diagnosis") in the vehicle → ⚠. The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. These data, in particular information on component load-levels, technical events, operating errors and other faults, are transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. These data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

The event memory should only be read and reset by a qualified workshop. Additional information on the stored data is available from qualified workshops.

After a fault has been rectified, the information in the memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Reprogramming control units

All data for the control of components are stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen recommends having any reprogramming entered into the digital service schedule by a Volkswagen dealership or qualified workshop.

Information about possible reprogramming can be obtained from the Volkswagen dealership.

Convenience and Infotainment functions

You can store convenience settings (personalisation) in the vehicle and change or reset them at any time.

Depending on the equipment in the vehicle, this includes, for example:

— Settings of the seat and steering wheel positions.

— Running gear and air conditioning settings.

— Personalised settings such as mirror adjustment or background lighting.

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment functions.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations entered.

— Data on the use of online services.

These data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile device, USB stick or MP3 player. If these data are stored in the vehicle, you can delete them at any time.

These data are transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Integration of mobile devices

If your vehicle contains the necessary equipment, you can connect your mobile device or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sound from the mobile device can be outputted via the Infotainment system. At the same time, certain information is sent to your mobile device. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile device to be used in the vehicle, e.g. navigation or music player. The mobile device and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can make here depend on the app in question and the operating system on your mobile device.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile device. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data are exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence over the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

⚠ WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- The event memory should be read only by a qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership for this purpose.

Event data recorder

This vehicle is equipped with an event data recorder. The main task of an event data recorder is to record data in particular accident scenarios or situations which are similar to an accident, e.g. when the airbags are triggered or when there is a collision with an obstacle on the road. These data help in analysis of how a vehicle system behaved in these situations. The event data recorder records data relating to driving dynamics and the restraint system for a short period of ten seconds or less. This information includes, for example:

— how various systems in your vehicle have functioned.

— whether the seat belts of the driver and front passenger were fastened.

— the extent to which the driver pressed the brake or accelerator pedal.

— how fast the vehicle was travelling.

These data help to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— adaptive cruise control.

— lane keeping system.

— Park Assist.

— emergency braking function.

The data of the event data recorder are recorded only if a particular situation occurs which is similar to an accident. No recordings occur under normal driving conditions. Audio or video data from the vehicle interior or vehicle surroundings are not stored. Personal data such as name, gender, age or accident location are also not recorded at any time. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

In order to read the data in the event data recorder you need the necessary special equipment, a connection to the legally required diagnostic interface (on-board diagnosis) and the ignition must be switched on.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle owner(or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the front compartment and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by the qualified workshop.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

⚠ WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the engine compartment contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the engine compartment, close to the coolant filler neck.

Symbol	Description
	Warning: the air conditioning system must always be serviced by trained specialists.
	Type of refrigerant.
	Type of lubricating oil.
	See workshop information (available only for Volkswagen dealerships).
	The air conditioning system must always be serviced by trained specialists.
	Flammable refrigerant.
	Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml (7 oz) of lubricating oil. The exact specifications and quantity of the lubricant used in the air conditioning system are available on the web portal erWin (electronic repair and workshop information) *(→ Repairs and technical modifications)*.

WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by trained specialists.

NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.
- USA and Canada: Spare parts for the evaporator of the air-conditioning system must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the inside of the rear window, together with the rear window heating.

— On the inside of the rear side windows.

— On the inside of the windscreen.

— On the roof of the vehicle.

Aerials on the interior of the windows can be identified as thin wires.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- Do not affix any stickers over metal wires, e.g. in the area of the rear window.
- Never clean the aerials with corrosive or acidic agents.

NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a qualified workshop to legitimately install or replace components and control units.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a qualified workshop.

Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

https://reachinfo.volkswagen.com

Disposal of used batteries and electronic devices

Vehicle keys, radio remote controls and used batteries contained in them must not be disposed of with household waste. This is indicated by the symbol .

— Dispose of electronic devices and batteries at a collection point in accordance with local regulations.

— Consult a Volkswagen dealership for further information.

USA and Canada: Batteries for vehicle keys and remote controls can contain perchlorate. For correct handling of this substance, observe the information on the website http://www.dtsc.ca.gov/hazardouswaste/perchlorate. Observe all legal requirements for handling and disposal of batteries. Volkswagen recommends having replacement and disposal of these batteries performed by a Volkswagen dealership or a qualified workshop.

Declaration of conformity

The respective manufacturers declare herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

Radio-based equipment

— Electronic immobiliser.

— Vehicle key.

— Remote control for the auxiliary heater

— Keyless locking and starting system Keyless Access.

— Adaptive Cruise Control (ACC).

— Emergency Braking System (Front Assist) incl. City Emergency Braking System with Pedestrian Monitoring.

— Blind Spot Monitor including Rear Traffic Alert

— Traffic Jam Assist.

— Emergency Assist.

Electrical equipment

— 12-volt socket.

Third party copyright law information

http://www.volkswagen.com/softwareinfo

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

Volkswagen has already made provision for your vehicle to be recycled in an environmentally responsible way. Once the vehicle has been returned, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly and in an environmentally responsible way.

End-of-life vehicles can be returned free of charge, provided that national legislation is complied with.

Further information on return and recycling of end-of-life vehicles can be obtained from a Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. Qualified workshops are familiar with these requirements.

Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

Vehicles with two seats: there is no floor covering in the rear of the vehicle interior because there is no rear bench seat→⚠.

Vehicles with four seats: the centre seat on the rear bench seatcannot be used →⚠.

Transporting children safely

As in vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats .

Towing a trailer

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the gross vehicle weight rating or the rear axle load, the vehicle speed must not exceed 80 km/h when towing a trailer. This also applies to countries where higher speeds are permitted. Observe local speed limits. These may be lower for vehicles with trailers than for vehicles without trailers.

Any permitted excess loads for the vehicle are entered in the vehicle documents. If no excess load has been entered, it is possible to drive up to 100 km/h, although local regulations must be observed.

Technical data

Technical data can be found in the vehicle documents.

⚠ WARNING

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

⚠ WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never transport adults or children in the middle of the rear bench seat.
- The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

⚠ WARNING

Risk of severe and fatal injuries.

- Do not travel with people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items .

Simplified declaration of conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

Ukraine

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive TR-355 where required by law.

The complete text of the declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

Door opening lever with NFC wireless technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

Radio remote control (auxiliary heater), auxiliary heating (transmitter/receiver unit)

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Str. 9

82205 Gilching

GERMANY

Mapping tables

The mapping tables are designed to help you link the device name used in a declaration of conformity with the vehicle equipment and terms used in the manuals contained the vehicle wallet.

Sicherheit

In diesem Abschnitt sind Zertifikatsnummern folgender Bauteile enthalten:

— *Garagentoröffner, Keyless-Access, Funkschlüssel (Fahrzeug), Kombi-Instrument, elektronische Wegfahrsperre, Türöffnungshebel mit NFC-Funktechnik, Mobiler Schlüssel Service-Karte.*.

ADHL5D, BNF_HL, BNF_LL, DoC 0001 mobile key_DFR, EHL2, eNSF, EZS-VW-Touareg, FS09, FS12A, FS12P, FS14, FS1744, FS19, FS1902, FS1903, FS94, G09CO4 Key, Kessy MQB-A, Kessy MQB-B B, Kessy MQB-B H, Kessy PQ35GP, Kessy MQB37W, Instrument cluster 1, Instrument cluster 2, Instrument cluster 3, LCW05-VWE1, LCW05-VWE5, LCW05-SEE6, NSF_HL, NSF_LL1, NSF_LL3, PQ35 Kessy, RSB19, VWTOUA PKETOUA, VWTOUA RKETOUA, 2017-02-EU-LF_IC_IM, Immobiliser integrated in dashboard module instrument cluster, 3G0.837.205.

Air conditioning

This section contains the certificate numbers of the following components:

— *Radio remote control (auxiliary heater), auxiliary heater (transmitter/receiver unit).*

EasyStart R, EasyStart R (22 1000 32 95 00, 22 1000 34 72 00), STH VW - 50000884, Sender STH VW - 50000886, Telestart, 50000864 D208L VW, 9019510C / Receiver of aux heater 869 MHz, 9019747B / Remote control of aux heater 868 MHz,

Tyres

This section contains the certificate numbers of the following components:

— *Tyre inflation pressure sensors.*

TSSRE4Dg, TSSSG4G5, AG2FW4.

Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, wireless charging function.*

BC-Module, BCM PQ26 ROW (502N1xFOx), BCMevo, BCM2, BCM2R, BR11, HUF71110, KGF-Max, RXI-35-433-DC, WCH-185, 3G0.837.205, 3G0.837.206, 5WK50254.

Driver assist systems

This section contains the certificate numbers of the following components:

— *Radar sensors for assistance systems, Car2X communication.*

ARS4-B, ASR5-B, BSD 3.0, LCA 2.0A, LRR3, LRR3 Master & Slave, LRR4, LRR4R, MRRe14FCR, MRRevo14F, MRR1Plus, MRR1Rear, RS4, R3TR.

Infotainment and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, Car-Net Security & Service, Car-Net e-Remote, compensator.*

ALPS UGZZF-102B, ALPS UGZZF-202B, A109, A475 / A754, A580 / A270, A473 / A476 / A750, A486 / A449 / A493 / 183, HT-5,

HT-6, HT-6d, HT-6e, LTE-MBC-EU, LTE-MBC-EU2, L40VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB Global Entry/Standard, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB Standard 2 – ZR +/Nav with BT, MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB2 Entry, MIB2 Main-Unit, MIB2STD, MIB 2 Standard PQ, MIB 2 Standard ZR, MMI3G, MMI3G RU, RRVW401*, RRVW402*, RRVW402B, TUVM02IU-E, TUVM03IU-E, UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3, 7C0.035.153, 7C0.035.153.A.

Aerials

This section contains the certificate numbers of the following components:

— Aerials, aerial amplifier, connection to the external aerial.

920 301 A, 920 611 A.

1K8.035.552, 1K8.035.552.C, 1K8.035.552.F, 1S0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2G0.035.577.A, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3789.01, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 4N0.035.503.AG, 4N0.035.503.AF, 4N0 035 503.J, 4S0.035.225.A, 4S0.035.225.D.

5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5H0.035.510, 5H6.035.577, 5H6.035.577.A, 5H6.035.577.B, 5H6.035.577.T, 5L0.035.501.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 510.035.577, 510.035.577.A, 510.035.577.B, 575.035.225, 575.035.225.A, 575.035.225.B.

6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7H0.035.507.E, 7N0.035.507.A, 7N0.035.507.B, 7N0.035.552.K, 7N0.035.552.J, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 760.035.577.T.

920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 355 001, 920 417 007, 920 417 010, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 023, 920 627 024920 627 048, 920 627 049.

Radio equipment, frequency band, maximum transmit power

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system

. Deviations are marked by footnotes.

µW = Microwatt, mW = Milliwatt, W = Watt.

Radar sensors for assist systems

Frequency band, maximum transmit power		
front:	24.05 – 24.25 GHz	0.1 W
	76 – 77 GHz	0.66 W
	76 – 77 GHz	3.16 W
	76 – 77 GHz	2 W EIRP
	76 – 77 GHz	0.59 W
side:	77 – 81 GHz	0.22 W
rear:	76 – 77 GHz	1 W

Keyless Access

125 kHz	22.7 dBµA/m
434.42 MHz	32 µW
868.000 – 868.600 MHz	25 mW

Tyre pressure sensors

433.92 MHz	10 mW

Central control unit

21.13 – 22.75 kHz	34.2 dBuA/m @ 10 m

Instrument cluster

125 kHz	40 dBµA/m
125 kHz	0.000147 mW

Electronic immobiliser

125 kHz +/- 10 kHz	3.728 W

Remote control (auxiliary heating)

868.7 – 869.2 MHz (869.0 MHz)	25 mW
868.0 – 868.6 MHz (868.3 MHz)	3.1 mW

Auxiliary heater (Transmitter / Receiver unit)

868.0 – 868.6 MHz (868.3 MHz)	23.5 mW
868.7 – 869.2 MHz (869.0 MHz)	23.5 mW
868.0 – 868.6 MHz (868.525 MHz)	10 mW

Remote control key (vehicle)

433.05 – 434.78 MHz, 433.05 – 434.79 MHz	10 mW
868.0 – 868.6 MHz	25 mW
434.42 MHz	32 µW

Bluetooth

2,402 – 2,480 MHz	6.1 mW
2402 – 2480 MHz,	0.05 W
2,400 – 2,483.5 MHz, 2,408 – 2,480 MHz	10 mW

Outside door handle with NFC radio technology

13.56 MHz	0.67 mW

Valet keycard

13.56 MHz	0.0004 mW

Wireless charging function

105 – 115 kHz	6 W

Car2X auxiliary antenna

5,855 – 5,925 MHz	2 W EIRP

Wi-Fi hotspot

2,412 – 2,462 MHz	0.1 W
2412 – 2472 MHz	0.05 W
2412 – 2,480 MHz	0.1 W
2400 – 2483.5 MHz	10 mW
2402 – 2442 MHz	0.1 W
2,408 – 2,480 MHz	2.57 mW
5745 – 5825 MHz	25 mW

Garage door opener

868.00 – 868.60 MHz 868.70 – 869.20 MHz	25 mW
433.05 – 434.79 MHz 40.660 – 40.700 MHz 26.957 – 27.293 MHz	10 mW

Compensator

GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	2 W
GSM 1800 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	1 W
WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	0.125 W
WCDMA FDDIII (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	0.125 W
WCDMA FDDV (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	0.125 W
LTE FDD1 (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	0.2 W
LTE FDD3 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	0.2 W
LTE FDD7 (uplink: 2500 – 2570 MHz / downlink: 2620 – 2690 MHz)	0.2 W
LTE FDD8 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	0.2 W
LTE FDD20 (uplink: 832 – 862MHz / downlink: 791 – 821 MHz)	0.2 W

Mobile phone interface

GSM 850: 824–849 MHz GSM 900: 880–915 MHz	2 W
GSM 1800: 1,710–1,785 MHz GSM 1900: 1,850 – 1,910 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz WCDMA FDDV: 824 – 849 MHz	0.25 W

We Connect

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1710 – 1785 MHz	1 W
WCDMA band 1: 1,920 – 1,980 MHz WCDMA band 3: 1710 – 1785 MHz WCDMA band 8: 880 – 915 MHz	0.25 W
FDD LTE band 1: 1,920 – 1,980 MHz FDD LTE band 3: 1710 – 1785 MHz FDD LTE band 7: 2500 – 2570 MHz FDD LTE band 8: 880 – 915 MHz FDD LTE band 20: 832 – 862 MHz FDD LTE band 28A: 703 – 733 MHz	0.2 W

Car-Net Security & Service

GSM 900 (880.2 – 959.8 MHz)	2 W
GSM 1800 (1710,2 – 1879,8 MHz)	1 W
UMTS B1 (1,920 – 2,170 MHz) UMTS B8 (880–960 MHz) GPS (1,575.42 MHz)	0.25 W

Car-Net e-Remote

GSM 850 (824 – 849 MHz) GSM 900 (880 – 915 MHz)	2 W
GSM 1800 (1710 – 1785 MHz) GSM 1900 (1850 – 1910 MHz)	1 W
EGPRS 850 (824 – 849 MHz) EGPRS 900 (880 – 915 MHz)	0.5 W
EGPRS 1800 (1710 – 1785 MHz) EGPRS 1900 (1850 – 1910 MHz)	0.4 W
UMTS I (1,920 – 1,980 MHz) UMTS II (1,850 – 1,910 MHz) UMTS III (IX) (1,710 – 1,785 MHz) UMTS IV (1,710 – 1,755 MHz) UMTS V (VI) (824 – 849 MHz) UMTS VIII (880 – 915 MHz)	0.25 W

Car-Net e-Remote

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1710 – 1785 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz / GPS (1.57542 GHz)	0.25 W

Key to models

Key to vehicle model groups, where not listed separately in the table:

MQB 37, MQB 37 (W) = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan, Golf Variant, Jetta, Jetta Hybrid, R Golf,

Tiguan, Touran, T-Roc.

MQB 48 = Arteon, Passat, Passat Alltrack, Passat GTE, Passat Estate, Passat Estate Alltrack, Passat Estate GTE.

PQ 35 = Beetle, Beetle Cabriolet, Sharan.

Approval numbers

a) Radar sensors for assist systems b) Instrument cluster, electronic immobiliser, c) Coupling aerial, wireless charging function d) Vehicle key, Keyless Access.

Egypt

b TAC.07021815923.WIR

Algeria

b 31.AF/528/DT/DG/ARPT/18

Argentina

a C-17908, C-18053, C-21797,

b H-20369, H-20370, H-20731, H-20732, H-20733, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H–22856, H-22961.

d H-22855.

Australia

a N11042, ACN/ARBN 004 528 778 / 58004528778.

b ABN 81 145 810 206

Bahrain

b DLM / 1405

Botswana

BTA REGISTERED No:

a BOCRA/TA/2018/2026

b BOCRA/TA/2018/3991
BOCRA/TA/2018/3992
BOCRA/TA/2018/4129
BOCRA/TA/2018/4130
BOCRA/TA/2018/4131
BOCRA/TA/2018/4132
BOCRA/TA/2018/4133
BOCRA/TA/2018/4134
BOCRA/TA/2018/4136
BOCRA/TA/2018/4193
BOCRA/TA/2018/4194
BOCRA/TA/2018/4196
BOCRA/TA/2019/4311

Brazil

a 05674-15-06830, 05674-16-06830

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

b 00939-19-06673, 01814-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04383-18-06673, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 06215-16-0343006763-18-06353, 06962-18-06353, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353.

d 01812-19-05364.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Brunei

b DTA-001794, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307
DTA-001793: DRQ-D-MAJU-02-2011-111083
DTA-001981: DRQ-D-MAJU-02-2011-111083
DTA-001982: DRQ-D-MAJU-02-2011-111083
DTA-001986,
DTA-003220: DRQ-D-MAJU-02-2011-111083

Chile

b 3458/DO Nº45141/f26, 12190/DO Nº 48994/F26

China

a 2016DJ6719

Dominican Republic

b DE-0000320-Cc-17445, 183507

Europe and countries that approve radio equipment according to European Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Gibraltar

b MDE_VIS_1710

Ghana

a 1R3-1M-7E1-160, 6X6-4H-7EO-OF3

b BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-0AF, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0BC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0D2, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-130, EX6-6M-GE2-17B, ZRO-M8-7E3-X90.

d ZRO-M8-7E3-X92

Hong Kong

b US0031800001

India

b ETA-1609/17-RLO(NE), NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

Indonesia

a 34539/I/SDPPI/2017, 4211
38132/I/SDPPI/2017, 2130
47817/SDPPI/2016, PLG ID: 6094

b 55776/SDPPI/2018, PLG ID: 7205
56625/SDPPI/2018, PLG ID: 7708
57406/SDPPI/2018, PLG ID: 7708
57647/SDPPI/2018, PLG ID: 7708
57687/SDPPI/2018, PLG ID: 7708
60924/SDPPI/2019, PLG ID: 4334

c 58849/SDPPI/2018, PLG ID: 4334

d 61642/SDPPI/2019, PLG ID: 4334

Iran

b Iran_Kombiinstrument_MDE_VIS_1710

General information on the data

Israel

b 51-63653, 63-63304.

Jamaica

b FCC ID: 2AA98A, Kombiinstrument-1, -2, -3

Japan

a 202-LSE009, 203-JN0638, 203-JN0825

b MDE_VIS_1710

d 022-190152

電波法)=本製品は、電波法に基づく特定無線設備の技術基準適合証明などを受けております。 本製品の改造は禁止されています。適合証明番号などが無効となります

Jordan

a TRC/LPD/2014/248, TRC/LPD/2016/584, TRC/LPD/2017/254

b TRC/LPD/2018/1

d TRC/LPD/2019/153

Canada

IC ID / type designator:

a 3659-R3TR, 3659A-R3TR

b 11505A-A, 23650-17101001, 23650-17101002, 23650-17101010, 23650-171010101, 23650-17101041, 23650-17101031, 23650-17101032, 23650-17101033, 23650-17101034, 23650-17101041, 23650-17101042, 23650-17101043, 23650-17101051, 23650-17101052, 23650-17101053, 23650-17101054, 23650-18020531, 23650-18020532, 23650-18020533, 23650-18020534, 2694A-013854, 2694A-RSB19, 4983A-BNFHL, 4983A-BNFLL.

d 2694A-FS19.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC ID / type designator:

c 4774A-18500, 5927A-KA3

This device complies with RSS-210, ICES-001 and RSS-Gen of the Industry Canada Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Columbia

b 2018300044

Kuwait

b Ref 2410

Lebanon

b 2665/E&M/2018

Malaysia

a CIDF15000490, CIDF17000143, MRR14F, ARS4-B

b HIDF1500019
RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RFC/21A/0718/S(18-2717), RFC/23A/0818/S(18-3153), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFC/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFC/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976).

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

a MR 9778 ANRT 2014, 11/11/2014
MR 12623 ANRT 2016, 11/10/2016
MR 13900 ANRT 2017, 04/05/2017

b MR 15669 ANRT 2018, 31/01/2018,
MR 15674 ANRT 2018, 31/01/2018,
MR 15675 ANRT 2018, 31/01/2018,
MR 19108 ANRT 2019, 2019_03_14.

c MR 17576 ANRT 2018, 26/09/2018

d MR 19106 ANRT 2019, 2019/03/04

Mauritius

b TA/2018/0084

Macedonia

b 0803-157/1

Mexico

a RCPAPR318-2005, RLVDER316-1666, RLVDER316-2005

b IFT/223/UCS/DG-AUSE/0311/2018,
RLVHE0119-0720, RLVMABN18-1512, RLVMABN18-1512-A1, RLVVIKO18-0155, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldavia

a 1014, 024, 8526

b 024

c 1014

d 024

New Zealand

b ABN 81 145 810 206

Oman

a R/1733/14, D080134, R/2210/14, D080134

b R/5130/18, 23/01/2018, R/5725/18, D100428, R/5772/18, D100428, R/5774/18, D100428, R/5819/18, D100428, R/5820/18, D100428, R/5884/18, D100428, R/5885/18, D100428, R/5886/18, D100428, R/5887/18, D100428, R/6022/18, D100428, R/6023/18, D100428, R/6366/18, D100428, R/6372/18, D100428, R/6535/18, D100428, R/6616/18, D100428, R/6695/18, D100428, R/6696/18, R/7383/19.

c R/3370/16

Paraguay

b 2018-10-I-000480, 2018-10-I-000481.

d 2019-05-I-000243

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Philippines

b ESD-1816419C

Qatar

b CRA/SA/2018/R-6820

Zambia

b ZMB/ZICTA/TA/2018/8/38, ZMB/ZICTA/TA/2018/8/39, ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41, ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15, ZMB/ZICTA/TA/2018/10/17, ZMB/ZICTA/TA/2018/10/18, ZMB/ZICTA/TA/2018/10/19, ZMB/ZICTA/TA/2018/10/20, ZMB/ZICTA/TA/2018/10/21, ZMB/ZICTA/TA/2018/10/24, ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27, ZMB/ZICTA/TA/2018/12/16

Saudi Arabia

b 29563

Serbia

a 34540-1313/16-3, И011 14, И011 17

b P1617197200, И005 17, И005 18.

d И011 19

Singapore

Complies with IMDA Standards:

a DA103787, DA104682 (N0688-15), DB106879 (N3083-18).

b DA104682, DA105282, N4975-17.

c DA103787.

d DA104682.

South Africa

a TA-2013/2465, TA-2014/1783, TA-2016/2759.

b TA-2017/2824, TA-2019/5101.

c TA-2016/501, TA-2016/820, TA-2016/3539.

South Korea

Vehicle identification number

a R-CRM-DDG-R3TR.

b R-RMM-VCo-Kombi, R-C-HLA-RSB19, R-R-HLA-013854, R-R-LGE-LCW05-VWE5.

d R-C-HLA-FS1903.

이 기기는 업무용(A급) 전자파 적합기기로서 판 매 자 또는 사용 자는 이 점을 주의 하시기 바 라 며, 가 정외의 지역에서 사용 하는 것을 목적으로 합니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음. 해당 무선설비는 운용 중 전파혼 신 가능성이 있으므로, 인명 안전과 관련된 서비 스는 할 수 없습니다.
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이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며,모든 지역에서 사용할 수 있습니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음.

Taiwan

a CCAF16LP2450T2.

b CCAL18LP0610T2, CCAL18LP0850T6, CCAL18LP1020T9, CCAL18LP1030T2, CCAL18LP1190T8, CCAL18LP1200T1, CCAL18LP1210T1, CCAL18LP1410T9, CCAL18LP1430T2, CCAL18LP1440T5, CCAL18LP1460T1, CCAL18LP1480T4, CCAL18LP1570T5, CCAL18LP1580T8, CCAL18LP1590T1, CCAL18LP1600T1, CCAL18LP1610T4, CCAL18LP1620T7, CCAL18LP1730T1, CCAL18LP1740T4, CCAL18LP1750T7, CCAL18LP1820T2, CCAL18LP240T0, CCAL19LP0560T5, CCAL19LP0580T1.

1. 經型式認證合格之低功率射頻電機，非經許 可， 公司、商號或使用者均不得擅 自變更頻 率、加大 功率或變更原設計之特性及功能。 2. 低功率射頻 電機之使用不 得影響飛航安全及干 擾合法通信； 經發現有干擾現象時，應立即停 用，並改善至 無 干擾時方得繼續使用。 前項合 法通信，指依電信 法規定作業之無線電通信。 低 功率射頻電機須忍 受合法通信或工業、科學 及醫療用電波輻射性電機 設備之干 擾。

警語 低功率電波輻性電機管理辦法 第十二條經 型式認證合格之低功率射頻電機,非經許可,公司, 商號或 使用者均不得擅自變更頻率,加大功率或 變更原設計之特性及功能。 第十四條低功率射 頻電機之使用不得影響飛航影響安全及干擾合 法通信,經發現有干擾現象時,應立即停用,並改 善至無干擾時方得繼續 使用。 前項合法通信,指 一電信法規定作業之無線電通信低功率射頻電 機需 忍受合法通信或工業,科學及醫療用電波輻 射性電機設備之干擾。
警語經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。前項合法通信,指依電信法規定作業 之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

Thailand

a MRRe14FCR

b 255.A.2560

1) เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของกสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้ องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

b AHO-0177-18

Turkey

b MDE_VIS_1710

USA and countries that approve and license radio equipment according to FCC Directives:

FCC ID:

a LTQR3TR

b 2AA98, 2AA98A.
2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, BEJLCW05-VWE5, NBGRSB19, NBG013854, RX2BNFHL, RX2BNFLL.

d NBGFS19

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC ID:

c RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.
This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction

Ukraine

Imported by:

Чистий і шлях©

Імпорт та експорт ТОВ компанії

Десь Ave. 14

01004 Київ

Україна

a	BSD 3.0	24,05 - 24,25 GHz	20 dBm
	LCA 2.0	24,05 - 24,25 GHz	20 dBm
	RS4	24,05 - 24,25 GHz	20 dBm
	1APTV R3TR		

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo.

b UA.TR.109.0009-18, UA.TR.109.R.0425-18, UA.TR.028
0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033

c Koppelantenne Gen.3

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіообладнання (позначення типу радіообладнання DESIGNATION) відповідає Технічному регламенту радіообладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo

United Arab Emirates

TRA, REGISTERED No, DEALER No

a ER49719/16, DA0062437/11, ER55421/17, DA36758/14, ER61136/18, DA40068.

b ER61137/18, DA0089862/12, ER70009/19, DA44932.

d ER70046/19, DA44932

Belarus

d BY/112 11.01.TP024 020 00007
BY/112 11.01.TP024 020 00008
BY/112 11.01.TP024 020 00047
BY/112 11.01.TP024 020 00059
BY/112 11.01.TP024 030 00140

Except where indicated or specifically stated, the technical data apply to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and vehicles for other countries. All data in the official vehicle documents always take precedence.

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

Engine

The vehicle data sticker and the official vehicle documents show which engine is installed in your vehicle.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver(75 kg (165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers

— All luggage

— Add-on parts

— Roof load

— Drawbar load when towing a trailer

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded, also with trailer. The permitted values are provided on the safety certificate (“safety compliance label”) on the B-pillar on the driver side *(→ Information stickers and plates)*.

Performance figures

The performance figures were measured without equipment which may influence performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (3000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (3000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle’s gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

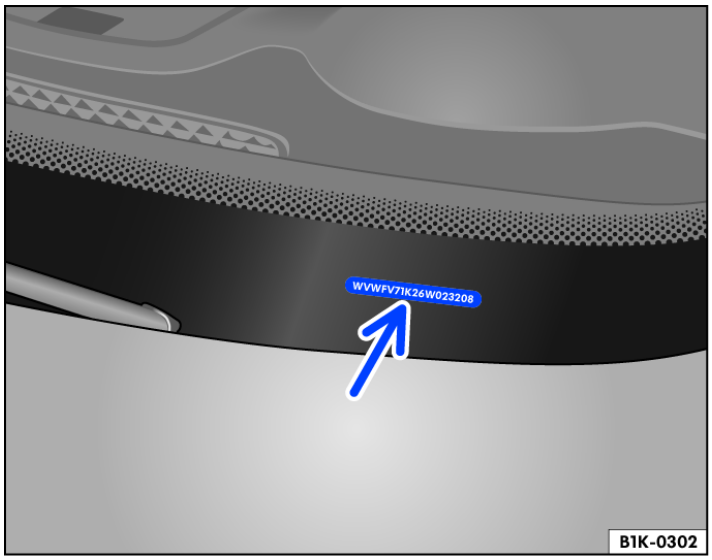


Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number (chassis number) can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the engine compartment in the right water drainage channel.

— In the engine compartment on the right suspension turret.

— In the engine compartment close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

Type plate

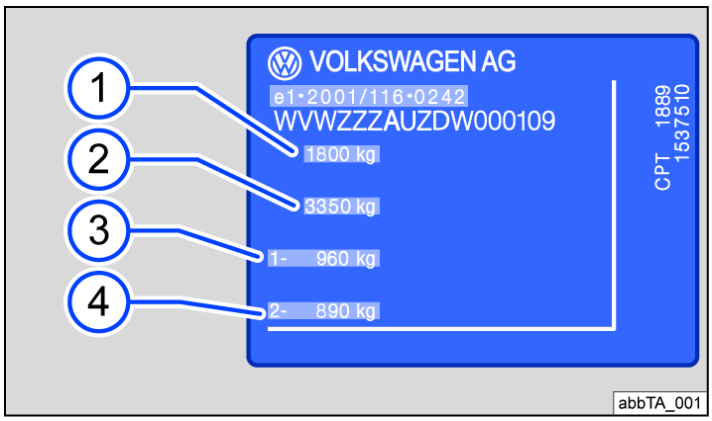


Fig. 1 Type plate (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Gross vehicle weight rating.
2. Gross combination weight rating (vehicle plus trailer).
3. Gross front axle weight rating.
4. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

Vehicle data sticker

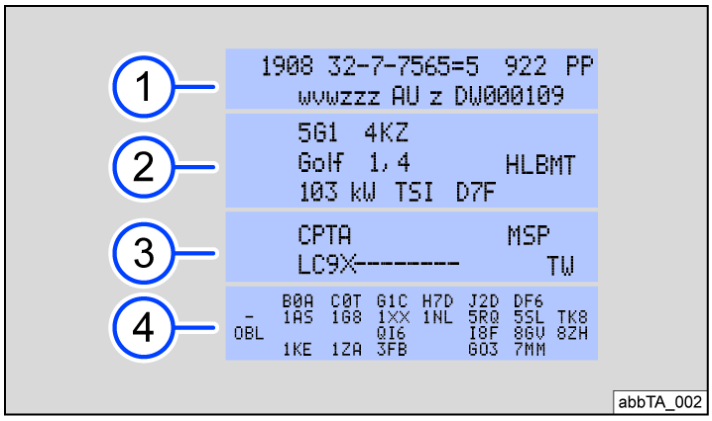


Fig. 1 Illustration: vehicle data sticker

1. Vehicle identification number (chassis number)
2. Vehicle type, engine power, gearbox type
3. Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is “CPTA”.
4. Additional equipment, PR numbers

The vehicle data sticker is located inside the front cover of the owner's manual and in the area of the luggage compartment. Depending on the vehicle equipment, the vehicle data sticker is affixed under the luggage compartment trim on the luggage compartment wall or luggage compartment floor, in the spare wheel well or on the cross panel.

Depending on the vehicle equipment, the engine code may be displayed on the instrument cluster *(→ Displays)*.

Dimensions

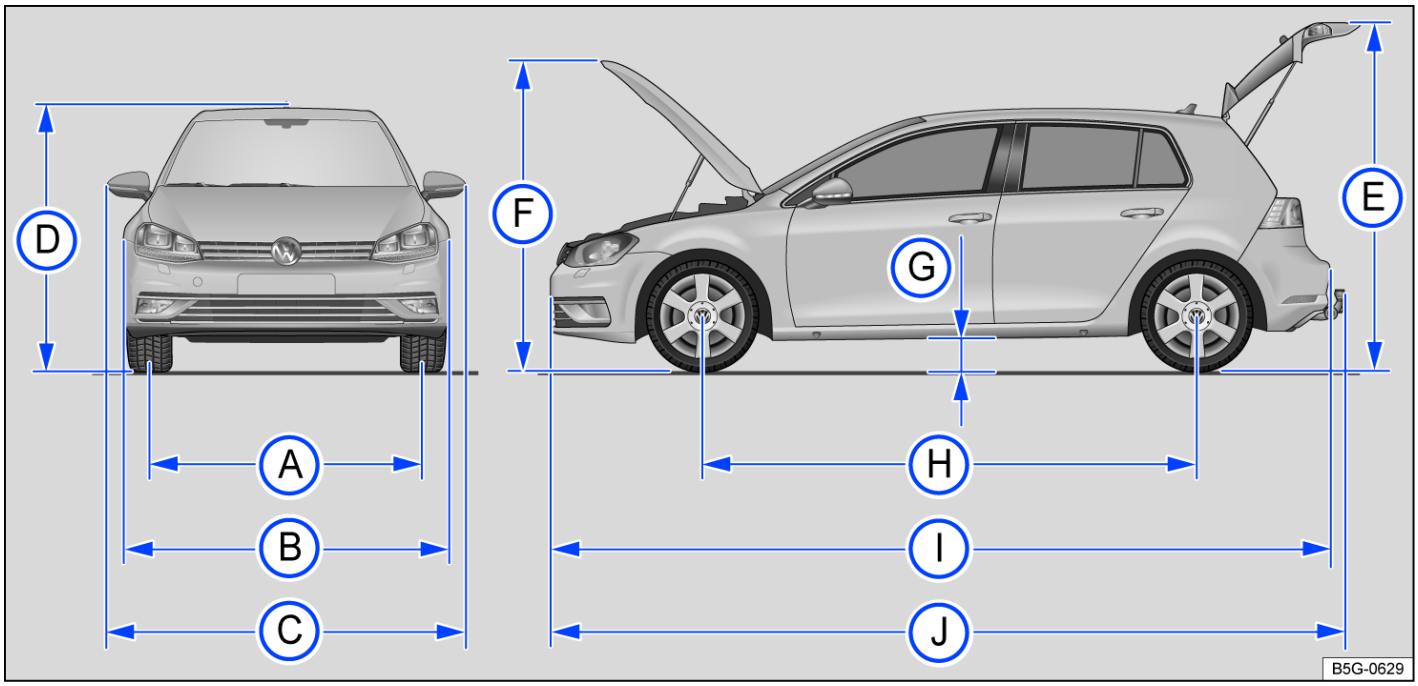


Fig. 1 Dimensions.

The data in the table apply to the German basic model with the basic specification.

The specified values can vary due to different tyre and wheel sizes, heavy-duty running gear, additional equipment, different model versions, retrofitted accessories and for special vehicles. They can also vary in vehicles that have been manufactured for other countries.

Key to *Fig. 1*:		Golf	Golf GTI, Golf GTD, R-Line	Golf R
A	Front track	1,533 – 1,549 mm	1,533 – 1,549 mm	1,537 – 1,541 mm
	Rear track	1,504 – 1,521 mm	1,504 – 1,520 mm	1,511 – 1,515 mm
B	Width (2-door)	1,790 mm	1,790 mm	1,790 mm
	Width (4-door)	1,799 mm	1,799 mm	1,799 mm
C	Width (from exterior mirror to exterior mirror)	2,027 mm	2,027 mm	2,027 mm
D	Height to the upper edge of the roof at kerb weight	1,451 – 1,452 mm	1,442 – 1,452 mm	1,436 mm
	Height at kerb weight with navigation aerial	1,476 – 1,477 mm	1,467 – 1,476 mm	1,460 mm
E	Height with open boot lid at kerb weight	2,006 mm	1996 – 2006 mm	1,990 mm
F	Height with open bonnet and kerb weight	1759 – 1763 mm	1,752 – 1,763 mm	1,753 mm
G	Ground clearance in road-ready state between the axles	139 – 142 mm	133 – 142 mm	128 mm
H	Wheelbase	2620 – 2626 mm	2,620 – 2,626 mm	2,626 mm
I	Length (from bumper to bumper)	4,257 – 4,258 mm	4,263 – 4,268 mm	4,236 mm
J	Length with a factory-fitted towing bracket	4,351 mm	4356 – 4362 mm	–
–	Turning circle diameter	Approx. 10.9 m	Approx. 10.9 m	Approx. 10.9 m

NOTICE

- Take care when driving into parking spaces with high kerbs or fixed boundaries. Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space.
- Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects. Otherwise low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system may be damaged in the process.

Tank capacities

The fuel tank capacity is approximately 50 l for vehicles with front-wheel drive and approximately 55 l for vehicles with all-wheel drive.

The capacity of the natural gas fuel tank is approximately 17 kg. The capacity of the emergency petrol tank of natural gas vehicles is approximately 11.8 l.

The capacity depends on the performance and type of the natural gas refuelling system. The capacities indicated are based on a filling pressure of 200 bar.

2.0 l, 4-cylinder TFSI®, 221 kW

Power output	221 kW at 5,300 – 6,500 rpm	
Engine code	DNUE	
Maximum torque	400 Nm at 2,000 – 5,200 rpm	
Gearbox		DSG®7
Maximum speed	km/h	250
Kerb weight	kg	1,505 – 1,525
Gross vehicle weight rating	kg	1,990 – 2,020
Gross front axle weight rating	kg	1,070 – 1,080
Gross rear axle weight rating	kg	970 – 990

1.5 l, 4-cylinder TSI®, 96 kW

Power output	96 kW
Engine code	DPBA
Maximum torque	200 Nm
Further figures were not available at time of publication.	

1.5 l, 4-cylinder TSI®, 110 kW

Power output	110 kW
Engine code	DPCA
Maximum torque	250 Nm
Further figures were not available at time of publication.	

1.0 l, 3-cylinder TSI®, 63 kW

Power output	63 kW at 5,000 – 5,500 rpm	
Engine code	CHZK	
Maximum torque	175 Nm at 2,000 – 3,000 rpm	
Gearbox		MG5
Maximum speed	km/h	180
Kerb weight	kg	1,206 – 1,227
Gross vehicle weight rating	kg	1,720 – 1,750
Gross front axle weight rating	kg	910 – 920
Gross rear axle weight rating	kg	860 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1,300
Maximum trailer weight unbraked	kg	600 – 610
Maximum permitted gross combination weight	kg	2,850 – 2,875

1.0 l, 3-cylinder TSI®, 63 kW

Power output	63 kW at 5,000 – 5,500 rpm	
Engine code	DKLB	
Maximum torque	175 Nm at 2,000 – 3,000 rpm	
Gearbox		MG5
Maximum speed	km/h	180
Kerb weight	kg	1,220 – 1,240
Gross vehicle weight rating	kg	1,720 – 1,750
Gross front axle weight rating	kg	910 – 920
Gross rear axle weight rating	kg	860 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1,300
Maximum trailer weight unbraked	kg	610 – 620
Maximum permitted gross combination weight	kg	2,865 – 2,895

1.2 l, 4-cylinder TSI®, 77 kW

Power output	77 kW
Engine code	CJZA
Maximum torque	175 Nm
Further figures were not available at time of publication.	

1.0 l, 3-cylinder TSI®, 81 kW

Power output	81 kW at 5,000 – 5,500 rpm		
Engine code	CHZC		
Maximum torque	200 Nm at 2,000 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	196	196
Kerb weight	kg	1,216 – 1,237	1,236 – 1,257
Gross vehicle weight rating	kg	1,720 – 1,750	1,740 – 1,770
Gross front axle weight rating	kg	910 – 920	930 – 940
Gross rear axle weight rating	kg	860 – 880	860 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,300	1,300
Maximum trailer weight braked, gradients up to 8 %	kg	1,500	1,500
Maximum trailer weight unbraked	kg	600 – 610	610 – 620
Maximum permitted gross combination weight	kg	3,065 – 3,090	3,085 – 3,110

1.2 l, 4-cylinder TSI®, 81 kW

Power output	81 kW
Engine code	CYVB
Maximum torque	175 Nm
Further figures were not available at time of publication.	

1.6 l, 4-cylinder TSI®, 81 kW

Power output	81 kW
Engine code	CWVA
Maximum torque	155 Nm
Further figures were not available at time of publication.	

1.0 l, 3-cylinder TSI®, 85 kW

Power output	85 kW
Engine code	DKRA
Maximum torque	200 Nm
Further figures were not available at time of publication.	

1.0 l, 3-cylinder TSI®, 85 kW

Power output	85 kW at 5,000 – 5,500 rpm		
Engine code	DKRF		
Maximum torque	200 Nm at 2,000 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	198	198
Kerb weight	kg	1,225 – 1,245	1,245 – 1,265
Gross vehicle weight rating	kg	1,730 – 1,760	1,750 – 1,780
Gross front axle weight rating	kg	920 – 930	940 – 950
Gross rear axle weight rating	kg	860 – 880	860 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,300	1,300
Maximum trailer weight braked, gradients up to 8 %	kg	1,500	1,500
Maximum trailer weight unbraked	kg	610 – 620	620 – 630
Maximum permitted gross combination weight	kg	3,075 – 3,100	3,095 – 3,120

1.4 l, 4-cylinder TSI®, 92 kW

Power output	92 kW at 5,000 – 6,000 rpm		
Engine code	CZCA		
Maximum torque	200 Nm at 1,400–4,000 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	204	204
Kerb weight	kg	1,246 – 1,268	1,270 – 1,291
Gross vehicle weight rating	kg	1,750 – 1,780	1,770 – 1,800
Gross front axle weight rating	kg	940	960
Gross rear axle weight rating	kg	860 – 890	860 – 890
Maximum trailer weight braked, gradients up to 12 %	kg	1,400	1,400
Maximum trailer weight braked, gradients up to 8 %	kg	1,700	1,700
Maximum trailer weight unbraked	kg	620 – 630	630 – 640
Maximum permitted gross combination weight	kg	3,205 – 3,230	3,225 – 3,230

1.5 l, 4-cylinder TSI®, 96 kW, ACT

Power output	96 kW at 5,000 – 6,000 rpm		
Engine code	DACA		
Maximum torque	200 Nm at 1,400–4,000 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	210	210
Kerb weight	kg	1,280 – 1,301	1,322 – 1,344
Gross vehicle weight rating	kg	1,780 – 1,800	1,810 – 1,820
Gross front axle weight rating	kg	940 – 950	960 – 970
Gross rear axle weight rating	kg	890 – 900	900
Maximum trailer weight braked, gradients up to 12 %	kg	1,400	1,400
Maximum trailer weight braked, gradients up to 8 %	kg	1,700	1,700
Maximum trailer weight unbraked	kg	640 – 650	660 – 670
Maximum permitted gross combination weight	kg	3,220 – 3,245	3,235 – 3,260

1.4 l, 4-cylinder TSI®, 103 kW, ACT

Power output	103 kW
Engine code	CPTA
Maximum torque	250 Nm
Further figures were not available at time of publication.	

1.4 l, 4-cylinder TSI®, 110 kW

Power output	110 kW at 5,000 – 6,000 rpm	
Engine code	CUKB	
Maximum torque	250 Nm at 1,500 – 3,500 rpm	
Gearbox		DSG®6
Maximum speed	km/h	222
Kerb weight	kg	1,615
Gross vehicle weight rating	kg	2,040
Gross front axle weight rating	kg	1,080
Gross rear axle weight rating	kg	1,010
Maximum trailer weight braked, gradients up to 12 %	kg	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1,700
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,600

1.4 l, 4-cylinder TSI®, 110 kW

Power output	110 kW at 5,000 – 6,000 rpm		
Engine code	CZDA		
Maximum torque	250 Nm at 1,500 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	216	216
Kerb weight	kg	1,258 – 1,280	1,280 – 1,302
Gross vehicle weight rating	kg	1,760 – 1,790	1,780 – 1,810
Gross front axle weight rating	kg	940	960
Gross rear axle weight rating	kg	870 – 900	870 – 900
Maximum trailer weight braked, gradients up to 12 %	kg	1,500	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1,700	1,700
Maximum trailer weight unbraked	kg	620 – 640	640 – 650
Maximum permitted gross combination weight	kg	3,305 – 3,335	3,325 – 3,350

1.5 l, 4-cylinder TSI®, 110 kW, ACT

Power output	110 kW at 5,000 – 6,000 rpm		
Engine code	DADA		
Maximum torque	250 Nm at 1,500 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	216	216
Kerb weight	kg	1,294 – 1,316	1,317 – 1,338
Gross vehicle weight rating	kg	1,790 – 1,810	1,810 – 1,830
Gross front axle weight rating	kg	950 – 960	970 – 980
Gross rear axle weight rating	kg	890 – 900	890 – 900
Maximum trailer weight braked, gradients up to 12 %	kg	1,500	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1,700	1,700
Maximum trailer weight unbraked	kg	640 – 650	650 – 660
Maximum permitted gross combination weight	kg	3,335 – 3,360	3,355 – 3,380

2.0 l, 4-cylinder TSI®, 162 kW

Power output	162 kW
Engine code	CNTC
Maximum torque	350 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TSI®, 169 kW

Power output	169 kW at 4,700 – 6,200 rpm		
Engine code	CHHA		
Maximum torque	350 Nm at 1,500 – 4,600 rpm		
Gearbox		MG6	DSG®6
Maximum speed	km/h	250	248
Kerb weight	kg	1,364 – 1,386	1,386 – 1,408
Gross vehicle weight rating	kg	1,850 – 1,860	1,870 – 1,880
Gross front axle weight rating	kg	1,000 – 1,010	1,020 – 1,030
Gross rear axle weight rating	kg	900	900
Maximum trailer weight braked, gradients up to 12 %	kg	1,600	1,600
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800
Maximum trailer weight unbraked	kg	680 – 690	690 – 700
Maximum permitted gross combination weight	kg	3,475 – 3,505	3,500 – 3,525

2.0 l, 4-cylinder TSI®, 169 kW

Power output	169 kW
Engine code	CXDB
Maximum torque	350 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TSI®, 180 kW

Power output	180 kW
Engine code	DHGA
Maximum torque	370 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TSI®, 180 kW

Power output	180 kW at 5,000 – 6,700 rpm		
Engine code	DKTB		
Maximum torque	370 Nm at 1,600 – 4,300 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	250	250
Kerb weight	kg	1,405 – 1,425	1,425 – 1,445
Gross vehicle weight rating	kg	1,870 – 1,880	1,910 – 1,920
Gross front axle weight rating	kg	1,020 – 1,030	1,060 – 1,070
Gross rear axle weight rating	kg	900	900
Maximum trailer weight braked, gradients up to 12 %	kg	1,600	1,600
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800
Maximum trailer weight unbraked	kg	700 – 710	710 – 720
Maximum permitted gross combination weight	kg	3,505 – 3,535	3,540 – 3,565

2.0 l, 4-cylinder TSI®, 180 kW

Power output	180 kW at 5,000 – 6,700 rpm		
Engine code	DLBA		
Maximum torque	370 Nm at 1,600 – 4,300 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	250	250
Kerb weight	kg	1,387 – 1,409	1,415 – 1,437
Gross vehicle weight rating	kg	1,860 – 1,870	1,890 – 1,900
Gross front axle weight rating	kg	1,010 – 1,020	1,040 – 1,050
Gross rear axle weight rating	kg	900	900
Maximum trailer weight braked, gradients up to 12 %	kg	1,600	1,600
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800
Maximum trailer weight unbraked	kg	690 – 700	700 – 710
Maximum permitted gross combination weight	kg	3,495 – 3,520	3,520 – 3,550

2.0 l, 4-cylinder TSI®, 213 kW

Power output	213 kW at 5,400 – 6,500 rpm	
Engine code	CJXD	
Maximum torque	380 Nm at 1,850 – 5,300 rpm	
Gearbox		MG6 4MOTION
Maximum speed	km/h	250
Kerb weight	kg	1,483 – 1,505
Gross vehicle weight rating	kg	1,950 – 1,980
Gross front axle weight rating	kg	1,030 – 1,040
Gross rear axle weight rating	kg	970 – 990

2.0 l, 4-cylinder TSI®, 213 kW

Power output	213 kW
Engine code	DNUC
Maximum torque	380 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TSI®, 213 kW

Power output	213 kW at 5,400 – 6,500 rpm	
Engine code	DJHB	
Maximum torque	380 Nm at 1,850 – 5,300 rpm	
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	250
Kerb weight	kg	1,505 – 1,526
Gross vehicle weight rating	kg	1,980 – 2,010
Gross front axle weight rating	kg	1,060 – 1,070
Gross rear axle weight rating	kg	970 – 990

2.0 l, 4-cylinder TSI®, 228 kW

Power output	228 kW at 5,800 – 6,500 rpm	
Engine code	CJXG	
Maximum torque	380 Nm at 1,850 – 5,700 rpm	
Gearbox		MG6 4MOTION
Maximum speed	km/h	250
Kerb weight	kg	1,483 – 1,505
Gross vehicle weight rating	kg	1,960 – 1,990
Gross front axle weight rating	kg	1,040 – 1,050
Gross rear axle weight rating	kg	970 – 990

2.0 l, 4-cylinder TSI®, 228 kW

Power output	228 kW
Engine code	DHJA
Maximum torque	400 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TSI®, 228 kW

Power output	228 kW at 5,500 – 6,500 rpm	
Engine code	DJHA	
Maximum torque	400 Nm at 2,000 – 5,400 rpm	
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	250
Kerb weight	kg	1,505 – 1,527
Gross vehicle weight rating	kg	1,990 – 2,020
Gross front axle weight rating	kg	1,070 – 1,080
Gross rear axle weight rating	kg	970 – 990

2.0 l, 4-cylinder TDI®, 110 kW

Power output	110 kW at 3,500 – 4,000 rpm			
Engine code	DFGA			
Maximum torque	340 Nm at 1,750–3,000 rpm			
Gearbox		MG6	DSG®7	DSG®7 4MOTION
Maximum speed	km/h	216	214	211
Kerb weight	kg	1,395 – 1,415	1,425 – 1,445	1,535
Gross vehicle weight rating	kg	1,890 – 1,930	1,920 – 1,960	2,030
Gross front axle weight rating	kg	1,040 – 1,050	1,070 – 1,080	1,090
Gross rear axle weight rating	kg	900 – 930	900 – 930	990
Maximum trailer weight braked, gradients up to 12%	kg	1,600	1,600	1,700
Maximum trailer weight braked, gradients up to 8%	kg	1,800	1,800	1,900
Maximum trailer weight unbraked	kg	690 – 700	710 – 720	750
Maximum gross combination weight rating	kg	3,535 – 3,555	3,560 – 3,585	3,775

1.6 l, 4-cylinder TDI®, 66 kW

Power output	66 kW at 2,750 – 4,600 rpm	
Engine code	DDYB	
Maximum torque	230 Nm at 1,400 – 2,750 rpm	
Gearbox		MG5
Maximum speed	km/h	184
Kerb weight	kg	1,296 – 1,319
Gross vehicle weight rating	kg	1,800 – 1,840
Gross front axle weight rating	kg	1,000 – 1,010
Gross rear axle weight rating	kg	850 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,400
Maximum trailer weight braked, gradients up to 8 %	kg	1,700
Maximum trailer weight unbraked	kg	640 – 650
Maximum permitted gross combination weight	kg	3,250 – 3,280

1.6 l, 4-cylinder TDI®, 66 kW

Power output	66 kW
Engine code	DGTB
Maximum torque	230 Nm
Further figures were not available at time of publication.	

1.6 l, 4-cylinder TDI®, 77 kW

Power output	77 kW
Engine code	CLHA
Maximum torque	250 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 81 kW

Power output	81 kW
Engine code	CRVA
Maximum torque	250 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 81 kW

Power output	81 kW
Engine code	CYKB
Maximum torque	250 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 81 kW

Power output	81 kW
Engine code	DEJB
Maximum torque	250 Nm
Further figures were not available at time of publication.	

1.6 l, 4-cylinder TDI®, 85 kW

Power output	85 kW at 3,250 – 4,000 rpm		
Engine code	DDYA		
Maximum torque	250 Nm at 1,500 – 3,200 rpm		
Gearbox		MG5	DSG®7
Maximum speed	km/h	198	198
Kerb weight	kg	1,301 – 1,323	1,321 – 1,343
Gross vehicle weight rating	kg	1,800 – 1,840	1,820 – 1,860
Gross front axle weight rating	kg	1,000 – 1,010	1,020 – 1,030
Gross rear axle weight rating	kg	850 – 880	850 – 880
Maximum trailer weight braked, gradients up to 12 %	kg	1,500	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800
Maximum trailer weight unbraked	kg	650 – 660	660 – 670
Maximum permitted gross combination weight	kg	3,355 – 3,380	3,375 – 3,400

1.6 l, 4-cylinder TDI®, 85 kW

Power output	85 kW at 3,250 – 4,000 rpm			
Engine code	DGTE			
Maximum torque	250 Nm at 1,750 – 3,200 rpm			
Gearbox		MG5	DSG®7	MG6 4MOTION
Maximum speed	km/h	198	198	194
Kerb weight	kg	1,335 – 1,355	1,355 – 1,375	1,465
Gross vehicle weight rating	kg	1,840 – 1,860	1,860 – 1,880	1,970
Gross front axle weight rating	kg	1,010 – 1,020	1,030 – 1,040	1,040
Gross rear axle weight rating	kg	880 – 890	880 – 890	980
Maximum trailer weight braked, gradients up to 12 %	kg	1,500	1,500	1,700
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800	1,900
Maximum trailer weight unbraked	kg	660 – 670	670 – 680	730
Maximum permitted gross combination weight	kg	3,390 – 3,415	3,405 – 3,435	3,720

2.0 l, 4-cylinder TDI®, 105 kW

Power output	105 kW
Engine code	CRVC
Maximum torque	320 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 110 kW

Power output	110 kW at 3,500 – 4,000 rpm				
Engine code	DCYA				
Maximum torque	340 Nm at 1,750–3,000 rpm				
Gearbox		MG6	DSG®7	MG6 4MOTION	DSG®7 4MOTION
Maximum speed	km/h	216	214	211	211
Kerb weight	kg	1,366 – 1,386	1,391 – 1,413	1,470	1,498
Gross vehicle weight rating	kg	1,850 – 1,890	1,880 – 1,920	1,970	2,000
Gross front axle weight rating	kg	1,030 – 1,040	1,060 – 1,070	1,060	1,090
Gross rear axle weight rating	kg	870 – 900	870 – 900	960	960
Maximum trailer weight braked, gradients up to 12 %	kg	1,600	1,600	1,700	1,700
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800	1,800	1,900
Maximum trailer weight unbraked	kg	680 – 690	690 – 700	730	740
Maximum permitted gross combination weight	kg	3,505 – 3,525	3,530 – 3,555	3,705	3,740

2.0 l, 4-cylinder TDI®, 110 kW

Power output	110 kW
Engine code	DEJA
Maximum torque	320 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 130 kW

Power output	130 kW
Engine code	CRGA
Maximum torque	350 Nm
Further figures were not available at time of publication.	

2.0 l, 4-cylinder TDI®, 135 kW

Power output	135 kW at 3,500 – 4,000 rpm		
Engine code	DGCA		
Maximum torque	380 Nm at 1,750–3,250 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	231	230
Kerb weight	kg	1,395 – 1,417	1,416 – 1,438
Gross vehicle weight rating	kg	1,890 – 1,910	1,900 – 1,930
Gross front axle weight rating	kg	1,050 – 1,060	1,070 – 1,080
Gross rear axle weight rating	kg	890 – 900	880 – 900
Maximum trailer weight braked, gradients up to 12 %	kg	1,600	1,600
Maximum trailer weight braked, gradients up to 8 %	kg	1,800	1,800
Maximum trailer weight unbraked	kg	690 – 700	700 – 710
Maximum permitted gross combination weight	kg	3,515 – 3,545	3,535 – 3,565

2.0 l, 4-cylinder TDI®, 135 kW

Power output	135 kW at 3,500 – 4,000 rpm	
Engine code	DJGA	
Maximum torque	380 Nm at 1,750 – 3,250 rpm	
Gearbox		DSG®7
Maximum speed	km/h	230
Kerb weight	kg	1,455 – 1,475
Gross vehicle weight rating	kg	1,930 – 1,970
Gross front axle weight rating	kg	1,080 – 1,090
Gross rear axle weight rating	kg	900 – 930
Maximum trailer weight braked, gradients up to 12 %	kg	1,600
Maximum trailer weight braked, gradients up to 8 %	kg	1,800
Maximum trailer weight unbraked	kg	720 – 730
Maximum permitted gross combination weight	kg	3,570 – 3,600

Natural gas engine, 1.5 l, 4-cylinder TGI, 96 kW

Power output	96 kW at 5,000 – 6,000 rpm	
Engine code	DHFA	
Maximum torque	200 Nm at 1,400 – 4,000 rpm	
Gearbox		DSG®7
Maximum speed	km/h	206
Kerb weight	kg	1,370
Gross vehicle weight rating	kg	1,870
Gross front axle weight rating	kg	960
Gross rear axle weight rating	kg	960
Maximum trailer weight braked, gradients up to 12 %	kg	1,400
Maximum trailer weight braked, gradients up to 8 %	kg	1,700
Maximum trailer weight unbraked	kg	680
Maximum permitted gross combination weight	kg	3,285

Natural gas engine, 1.4 l, 4-cylinder TGI, 81 kW

Power output	81 kW at 4,800 – 6,000 rpm		
Engine code	CPWA		
Maximum torque	200 Nm at 1,500 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	195	195
Kerb weight	kg	1,317	1,336
Gross vehicle weight rating	kg	1,850	1,870
Gross front axle weight rating	kg	940	960
Gross rear axle weight rating	kg	960	960
Maximum trailer weight braked, gradients up to 12 %	kg	1,400	1,400
Maximum trailer weight braked, gradients up to 8 %	kg	1,700	1,700
Maximum trailer weight unbraked	kg	650	660
Maximum permitted gross combination weight	kg	3,250	3,270