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 tap 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.

⚠ WARNING

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 variants and versions of your Volkswagen model and model year. 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 countries.

Functions on demand upgrades may also be described that require subsequent activation .

For information on your actual vehicle equipment, please refer to the sales documents or contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

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

All data in this owner's manual corresponds 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.

Due to legal and technical requirements, the vehicle may be equipped with different variants of an owner's manual depending on country.

readme

The vehicle may be equipped with a printedreadme document instead of a full printed owner's manual. Thereadme document provides an overview of basic safety topics and contains information on the vehicle.

Words and groups of words in thereadme document that are marked inblue are key words under which you can find further, more detailed information in the Digital Manual (Vehicle wallet).

The readme document is supplemented by a Digital Manual in the Infotainment system that can be updated online.

Digital Manual

Depending on equipment, the vehicle may be equipped with a Digital Manual in the Infotainment system.

The Digital Manual describes the functions of the vehicle at the time of delivery. The Digital Manual may be updated by system updates, supplements and changes during the service life of the vehicle.

Printed owner's manual

The printed owner's manual describes the functions of the vehicle at the time of going to print. Additions and changes to the owner's manual may also be enclosed as a supplement.

An alphabetical index and a list of abbreviations that explains technical abbreviations and terms help you to find your way around and understand the printed owner's manual.

If you sell or lend the vehicle to someone else, make sure that the printed documents are always in the vehicle. Volkswagen also recommends restoring the Infotainment system to the factory settings in order to delete all personal data.

Explanations

Short definitions in a contrasting colour that precede some sections provide a summary of the respective topic. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.

Formulations and terminology used in the owner's manual are explained below to permit easier understanding.

Directions and positions

Directions and positions such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.

Dimensions and speeds

Values given in miles instead of kilometres or mph instead km/h refer to the country-specific instrument clusters or Infotainment systems.

Illustrations

Illustrations help with orientation and should be regarded as a general guide. The illustrations may differ from your vehicle.

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.

Form of address

For better legibility, the male form of address is used. However, this refers to all genders equally. The shortened linguistic form is used for editorial reasons and does not represent a value judgement.

Terms used and their meaning:

Glass roof

> The term glass roof is used as a standard term for all equipment-dependent versions of the sliding and tilting roof.

Qualified workshop

> Qualified workshops are workshops that employ instructed or trained personnel and that specialise in performing service work on passenger cars. A qualified workshop can be both a Volkswagen dealership and also an independent workshop.

Volkswagen dealership

> Volkswagen dealerships are workshops that have a contractual relationship with Volkswagen. The contractual relationship means that additional information is available, and there is also a direct communication channel to the manufacturer.

Go to a qualified workshop

> In some situations, it is necessary for you to drive your vehicle to a qualified workshop to have it checked.

Seek expert assistance

If it should not be possible to continue driving the vehicle at any time, it is necessary to have the vehicle checked by an expert on the spot. A decision on whether it is possible to continue driving or whether the vehicle has to be towed must be taken after this depending on the situation.

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.

TM The symbol means “Trademark” and identifies an recognised but not(yet) officially registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

® The symbol indicates a registered mark. 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

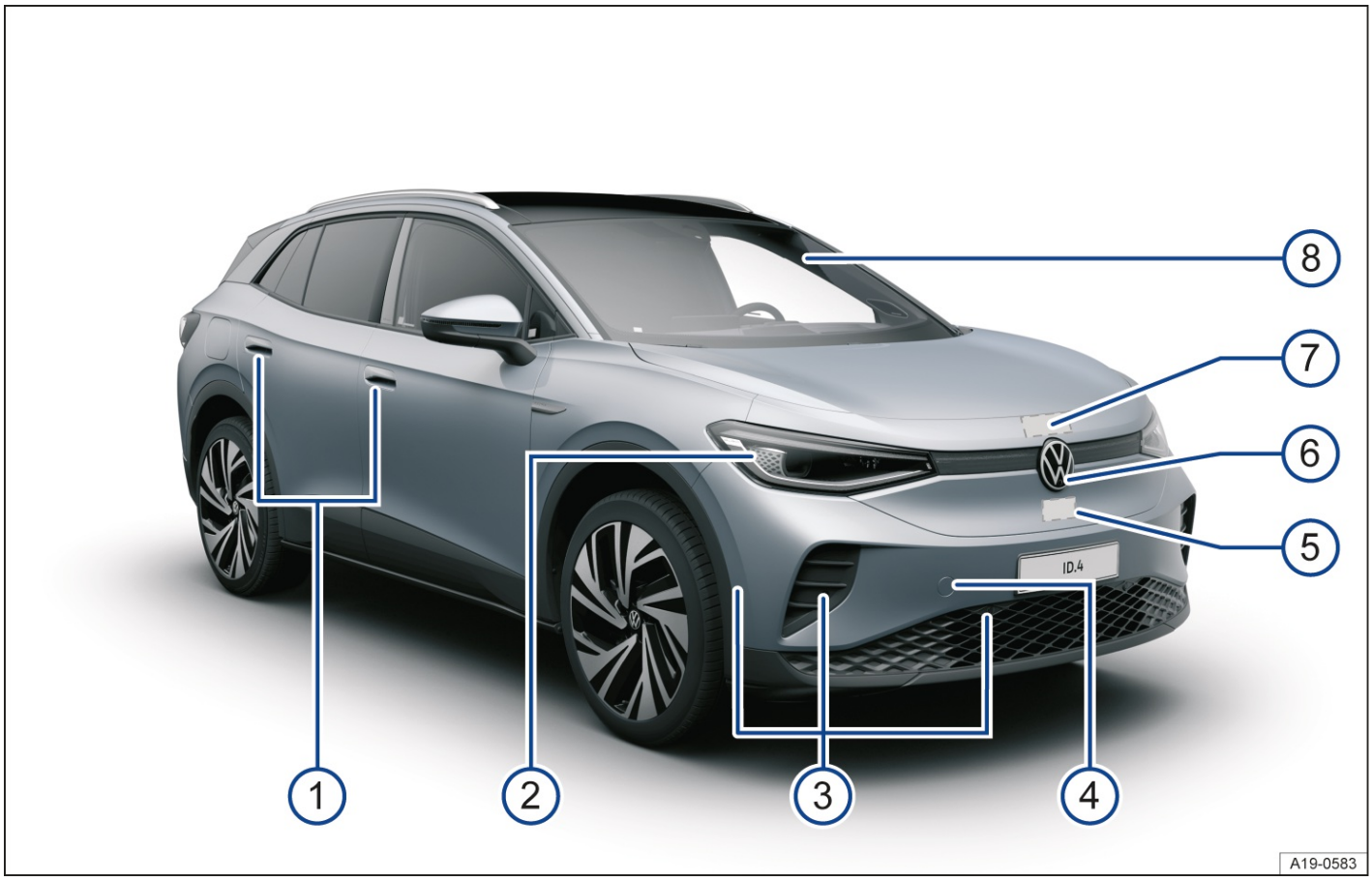


Fig. 1 Overview of vehicle from front.

1. Door handles
2. Headlights
3. Sensors for assist systems *(→ Vehicle care, exterior)*
4. Behind a cover: mounting for towing eye
5. Behind a cover: radar sensor for assist systems *(→ Vehicle care, exterior)*
6. In the Volkswagen badge: camera for assist systems *(→ Vehicle care, exterior)*
7. Bonnet release lever with bonnet space underneath *(→ In the engine compartment)*
8. Windscreen:
   - with vehicle identification number
   - with windscreen wiper *(→ Wipers)*
   - with windscreen heating *(→ Windscreen heating)*
   - with camera for assistance systems positioned near the interior mirror *(→ Vehicle care, exterior)*
   - with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*

Rear view

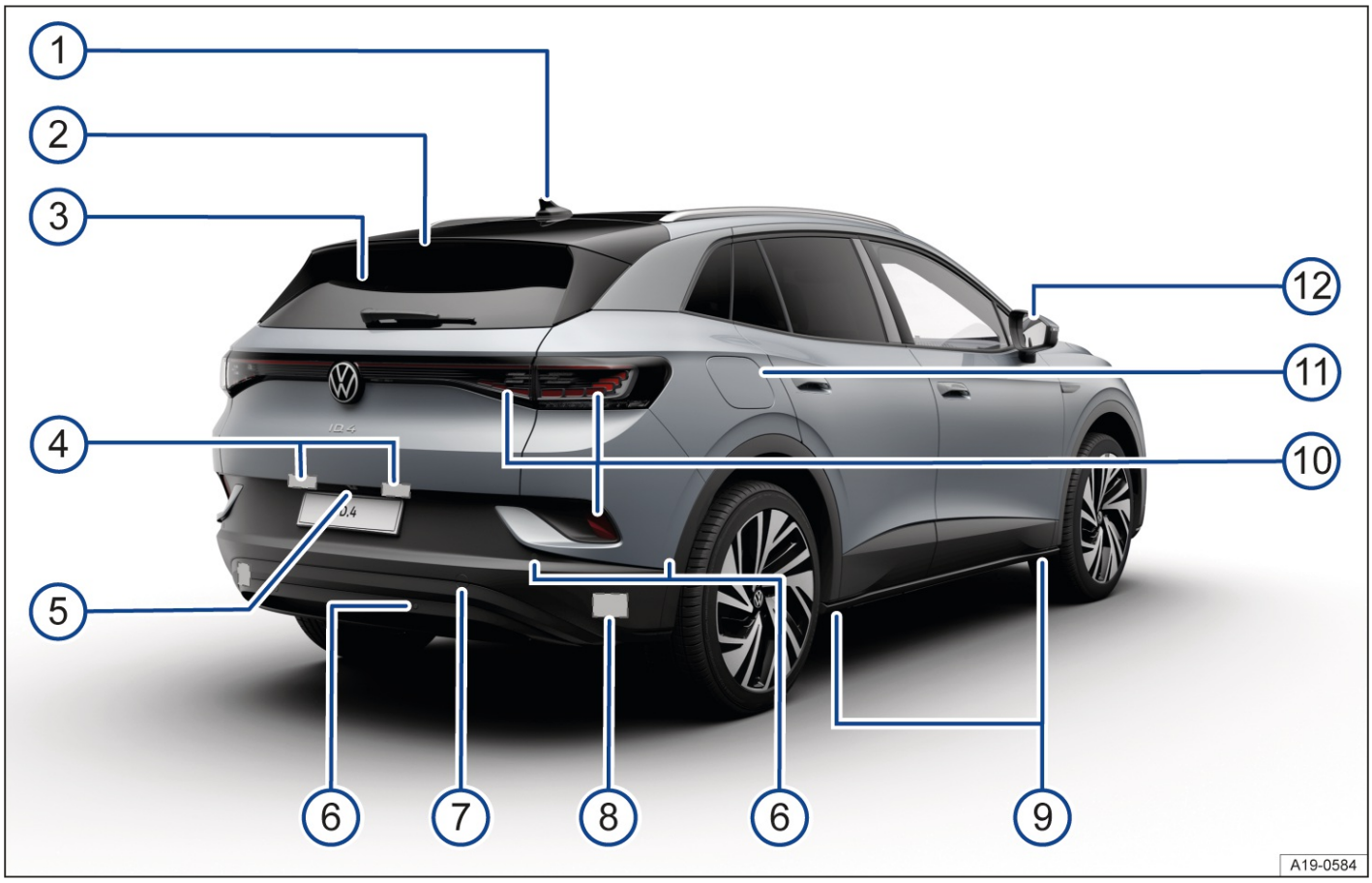


Fig. 1 Overview of vehicle from rear.

1. Roof aerial *(→ Radio reception and aerials)*
2. High-level brake light
3. Rear window:
   - with rear window heating *(→ Rear window heating)*
   - with rear window wiper *(→ Wipers)*
   - with window aerial *(→ Radio reception and aerials)*
4. Number plate light
5. Area:
   - of the button for opening the boot lid
   - of the camera for parking systems , *(→ Vehicle care, exterior)*
6. Sensors for assist systems *(→ Vehicle care, exterior)*
7. Behind a cover: mounting for towing eye
8. Behind the bumper: radar sensor for assist systems *(→ Vehicle care, exterior)*
9. Jacking points
10. Tail light clusters and reflectors
11. Charging socket flap *(→ Charging operations)*
12. Exterior mirrors *(→ Exterior mirrors)*
    - With display of lane change system (Side Assist) *(→ Lane change system (Side Assist))*

Driver door

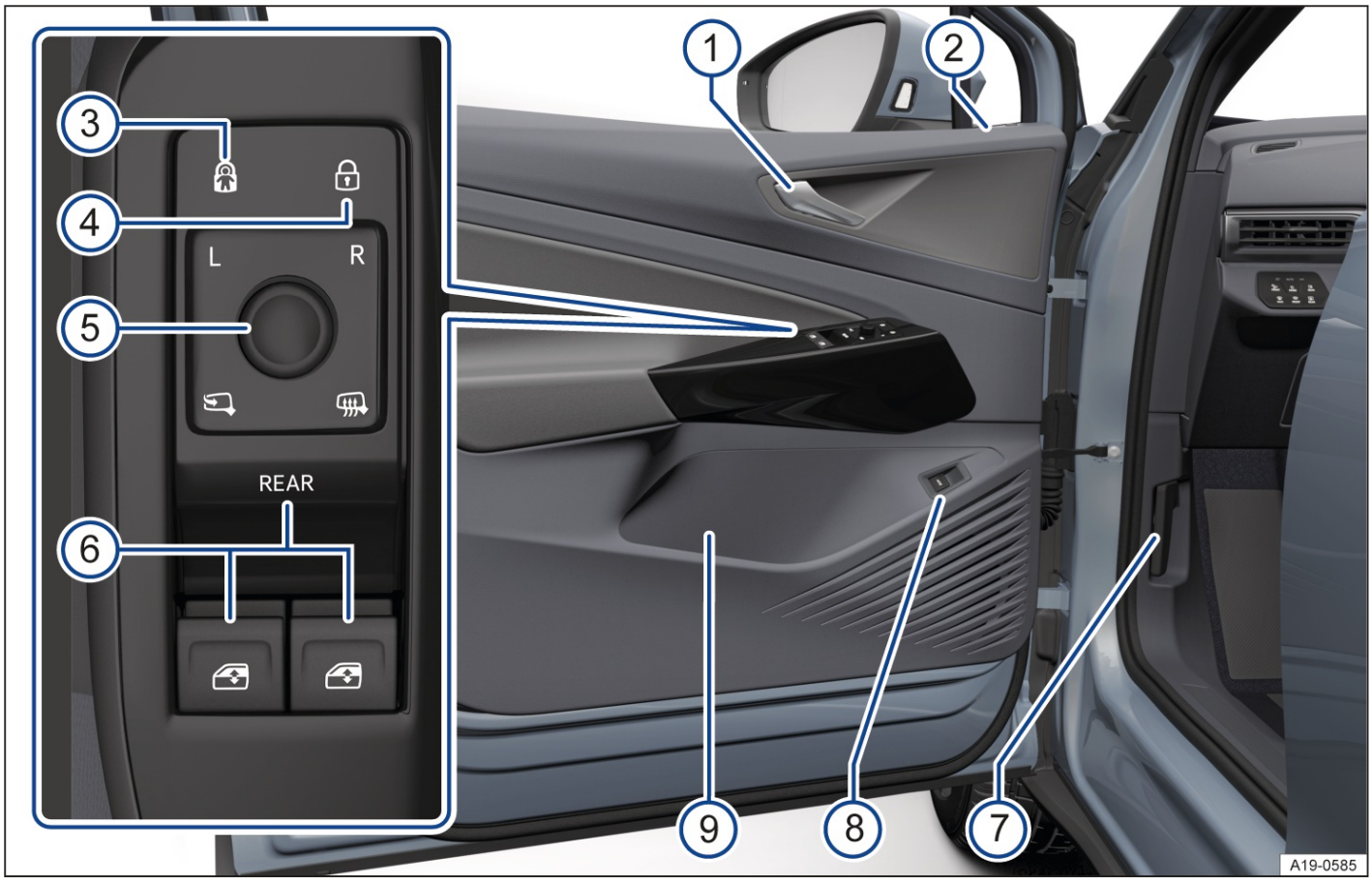


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles)

1. Door release lever
2. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
3. Touch control
   - — for deactivating the rear electric window buttons
   - — for activating the electric childproof lock *(→ Childproof lock, electric)*
4. Touch control for locking and unlocking the vehicle *(→ Central locking button)*
5. Rotary knob for exterior mirror settings and functions *(→ Exterior mirrors)*
6. Buttons for operating the electric windows
7. Release lever for bonnet *(→ In the engine compartment)*
8. Button for opening the boot lid
9. Stowage compartment
   - — with bottle holder
   - — with stowage facility for high-visibility waistcoat *(→ Emergency equipment)*

Driver side

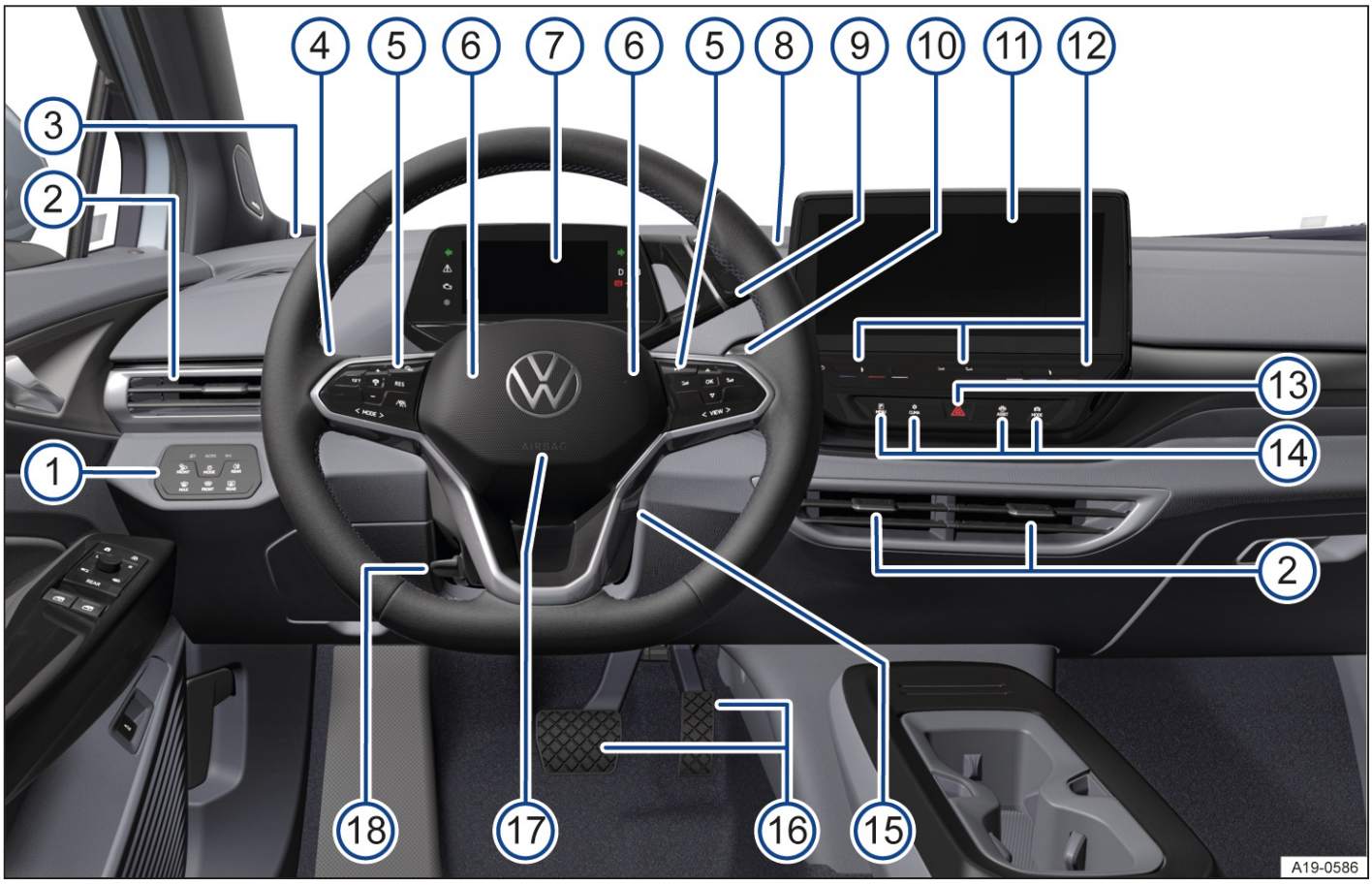


Fig. 1 Overview of the driver side (left-hand drive vehicles).

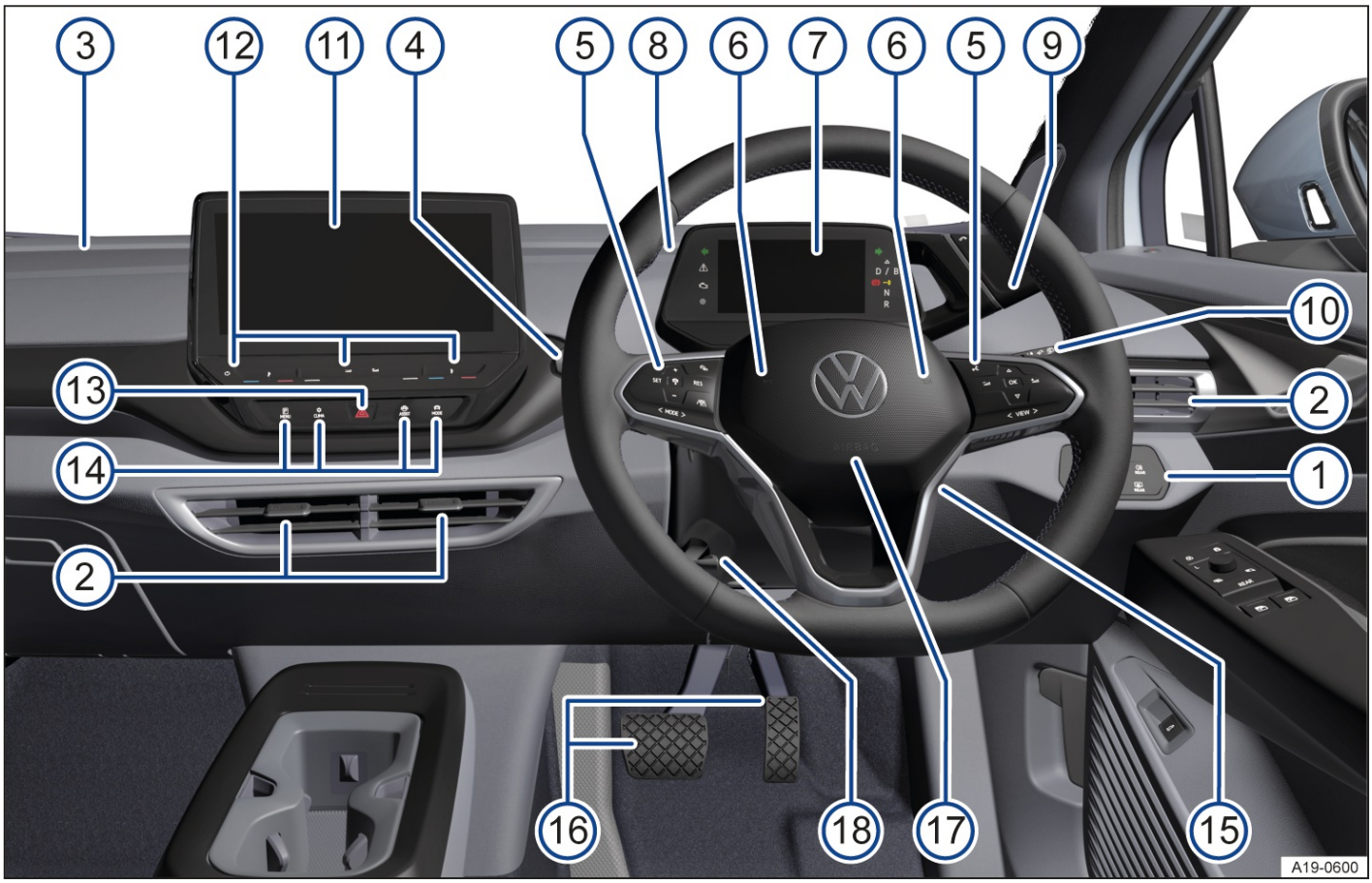


Fig. 2 Overview of the driver side (right-hand drive vehicles).

(1) Touch controls

— for light functions

— for window heating and ventilation *(→ Rear window heating)*, *(→ Air distribution of the air conditioning system)*

(2) Vents *(→ Air distribution of the air conditioning system)*

(3) ID. Light (light strip between windscreen and dash panel) *(→ ID. Light)*

(4) Turn signal and main beam lever *(→ Turn signals)*, *(→ Main beam)*

(5) Touch controls of the multifunction steering wheel

— for driver assist systems

— for audio, navigation

— for volume adjustment

— for activating voice control (function may not be available depending on vehicle equipment)

— for switching between the views of the ID. Cockpit〈VIEW〉 *(→ Digital instrument cluster (Pro))*

(6) Horn

(7) ID. Cockpit *(→ Digital instrument cluster (Pro))*

— with warning and indicator lamps and gear indicator *(→ Symbols in the instrument cluster)*

(8) Head-up display *(→ Head-up display)*

(9) Position switch

— with button for electronic parking brake

(10) Lever for wipers and washers

(11) Infotainment system

(12) Touch controls

— for switching the Infotainment system on and off

— for temperature settings of air conditioning system or heating and fresh air system

— for volume adjustment

(13) Touch control for switching the hazard warning lights on and off

(14) Touch controls

— for the air conditioning system, heating and fresh air system CLIMA

— for driving profile selection MODE

— for driver assist systems ASSIST

— for assist systems for parking and manoeuvring MENU

(15) Starter button *(→ Starter button)*

(16) Pedals *(→ Pedals)*

(17) Location of the driver front airbag

(18) Lever for adjusting the steering column position

Centre console



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

1 Card holder

2 Stowage compartment

— with removable drink holder

— with contact area for the vehicle key for an emergency start *(→ Starting the engine)*

3 Under a cover: stowage compartment

— with USB sockets with charging function for batteries of external devices (depending on equipment), *(→ Sockets)*

— with phone interface *(→ Mobile phone interface)*

— with function for wireless charging in accordance with QI standard *(→ Sockets)*

Front passenger side

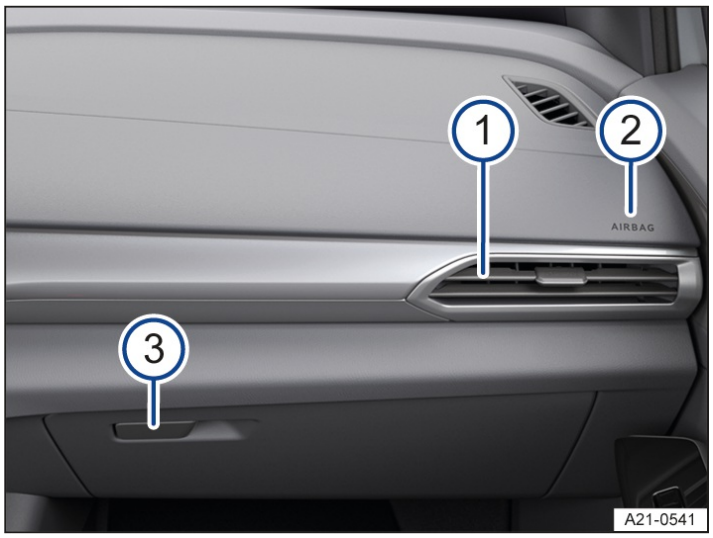


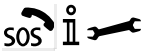
Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).



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

1. Vent *(→ Air distribution of the air conditioning system)*
2. Location of front passenger front airbag in the dash panel
3. Glove box with button for opening
4. Key switch for switching off the front passenger front airbag

Controls and displays in the roof

Symbol	Meaning
	Touch panel for interior and reading lights .
	Touch panel for sun blind in the glass roof *(→ Sun blind in the glass roof)*.
	Buttons for emergency call service, information call and breakdown call .
	Indicator lamp for the front passenger front airbag switch-off function .

Symbols in the instrument cluster

The warning and indicator lamps can light up individually or in combination and indicate warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out after a while.

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, serious injury and even death.

- 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 → *Buckle-up request*
	High-voltage battery is empty and total discharge is possible→ *High-voltage battery is empty and total discharge is possible*
	Holding force of the electronic parking brake is insufficient→ *Holding force of the electronic parking brake is insufficient*
	Electronic parking brake switched on→ *Electronic parking brake*
	STOP Do not drive on! Brake system fault, → *Brake system fault*, → *and* / ⚠ *Electronic parking brake fault*
	STOP Do not drive on! Low brake fluid level→ *Brake fluid level*
	STOP Do not drive on! Electromechanical brake servo failure→ *Electromechanical brake servo failure*
	Take over control of the vehicle and be prepared to brake.→ *Introduction to the topic*
	STOP Do not drive on! Fault in engine coolant system → *Coolant*
	STOP Do not drive on! Fault in steering → *Steering fault*
	STOP Leave vehicle! Danger of fire→ *and Danger of fire*
	STOP Do not drive on! Fault in high-voltage system → *Fault in high-voltage system*

	Do not tow vehicle! High voltage system overheated → *Notes on towing*
	Do not drive on! Electric drive overheated → *Electric drive overheated*
	Do not drive on! Fault in the 12-volt power supply system → *12-volt power supply*
	High-voltage battery empty — vehicle operation not possible → *Deactivation of the drive is imminent*
	Health risk! Open windows! CO_2 concentration too high → *or CO2 concentration in the vehicle interior air too high*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately*
	Intervention by proactive occupant protection system → *Introduction to the topic*
	Accident ahead → *Traffic hazard alert*
	Intervention of an assist system in a vehicle ahead → *Traffic hazard alert*
	Emergency vehicles on active call → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Central warning lamp → *Priority 2 warning*, → *and Brakes are too hot*
	Range calculation fault → *Fault in range calculation*
	Airbag or belt tensioner system switched off with diagnostic tool → *Indicator lamp*
	Fault in airbag or belt tensioner system → *Indicator lamp*
	Functional check for the airbag indicator lamp → *Indicator lamp*
	Front passenger front airbag switched off → *Switching the front passenger front airbag on and off*
	Front passenger front airbag switched on → *Switching the front passenger front airbag on and off*
	Emergency Call Service restricted → *Legally required eCall Emergency System restricted*
	Emergency Call Service malfunction → *Fault in legally required eCall Emergency System*
	Emergency Call Service restricted → *Emergency Call Service is restricted*
	Emergency Call Service fault → *Emergency Call Service is faulty*
	Electronic parking brake fault → / *Electronic parking brake fault*
	Check the brake pads → *Brake pad wear indicator*

	Brakes too hot → *and Brakes are too hot*
	Lit up: Electronic Stability Control (ESC) fault → *ESC fault*
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *Electronic Stability Control (ESC)*
	ESC Sport switched on → *ESC Sport*
	TCS Sport switched on → *TCS Sport*
	Anti-lock brake system (ABS) fault → *and No brake energy recuperation possible*, → *Anti-lock brake system failure or fault*
	Travel Assist not available → *Travel Assist is not available or is not working as expected*, → *Assisted lane changing not available*
	Vehicle lighting failure → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Air conditioning system not working correctly or CO_2 concentration cannot be measured → *Air conditioning system not working correctly or CO2 concentration cannot be measured*
	Health risk! Open windows! CO_2 concentration too high → *or CO2 concentration in the vehicle interior air too high*
	Rain/light sensor fault → *Fault in rain and light sensor*, → *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 → *Steering fault*
	 Do not drive on! Low tyre pressure → *Low tyre pressure*
	 Do not drive on! Fault in tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*
	High-voltage system fault → *and No brake energy recuperation possible*, → *Fault in high-voltage system*
	Reduced power → *Power restricted*
	Electronic engine sound fault → *Electronic engine sound is not working*
	Autonomous Emergency Braking (Front Assist) not available → *Front Assist not available or availability restricted*
	Autonomous Emergency Braking (Front Assist) switched off → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system fault → *Cruise control system faulty*
	Adaptive Cruise Control (ACC) is not available → *ACC not available*

	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *Lane Assist not available*
	Emergency Assist intervention → *Driving with Emergency Assist*
	Lane keeping system (Lane Assist) is regulating → *Driving with Lane Assist*
	Fault in the lane change system (Side Assist) → *Side Assist fault*
	Rear Traffic Alert fault → *Rear Traffic Alert*
	Rear Traffic Alert braking intervention → *Rear Traffic Alert*
	Fault in 12-volt power supply → *12-volt power supply*
	Low charge level of the high-voltage battery → *Charge level of the high-voltage battery low*
	High-voltage battery empty → *High-voltage battery is empty*
	Adaptive chassis control fault → *Fault in the adaptive chassis control (DCC)*
	Ball coupling of the towing bracket not locked → *Ball coupling of the towing bracket is not locked*
	Breakdown ahead → *Traffic hazard alert*
	Accident ahead → *Traffic hazard alert*
	Emergency vehicles on active call → *Traffic hazard alert*
	Day and moving road works ahead → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Vehicle key not in vehicle → *No valid vehicle key recognised*
	Auto Hold function active → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter switched on, system control active. → *Introduction to the topic*
	Lane Assist active → *Driving with Lane Assist*
	Travel Assist active → *Introduction to the topic*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Speed regulation due to the road layout → *Driving with predictive cruise control*
	Speed regulation due to a roundabout → *Driving with predictive cruise control*
	Speed regulation due to a junction → *Driving with predictive cruise control*

	Speed regulation due to cancellation of the speed limit→ *Driving with predictive cruise control*
	Speed regulation due to approaching the tail end of a traffic jam→ *Driving with predictive cruise control*
	Speed regulation due to speed limit → *Driving with predictive control*, → *Driving with predictive cruise control*
	High-voltage battery is being charged → *Charging*
	Main beam or headlight flasher → *Switching main beam on and off*
	Auto Hold function switched on → *Auto Hold function*
	Charge level of high-voltage battery → *Charge level and range in the digital instrument cluster*, → *Charge level and range in the digital instrument cluster*
	Outside temperature colder than +4°C(+39°F) → *Digital instrument cluster information displays*
	Service due → *Service interval display*
	Travel Assist deactivated → *Introduction to the topic*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction to the topic*
	Main-beam control active → *Switching on Light Assist*, → *Switching on Dynamic Light Assist*
	Take over steering → *Take over steering*
	Charging connector connected → *Charging*
	Autonomous Emergency Braking (Front Assist) is starting up → *Front Assist is starting up*
	Distance warning → *Warning levels and braking intervention*
	Eco driving profile → *Characteristics of the driving profiles*
	Comfort mode → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Sport mode → *Characteristics of the driving profiles*
	Traction driving profile → *Characteristics of the driving profiles*
	Reference to information in the owner's manual→ *Note about information in the owner's manual*
	Take your foot off the accelerator→ *Eco Assistance*
	Motorway exit ahead → *Eco Assistance*
	Slope ahead → *Eco Assistance*
	Roundabout ahead → *Eco Assistance*

	Junction ahead → *Eco Assistance*
	Bend to the left ahead → *Eco Assistance*
	Bend to the right ahead → *Eco Assistance*
	Speed limit ahead, example → *Eco Assistance*
	Vehicle ahead → *Eco Assistance*
	Emergency charging of the high-voltage battery → *Emergency charging of the high-voltage battery*

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, open theVehicle status or Vehicle menu *(→ Vehicle settings menu)*.

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. Seek expert assistance immediately.

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. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.

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 vehicle's drive system is activated, it may not be possible to adjust some settings as described, or the information display may appear differently. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to instrument cluster

The vehicle is equipped with a digital instrument cluster. The instrument cluster displays basic information such as speed.

The following functions are additionally available, among others, depending on the vehicle equipment:

— Various menus, e.g. for driver assist systems.

— Status displays for driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

The content can be individually customised and settings adjusted in the menus.

WARNING

Operating the instrument cluster and Infotainment system can distract you from the road. If the driver is distracted when driving, this can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

WARNING

The display may be switched off if there is a serious fault in the instrument cluster. The ⚠ indicator lamp may additionally light up. Warnings can no longer be displayed. This can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

- Stop the vehicle in a safe place.
- Seek expert assistance.

When you activate the vehicle's drive system after the 12-volt vehicle battery has been totally discharged, replaced or after a jump start, you may find that system settings, such as 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.

ID. Cockpit

The ID. Cockpit is a digital instrument cluster with a high-resolution LC colour display. By selecting different information profiles, displays from the driver assist systems and other displays can be shown in addition to the digital speedometer. The term “digital instrument cluster” is used below for the ID. Cockpit.



Fig. 1 Digital instrument cluster in the dash panel (illustration).

Operating the digital instrument cluster



Fig. 1 Right side of the multifunction steering wheel: operating the digital instrument cluster.

Views in the display area

Information and warnings are shown as an event in the digital instrument cluster. The event display appears in the digital instrument cluster from above and is hidden again after some time.

The different views provide a better overview of the driving data, navigation or information on the driver assist systems.

The amount and scope of the displayed information may differ depending on the vehicle equipment.

The digital instrument cluster can display the following views:

Summary

Before activation of the vehicle's drive system: display with information on mileage, charge level and range.

Basic

Driving displays with information on driver assist systems, speed and navigation.

Driver assist systems

Display of active driver assist systems and speed. The navigation context is hidden.

Navigation

Display with route guidance and speed information. The graphic view of the driver assist systems is hidden.

Situation-dependent information, e.g. navigation information, is displayed as pop-ups.

Setting views

The "driver assist systems" view and "navigation" view can be selected with the VIEW button on the multifunction steering wheel.

— To change to the "Navigation" view, press the right area of the VIEW button or swipe to the right over the button.

— To change to the “Driver assist systems” view, press the left area of the VIEW button or swipe over the button to the left.

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 the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Operating the instrument cluster and Infotainment system can distract you from the road. If the driver is distracted when driving, this can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

Digital instrument cluster information displays

Possible notifications in the digital instrument cluster

Depending on the vehicle equipment, various kinds of information can be displayed in the digital instrument cluster:

— Outside temperature display.

— Road signs detected by the Dynamic Road Sign Display system.

— Open doors, bonnet and boot lid.

— Speed warnings.

— Speed warning for winter tyres.

— Mileage displays.

— Navigation information.

— Range display.

— Personalisation: welcome and user selection.

— Remaining charging time during charging of the high-voltage battery *(→ Charging process display)*.

— Service interval display.

— Warning and information messages.

Outside temperature display

If the outside temperature falls below approximately +4°C(+39°F), a snowflake symbol appears in the upper area of the digital instrument cluster as an overlay ❄. This symbol remains lit until the outside temperature rises above +6°C (+43°F) .

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

— When the vehicle is stationary.

— When travelling at very low speeds.

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

WARNING

Roads may be icy at low outside temperatures, also above freezing. There is an increased risk of accidents on icy roads. This can result in serious or fatal injuries.

- Drive with particular care if the❄ symbol is displayed on the instrument cluster display.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Never rely only on the outside temperature display.

Open doors, bonnet and boot lid

The digital instrument cluster 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, an acoustic warning is also given.

Speed warning for winter tyres

A display in the digital instrument cluster indicates when you have exceeded the set maximum speed.

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

Mileage displays

The odometer registers the total distance travelled by the vehicle.

Range display

Approximate calculation of the distance in kilometres that can still be travelled with the current battery charge level under the current driving conditions and with the same consumption rate. This distance is calculated using factors that include the current energy consumption.

Some notifications in the digital instrument cluster may be overridden by sudden events, e.g. speed warning.

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

Charge level and range in the digital instrument cluster

Charge level display



Fig. 1 In the digital instrument cluster: charge level of the high-voltage battery (1) and vehicle range (2) (illustration).

The current charge level of the high-voltage battery is displayed in the digital instrument cluster by the symbol with a percentage value *→ Fig. 1* (1). The fill level of the battery symbol changes with the charge level.

Range display

The vehicle range is specified in kilometres(km) or miles (mi), depending on the setting → *Fig. 1* (2).

The displayed value is calculated and updated depending on the driving style and ambient conditions. The range can therefore also vary even for a fully charged high-voltage battery.

Reserve range

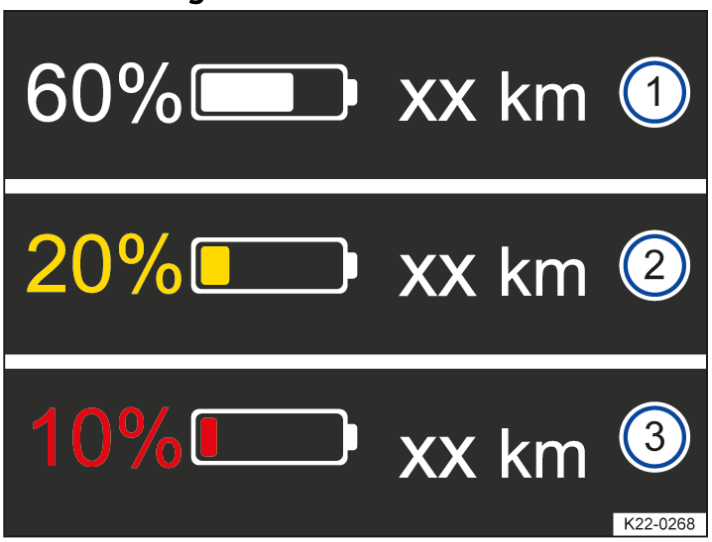


Fig. 2 In the digital instrument cluster: range and reserve capacity display.

(1) Charge level and range.
(2) Reserve capacity warning level 1 and range.
(3) Reserve capacity warning level 2 and range.

Warning levels for the reserve range:

Yellow

The charge level is 20% or less than 20% → *Fig. 2*.

Red

The charge level is 10 % or less than 10 % → *Fig. 2*.

Charge the high-voltage battery as soon as possible to prevent the vehicle from breaking down → *Fig. 2*.

WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle breaking down when in traffic, and can lead to accidents and serious or fatal injuries.

- Always make sure the high-voltage battery has sufficient charge.

WARNING

When the charge level of the high-voltage battery reaches the reserve range, this may result in changed vehicle handling, e.g. different acceleration response of the vehicle. This can result in accidents and severe injuries.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the high-voltage battery.
- Always make sure the high-voltage battery has sufficient charge.

NOTICE

Self-discharge of the high-voltage battery, e.g. due to the vehicle standing for periods of several months, can lead to the high-voltage battery being damaged if ambient temperatures are high and the high-voltage battery has a low charge level.

- Always make sure the high-voltage battery has sufficient charge.

The range for electric driving may be reduced at very low outside temperatures when the high-voltage battery is consequently very cold.

Power display

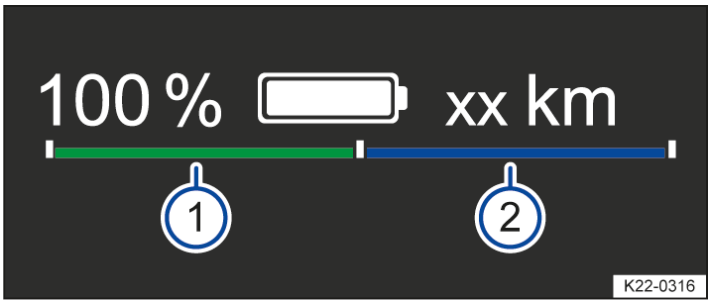


Fig. 1 In the digital instrument cluster: power display (illustration).

The power display shows the current performance capability of the electric drive and the current electric drive or recuperation power while the vehicle is in motion.

Display concept

Using the bar divided in the middle, the power display continuously shows the availability of brake energy recuperation → *Fig. 1* (1) (green) to the left and traction → *Fig. 1* (2) (blue) to the right. The availability is unrestricted when the respective bar reaches the end marking. The bar is shown shortened in each case if availability is restricted.

The current drive power is displayed dynamically by a lighter bar, either as brake energy recuperation power (light green) to the left or traction power (light blue) to the right.

The power limit of the electric drive is reached when the current drive power and currently available performance capability are the same (bars are same length)

The power limit cannot be achieved at all vehicle speeds.

Influencing factors

The following influencing factors apply in addition to the vehicle speed:

— The availability of traction and brake energy recuperation depends on the charge level of the high-voltage battery. Brake energy recuperation may be restricted by a high charge level and traction by a low charge level.

— If the temperature of the high-voltage battery gets very low or very high, this can lead to a reduction in the available drive power. This applies to traction and brake energy recuperation

WARNING

When the performance capability of the electric drive is reduced, this may result in changed vehicle handling, e.g. different acceleration response of the vehicle. This can result in accidents and severe injuries.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the high-voltage battery.

● Always make sure the high-voltage battery has sufficient charge.

Head-up display (HUD)



Fig. 1 Head-up display.

(1) Close range.

(2) Far range with AR function.

The head-up display projects selected information or warning messages from the assist systems or the Infotainment system into the driver's field of vision.

Display areas

Explanations of the areas shown in the head-up display (HUD) → *Fig. 1*:

Head-up display close range

Information on speed, navigation and driver assist systems is displayed in the HUD close range (1).

Augmented reality head-up display (AR HUD)

In augmented reality HUD (2), information can be projected directly into the driver's field of vision depending on the situation. The information may be for navigation purposes, for example.

The amount and scope of the displayed information may differ depending on the vehicle equipment.

Switching the head-up display on and off

The head-up display can be switched on and off in the vehicle settings in the Infotainment system.

1. Tap the Vehicle function button.
2. In the Vehicle selection, choose the view Interior and tap the Head-up display function button.
3. Switch the head-up display on or off as desired. The activated functions are highlighted in colour.

Adjusting the height

In order to adjust the image’s vertical position to your individual seating position, adjust the head-up display in the

Infotainment system using the corresponding menu in the vehicle settings.

1. Assume the correct sitting position.
2. Adjust the desired position and angle of the head-up display using the function buttons.

The rotation of the close range can also be adjusted in the vehicle settings in the Infotainment system.

Settings in the Infotainment system

You can configure additional settings for the head-up display in the vehicle settings in the Infotainment system.

In the submenu Head-up display settings:

— Adjust the Head-up Display brightness.

— Select the content of the head-up display, e.g. to display the driver assist systems.

— Alternative colour scheme of the head-up display for poor weather conditions, e.g. snowfall.

Some content cannot be hidden, e.g. warning messages.

If the surroundings become darker, the display brightness is automatically dimmed. The basic brightness level is adjusted together with the instrument lighting *(→ Instrument and switch lighting)*.

Reflections can occur if the incident sunlight strikes the display at an unfavourable angle.

Sunglasses with polarising filters can negatively affect the readability of the display.

The ideal position to read the head-up display depends on the seat position and the height setting of the head-up display.

Clean the head-up display with a soft cloth and mild detergent only. Microfibre cloths can damage the head-up display.

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

ID. Light

ID. Light is an intelligent light concept that displays additional information on the vehicle status. When the vehicle's drive system is activated and while driving, information on the current driving situation is provided via ID. Light.

The ID. Light shows information and warnings for the following systems and functions:

— Locking and unlocking.

— Entry and exit lighting.

— Charging operations.

— Voice control.

— Phone call.

— Navigation.

— Reduced power.

— Short-term interruption of operation.

— Steering wheel contact detection.
— Eco Assistance.
— Park Assist (Park Assist Plus).
— Traffic hazard alert (V2X).
— Adaptive Cruise Control (ACC).
— Autonomous Emergency Braking (Front Assist).

Some of the options shown in the submenu are not functional.

The displayed information may be changed and extended by an over-the-air update.

Brightness

1. Tap the Vehicle function button on the Infotainment system.
2. Select display content for the Interior. Then tap the ID. Light function button.
3. Adjust the brightness by means of the touch slider.
4. Tap the Home button ▢ to return to the previous menu.

Settings in the Infotainment system

Certain ID. Light functions can be optionally activated or deactivated in the vehicle settings in the Infotainment system.

Activated functions are highlighted in colour.

1. Tap the Home button ▢ to return to the previous menu.

Service menu

Opening the Service menu

1. Tap the Vehicle function button in the Infotainment system.
2. Tap the Status function button.
3. Tap the Service function button to display the service information.

   The activated functions are highlighted in colour.

   The mileage and days until the next inspection are displayed.
4. To return to the previous menu, tap ⮌.

Resetting the trip recorder

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Tap the Distance covered function button.
4. Tap the 0.0 function button to reset the value.

Displaying the vehicle identification number (VIN)

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Tap the Service function button to display the vehicle identification number (VIN
).
   The vehicle identification number (VIN
) is displayed.

Service interval display

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

Service notification

When an inspection is due, a service announcement will appear on the display 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 inspection.

One of the following displays may be shown:

— Inspection in xx km!

— Inspection in xx days!

Service event

For 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 digital instrument cluster. The following display will also appear:

— Please have your vehicle inspected

Accessing the service interval in the Infotainment system

1. Tap the Vehicle function button.
2. Tap the Status function button.
3. Tap the Service function button to display the service information.
   The activated functions are highlighted in colour.
   The mileage and days until the next inspection are displayed.

Resetting the service interval display

The service interval display can only be reset as part of an inspection by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The service message goes out automatically after a few seconds once the vehicle's drive system has been activated, or when you press the OK button on the multifunction steering wheel.

Time and date

Setting the time and date in the Infotainment system

1. Tap the Settings function button *(→ Vehicle settings menu)*.
2. Selection the menu option Time and date.

The time and date are displayed only on the Infotainment system.

Exit menu

In the Exit menu, you can adjust settings for some functions before you leave the vehicle. When you switch off the ignition, the Exit menu will be displayed in the Infotainment system.

The displayed options depend on the vehicle equipment and may be available only under certain conditions. The adjustable functions may include the following, for example:

— Charging the high-voltage battery.

— Stationary air conditioning

— Interior monitoring.

Hiding

The Exit menu is automatically hidden when you leave the vehicle. The Exit menu is also hidden after a certain time depending on the vehicle equipment.

1. To hide the Exit menu manually, tap ⊗.

Setting

You can change the order of the displayed options.

1. Tap ⊘.
2. Rearrange the options into your preferred order.
3. Tap ⊘ again.

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**

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the Vehicle function button.
4. Depending on the equipment: tap the Vehicle menu option and choose between the Interior or Exterior function buttons.

   Or: select the ⚙ menu option.
5. Open the desired item from the submenus and make the setting as required.

Systems settings and vehicle information display

Depending on the version, information can be displayed or settings adjusted in theVehicle settings menu:

— Depending on the equipment: 3D vehicle view (Interior or Exterior).

— Depending on equipment: performance monitor .

— Depending on equipment: lap timer .

— Driving data.

— Vehicle Status.

When you activate the vehicle's drive system after the 12-volt vehicle battery has been totally discharged, replaced or after a jump start, you may find that system settings, e.g. personal convenience features, have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

⚠ WARNING

If the driver is distracted, this can cause accidents and serious injuries. Operating the Infotainment system can distract you from the road.

- Drive with your full attention and with responsibility.
- Adjust all settings in the Infotainment system only when the vehicle is stationary.

Introduction to the topic



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.

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 on the instrument cluster display appears for about 5 seconds and may be repeated once. The last displayed message is saved by the system.

Function conditions

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

WARNING

The Driver Alert System cannot replace the driver's attention and operates only within the limits of the system. The Driver Alert System therefore may not detect that the driver is tired in all situations and may not react or may react with a delay or in an undesired way. There is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible at all times for their fitness to drive.
- Observe the system limits *(→ Driver Alert System (break recommendation))*.
- Never drive a vehicle when you are tired.
- During long trips, take regular and sufficient breaks.
- Follow 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.

In the event of a fault, have the system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Limits of the Driver Alert System

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:

— When travelling at speeds of less than approximately 60 km/h(around 37 mph).

— When travelling at speeds of more than approximately 200 km/h(around 125 mph).

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

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

— The driver is distracted.

Microsleep:

No urgent warning will be given in the event of the phenomenon known as microsleep.

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 around 15 minutes.

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

Operating the Driver Alert System

Hiding a message

The message on the instrument cluster display can be hidden as follows:

1. Press the OK button on the multifunction steering wheel.

Switching on and off

You can switch the Driver Alert System on and off in the Assist systems menu in the Infotainment system. When the vehicle's drive system is activated, the Driver Alert System is always activated too *(→ Vehicle settings menu)*.

Introduction to the topic

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, overtaking restrictions and danger signs. Within the system limits, the system also displays a sub-plate to indicate temporary restrictions, for example. In some cases, the system can also display the current speed limits on non-signposted routes.

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 display. Road signs may also be displayed in the Infotainment system, depending on the system installed in the vehicle.

With some equipment levels, a display is also shown on the Head-up Display.

The Dynamic Road Sign Display is always active when the ignition is switched on.

Display of road signs

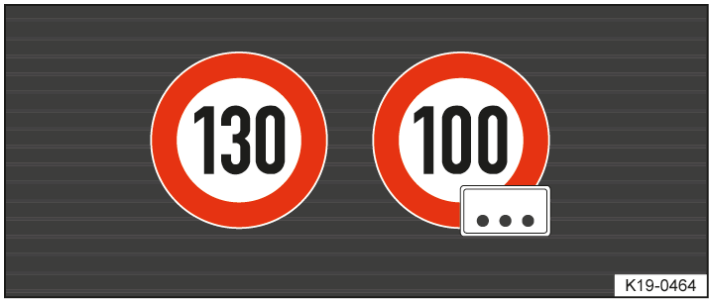


Fig. 1 In the instrument cluster display: example of recognised speed limits with generic sub-plate.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the Dynamic Road Sign Display shows up to two valid road signs and one generic sub-plate → *Fig. 1*:

1st position:

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

2nd position:

A further road sign can be displayed in the second position, for example a danger sign.

Sub-plate:

A detected sub-plate, e.g. with time restrictions, is displayed under the valid road sign. Due to system limitations, a generic sub-plate is displayed instead of the sub-plate actually detected. The valid road sign is supplemented with the generic sub-plate in the head-up display.

The display of danger signs is not available in all countries and the system may not be able to recognise all danger signs.

No-entry warning

If the Dynamic Road Sign Display detects a no-entry sign on a one-way road or motorway slip road, it will issue an acoustic warning signal and display a message on the instrument cluster display.

WARNING

The Dynamic Road Sign Display system cannot replace the driver's attention and operates only within the limits of the system. Dynamic Road Sign Display therefore cannot recognise all road signs and may not react or may react with a delay or in an undesired way. Driving recommendations and traffic symbols displayed by the Dynamic Road Sign Display system may differ from the current traffic situation.

- Observe the system limits *(→ Dynamic Road Sign Display)*.
- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Road signs on the road and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

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

Limits of Dynamic Road Sign Display

Error messages

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. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Speed warning currently not available.
: Fault in the Dynamic Road Sign Display system speed warning. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dynamic Road Sign Display: Clean the windscreen!
: The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions. Clean the windscreen.

Dynamic Road Sign Display is currently restricted.
: No data transmission from the Infotainment system. Check to ensure that 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.

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:

— High ambient temperatures or prolonged exposure to direct sunlight.

— Poor visibility, for example when it snows.

— 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 usingLED s or other light sources).

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

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

Operating the Dynamic Road Sign Display function

Speed warning

If the Dynamic Road Sign Display detects that an applicable speed limit has been exceeded, it issues a visual warning signal or warns visually and acoustically with a message on the instrument cluster display.

The speed warning can be set or completely deactivated in theAssist systems menu in the Infotainment system *(→ Vehicle settings menu)*. The speed warning can be set to a value of 0 km/h(0 mph), 5 km/h (3 mph) or 10 km/h (5 mph) above the permitted speed limit.

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 around 60 km/h (35 mph) and around 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.

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.

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.

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.
- Never tilt the backrest too far to the rear.
- Always keep your feet in the footwell during the journey. Never place your feet on the seat or dash panel, for example. Never hold 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.

Correct sitting position

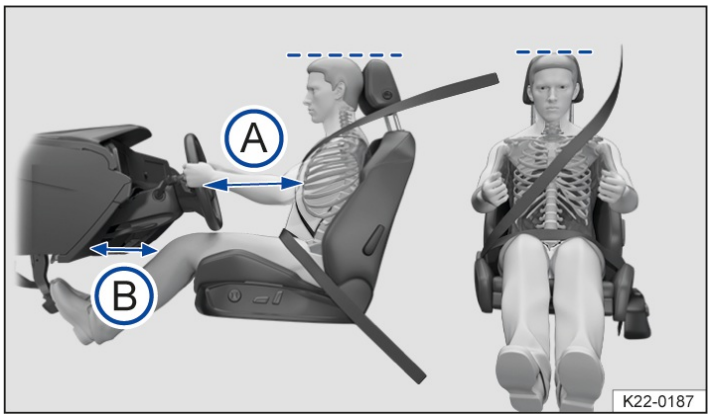


Fig. 1 Schematic diagram: Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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 correspondingly 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.

— Always keep both feet in the footwell.

— Adjust and fasten seat belts properly .

Additional points for the driver:

— 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.

— 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.

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

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

WARNING

Incorrectly fastened or unfastened seat belts can increase the risk of severe or fatal injuries.

- 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.
- Before every journey and 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 .
- Insert the latch plate only into the belt buckle of the corresponding seat and make sure that the latch plate engages securely. 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.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never transport children or babies on your lap and never secure them using the same seat belt as another person.
- 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 increase the risk of serious or fatal injuries. 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.

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, the seat belt or belt attachment element in question must be replaced immediately by a suitably qualified workshop. The correspondingly qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year. Volkswagen recommends using a Volkswagen dealership.
- Never try to repair, modify or remove the seat belts or belt attachment elements yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a correspondingly qualified workshop. The correspondingly qualified workshop must replace the seat belt only with a seat belt that is approved for the seat in question. Volkswagen recommends using a Volkswagen dealership.
- Have seat belts that have been subjected to stress and stretched during an accident replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership. Renewal may be necessary even if there is no apparent damage. Also check the anchorages of the seat belts.

WARNING

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

- Regularly check to ensure that the seat belt and its related parts are in perfect condition.
- Always keep the seat belts clean.
- Avoid allowing foreign bodies or liquids to enter the seat belt buckle slots and belt buckles. This could prevent the seat belt buckle slots, belt buckles and seat belts from working properly.
- Never trap the seat belt. Never damage the belt or allow it to rub against sharp edges.

Buckle-up request



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

Buckle-up request for the front seats

If the driver or front passenger seat is occupied by an adult, an acoustic warning will be emitted for 126 seconds if the seat belts are not fastened at the start of a journey and the vehicle reaches a speed of more than around 25 km/h (around 15 mph) or if the seat belts are unfastened while the vehicle is in motion. The red warning lamp also flashes on the instrument cluster display.

The red warning lamp will not go out until all occupants have fastened their seat belts when the ignition is switched on.

Fasten seat belt prompt for the rear seats (depending on country and equipment)



Fig. 2 On the instrument cluster display: fasten seat belt prompt for the rear seats (illustration).

After the ignition has been switched on, the seat belt warning system for the rear seats→ *Fig. 2* on the instrument cluster display shows the driver whether the adult rear seat passengers have fastened their seat belts.

The green symbol indicates that the passenger on this seat has fastened their seat belt.

The red symbol indicates that the passenger on this seat has not fastened their seat belt.

The white symbol indicates that this seat is not occupied.

If a seat belt for one of the rear seats is unfastened while the vehicle is in motion, the symbol will light up red for this seat. The red warning lamp also flashes on the instrument cluster display. If the vehicle is travelling faster than approximately 25 km/h (15 mph) an acoustic signal will also be given for 126 seconds.

WARNING

The buckle-up request is designed to detect adult persons. If a seat is occupied by lighter persons, in particular children, the detection will not be reliable. The buckle-up request also does not respond or only in a limited way if child seats and seat supports are used. As a result, the system may not be able to detect when lighter persons and children have not fastened their seat belts and this can lead to them suffering serious or fatal injuries in the event of

an accident.

- Always ensure that all vehicle occupants, especially children, have fastened their seat belts properly.

Fastening and unfastening seat belts

Fastening the seat belt



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

1. Adopt correct sitting position *(→ Sitting position)*.
2. Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt when doing this *(→ Seat belt routing)*.
3. Insert the latch plate securely into the buckle belonging to the occupied seat→ *Fig. 1*.
4. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

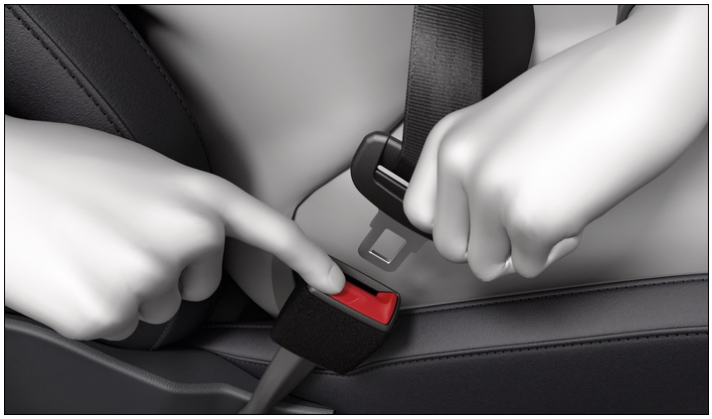


Fig. 2 Removing the latch plate from the buckle.

Unfasten seat belts only when the vehicle is stationary *(→ Seat belt routing)*.

1. Press the red button in the buckle → *Fig. 2*.

   The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

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:

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.
2. Untwist the seat belt and guide it back slowly by hand.
3. 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.
4. Go immediately to a correspondingly qualified workshop in order to have the twist undone. Volkswagen recommends using a Volkswagen dealership.

Seat belt routing

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*.

Correct seat belt routing

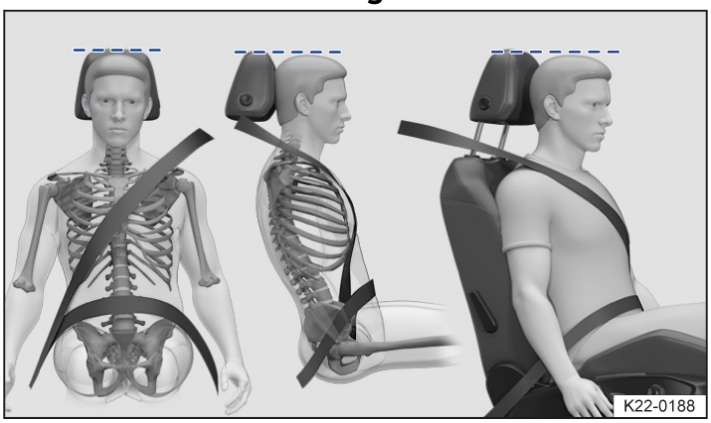


Fig. 1 Correct seat belt routing and head restraint adjustment.

— 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.

Correct seat belt routing during pregnancy



Fig. 2 Correct seat belt routing during pregnancy.

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 *(→ Sitting position)*.

⚠ WARNING

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

- Make sure that the seat belt routing is correct.
- Adjust the backrest to an upright position and fasten the seat belt correctly corresponding to your body size in order to achieve the optimum protective effect of the seat belts.
- Route the shoulder section of the seat belt over the centre of the shoulder and never under the arm or across the neck.
- Route the seat belt so that it lies flat and snugly on the upper body and pelvis. Pull the belt a little again to tighten it if necessary.
- Make sure that the lap part of the belt is routed in front of your pelvis and never over your stomach.
- If you are pregnant, make sure that the seat belt is routed evenly over your chest and as low as possible over your pelvis and so that it lies flat during the entire course of the pregnancy. In this way, no pressure is exerted on the lower abdomen.
- Do not twist the belt when fastening or wearing the seat belt.
- Never hold the seat belt away from your body with your hand.
- Do not route the belt over hard or fragile objects, such as glasses, pens or keys.
- Never change the belt routing by means of belt clips, retaining eyes or similar.

If a person's physical build prevents them from routing the seat belt properly, contact a correspondingly 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.

Seat belt height adjuster



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

The seat belt height adjuster can be used to adjust the position of the seat belt on the shoulder so that the seat belt can be fastened properly:

1. Press the button of the seat belt height adjuster together in the direction of the arrows and hold → *Fig. 1*.
2. Push the seat belt height adjuster up or down so that the seat belt is routed over the middle of the shoulder *(→ Seat belt routing)*.
3. Release the button of the seat belt height adjuster.
4. Pull sharply on the seat belt to check that the seat belt height adjuster is engaged securely.

⚠ WARNING

If you adjust the belt height while the vehicle is in motion, this can cause serious and fatal injuries.
- Never adjust the seat belt height when the vehicle is in motion.

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

The seat belts on the driver seat and front passenger seat, as well as those on the outer rear seats (and on the middle rear seat, depending on the level of vehicle equipment), are fitted with an automatic belt retractor at the shoulder part of the seat 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 .

Belt tensioner

The seat belts for the front seat vehicle occupants (and, depending on the vehicle equipment, on the rear outer seats) are equipped with belt tensioners.

The belt tensioners are activated by sensors and tighten the seat belts during severe frontal, side and rear collisions and also possibly vehicle rollovers. Any slack in the seat belt is tightened. This 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 tensioner will only be activated if the curtain airbags are 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.

⚠ WARNING

The protective function of the belt tensioners permits only one activation of the belt tensioners. The system must be replaced if the belt tensioners have been triggered.
- Belt tensioners that have been triggered, and any affected system parts, must be replaced immediately with new parts that are approved by Volkswagen for the vehicle.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Correspondingly qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never install recycled belt tensioner components or components that have been taken from end-of-life vehicles in your vehicle.
- Never modify any components of the belt tensioners.

Reversible belt tensioning (proactive occupant protection system)

Reversible belt tensioning may trigger in certain driving situations . Examples include:

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

The reversible belt tensioners may remain continuously tensioned after certain driving situations. In this case, the seat belts must be manually unfastened when the vehicle is stationary and then fastened correctly again in order to release the belt tensioning.

Belt tension limiter

The seat belts for the front seat vehicle occupants and on the rear outer seats are equipped with belt tension limiters.

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

Observe all safety requirements when the vehicle or components of the system are scrapped. These requirements are known to the correspondingly qualified workshops *(→ Belt tensioner)*. Volkswagen recommends using a Volkswagen dealership.

Service and disposal of belt tensioners

Seat belts may become damaged during work on the belt tensioners or while removing or installing vehicle parts in conjunction with 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. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

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.

- Never carry out any repairs, adjustments or removal and refitting of parts in the belt tensioners or seat belts by yourself, and have such work carried out only by a correspondingly qualified workshop . Volkswagen recommends using a Volkswagen dealership.
- Seat belts, belt tensioners and automatic belt retractors cannot be repaired. They must be replaced.

The airbag modules and belt tensioners may contain perchlorate. Observe the legal requirements for disposal.

Introduction to the topic

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.

Speed range

The basic function of the proactive occupant protection system is available when driving forwards at speeds from approx. 30 km/h (19 mph).

Displays

In the event of intervention by the proactive occupant protection system, the red warning lamp lights up on the instrument cluster display.

WARNING

The proactive occupant protection system cannot replace the driver's attention and operates only within the limits of the system. The proactive occupant protection system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Proactive occupant protection system)*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

Functions of the proactive occupant protection system

Basic functions

The following functions may be triggered individually or together in critical driving situations, e.g. in the event of emergency braking, understeer and oversteer or minor collisions:

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

— Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.

— Activation of the hazard warning lights.

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

Additional functions 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.

Additional functions for vehicles with Emergency Assist

The proactive occupant protection system may be triggered in vehicles with Emergency Assist if no driver activity is detected.

Depending on the activation level, the following functions are triggered:

— Reversible belt tensioning of the driver's fastened seat belt for a brief or extended period of time.

— Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.

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.

Limits of the proactive occupant protection system

The availability of the proactive occupant protection system depends on country-specific legal regulations and the vehicle equipment.

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

— Malfunction in the ESC, reversible belt tensioners or airbag control unit .

— ASR is deactivated or ESC is restricted .

— Autonomous Emergency Braking (Front Assist) is restricted or has a system fault.

— Emergency Assist is restricted or has a system fault.

— Reverse gear is engaged.

— In the case of reflective objects, e.g. crash barriers, tunnel entrances, heavy rain or icing-up.

— In the case of animals or objects that are difficult to detect.

A message is shown for a short time on the instrument cluster display.

— The proactive occupant protection system functions are restricted or the system is not available. Deactivate and reactivate the vehicle's drive system.

— If the fault persists, go to a correspondingly qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Vehicle settings menu)*.

Introduction to the topic

Airbags cannot replace seat belts, which must be worn at all times.

Airbags are only able to offer additional safety for vehicle occupants if the seats, seat belts, head restraints and – in the case of the driver – steering wheel are adjusted and used correctly.

Visible damage to the vehicle does not always mean that the airbag should have been triggered.

Situations in which the airbags will not necessarily be triggered:

— When the ignition is switched off during a collision.

— In the case of light front-end collisions.

— In the case of a slight side collision.

— In the case of a rear-end collision.

— If the rotational speed measured by the control unit is too low in the event of a vehicle rollover.

— In the case of low-speed collisions.

A triggered airbag may cause injuries, such as swelling, bruising, burning and grazing.

WARNING

The risk of injury increases if there are any objects between the vehicle occupants and the deployment zones of the airbags when they are triggered as these objects will change the airbag deployment zone. The objects could enter the deployment zone of the airbags during sudden braking or driving manoeuvres or in the event of accidents and then be flung dangerously through the vehicle interior if the airbags are triggered.

- 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.

WARNING

Airbags no longer work effectively after being triggered and must be replaced. Without the protection offered by airbags, the risk of injury increases in the event of sudden braking or driving manoeuvres or accidents.

- Airbags that have been triggered, and any affected system parts, must be replaced immediately with new parts that are approved by Volkswagen for the vehicle.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Correspondingly qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never alter 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.
- Rinse out your eyes and any open wounds with water if dust has got into them.

WARNING

Cleaning agents that contain solvents will cause the surface in the area of the airbag fitting locations to become porous. In an accident that results in triggering of the airbags, loose plastic parts can be propelled through the vehicle interior and cause serious injury.

- Never clean the dash panel or the surfaces in the area of the airbag fitting locations with cleaning agents that contain solvents.

Indicator lamp

Functional check

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.

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.

1. Go to a correspondingly qualified workshop and have the airbag and belt tensioner system checked. Volkswagen recommends using a Volkswagen dealership.

Airbag system or belt tensioner system switched off with diagnostic tool

The yellow indicator lamp lights up for around 4 seconds when the ignition is switched on and then flashes for around 12 seconds. In addition, a message may be displayed in the instrument cluster.

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

1. Go to a correspondingly qualified workshop and have a check carried out to establish whether the airbag or belt tensioner system must remain switched off. Volkswagen recommends using a Volkswagen dealership.

Locations and deployment zones

The airbag locations are identified by the text “AIRBAG”.

The areas inside the red lines in the images of airbags are covered by the airbags when deployed (deployment zone). You must never leave or attach any objects in these areas →⚠.

⚠ WARNING

Once triggered, an airbag inflates in milliseconds at very high speed. This could cause objects to be flung through the vehicle interior. This can cause serious injuries.

- Always leave the deployment zones of the airbags clear.
- Never secure any items to the covers or in the deployment zones of the airbags.
- Do not stick anything on or cover the locations of the airbags or the surfaces in the deployment zones of the airbags or modify these components in any way.
- No other people, animals or objects may be carried between the occupants and the airbag deployment zones. Ensure that children and other passengers in the vehicle also 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.
- 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).
- Do not install any sun blinds onto the side windows unless they have been expressly approved for use in your vehicle.
- The coat hooks in the vehicle should be used only for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.

⚠ WARNING

Incorrect use of the seats could hinder the proper function of the airbags and cause serious injury.

- Never remove the front seats from the vehicle or alter any components of these seats.
- Do not exert excessive force on the seat backrest bolsters.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.
- Have any damage to the seat covers or around the seams of the airbags repaired immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front airbags

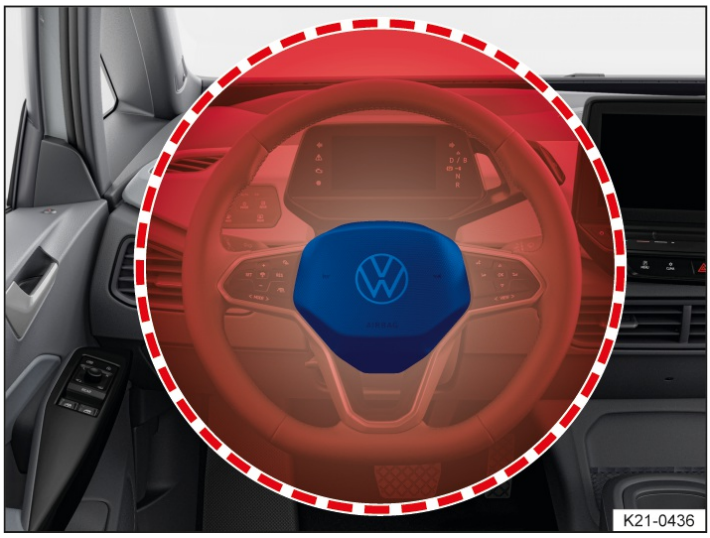


Fig. 1 On the driver side: location and deployment zone of the driver front airbag.

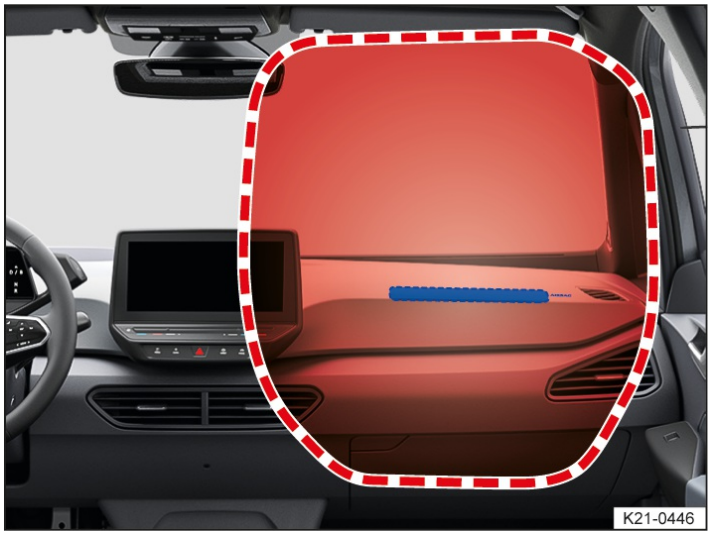


Fig. 2 On the front passenger side: location and deployment zone of the front passenger front airbag.

Switching the front passenger front airbag on and off



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

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

Observe the country-specific specifications for use of child seats on the front passenger seat *(→ Child seats)*.

Switch off of the front passenger front airbag is not available in all countries. If there is no key-operated switch in the vehicle, the front passenger front airbag can only be deactivated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front passenger front airbag switched on

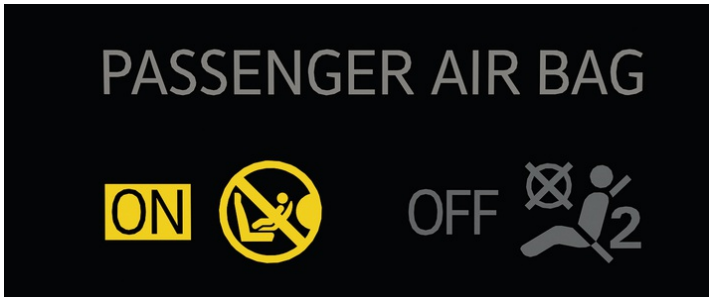


Fig. 2 In the roof console: indicator lamp for switched on front passenger front airbag.

ON The yellow indicator lamp for the switched on 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 *→ Fig. 2* and then switches off again automatically.

The front passenger front airbag has been switched on.

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

Front passenger front airbag switched off

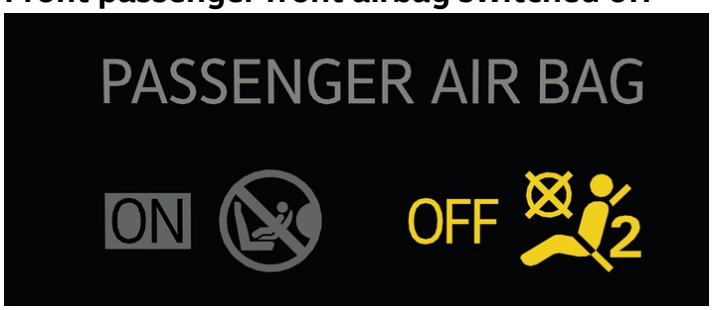


Fig. 3 In the roof console: indicator lamp for switched off front passenger front airbag.

The yellow indicator lamp lights up continuously→ *Fig. 3*. The front passenger front airbag has been switched off.

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

Switch on the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.

   Or: remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*.

   The key bit is not fully inserted when doing this→ ⓘ.
5. Turn the vehicle key or emergency key without using force to the position ON.
6. Remove the vehicle key from the key-operated switch and fold away the key bit→ ⚠.

   Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key→ ⚠.
7. Close the door on the front passenger side.

   The yellow PASSENGER AIR BAG indicator lamp ON lights up and goes out after approximately 60 seconds *(→ Indicator lamp for standard airbag system)*.
8. Check that the yellow PASSENGER AIR BAG OFF indicator lamp does *not* light up when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Switching off the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.

   Or: remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*.

   The key bit is not fully inserted when doing this→ ⓘ.
5. Turn the vehicle key or emergency key without using force to the position OFF.
6. Remove the vehicle key from the key-operated switch and fold away the key bit→ ⚠.

   Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key→ ⚠.
7. Close the door on the front passenger side.

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

Confirmation that the front passenger front airbag has been switched off

A switched off front passenger front airbag is indicated only by the PASSENGER AIR BAG OFF indicator lamp lighting

up yellow continuously *(→ Indicator lamp for standard airbag system)*.

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

DANGER

Observe the important safety instructions for the front passenger front airbag *(→ Child seats)*.

DANGER

If the airbag is deactivated, people on the front passenger seat may be severely or fatally injured in the event of an accident. For this reason, the front passenger front airbag must be deactivated only in special cases.

- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger seat. Switch the front passenger front airbag back on again as soon as the rear-facing child seat on the front passenger seat is no longer being used.
- Only deactivate the front passenger front airbag if, in exceptional circumstances, the front passenger seat backrest is folded forwards (depending on the vehicle equipment). Reactivate the front passenger front airbag as soon as the front passenger seat backrest is folded back again.
- To prevent damage to the airbag system, switch the front passenger front airbag on and off only when the ignition is switched off.
- As the driver, always make sure that the key-operated switch is in the correct position.

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.

- In the event of a fault, have the airbag system checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- If there is a fault in the airbag system, never install a child seat on the front passenger seat and remove any child seats that are installed.

WARNING

If the vehicle key or emergency key remains inserted in the key-operated switch while the vehicle is moving, vibrations may cause the vehicle key or emergency key to turn in the key-operated switch and activate the front passenger front airbag unintentionally. The front passenger front airbag could then accidentally inflate, leading to serious or fatal injuries.

- Always remove the vehicle key or manual key from the key-operated switch before you switch on the ignition.

NOTICE

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

- Insert the key bit into the key-operated switch up to the second point of resistance.

NOTICE

If the vehicle key or emergency key are inserted in the key-operated switch, this could result in damage to the door trim, dash panel, key-operated switch and vehicle key or emergency key when the front passenger door is closed.

- Always remove the vehicle key or manual key from the key-operated switch before you close the front passenger door.

Side airbags

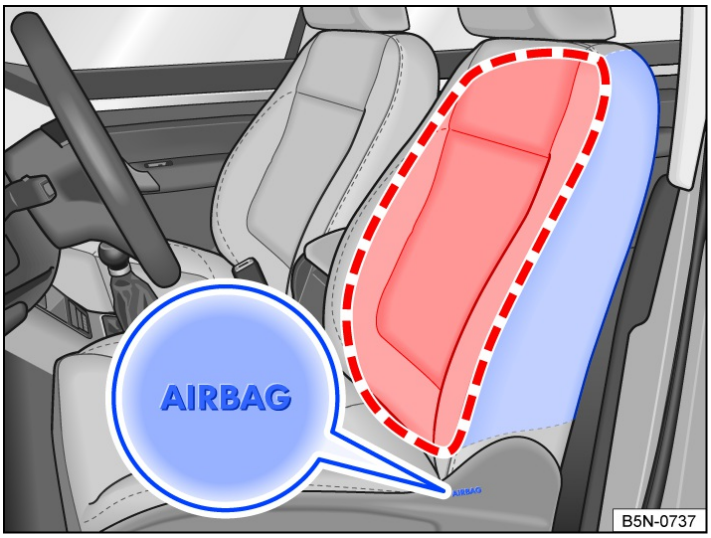


Fig. 1 On the side of the two front seats: location and deployment zone of the side airbag.

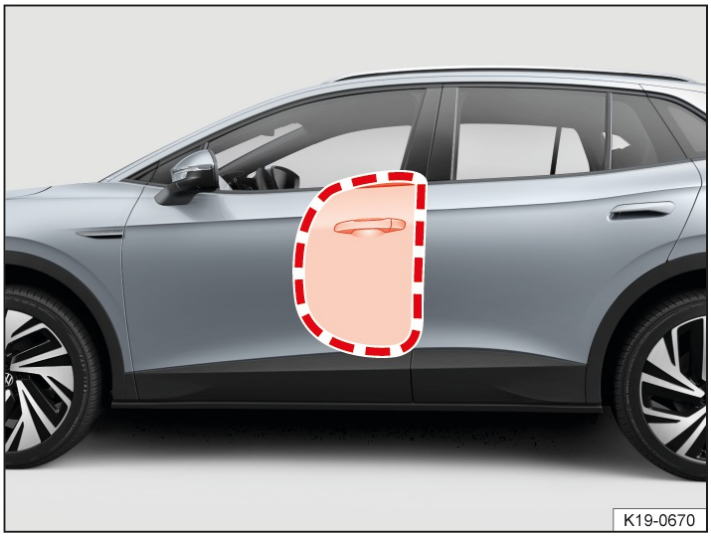


Fig. 2 In the interior on both sides of the vehicle: deployment zone of the side airbag at the front.

Curtain airbags

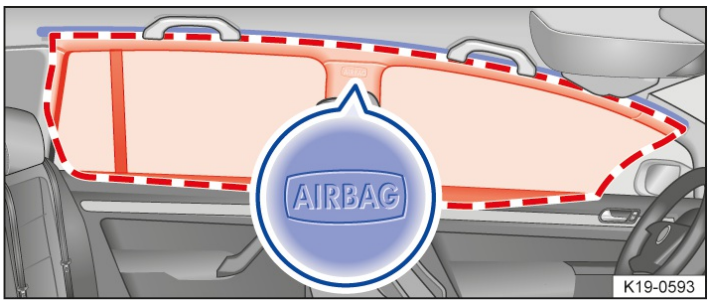


Fig. 1 On both sides of the vehicle: location and deployment zone of the curtain airbag.

Centre airbag

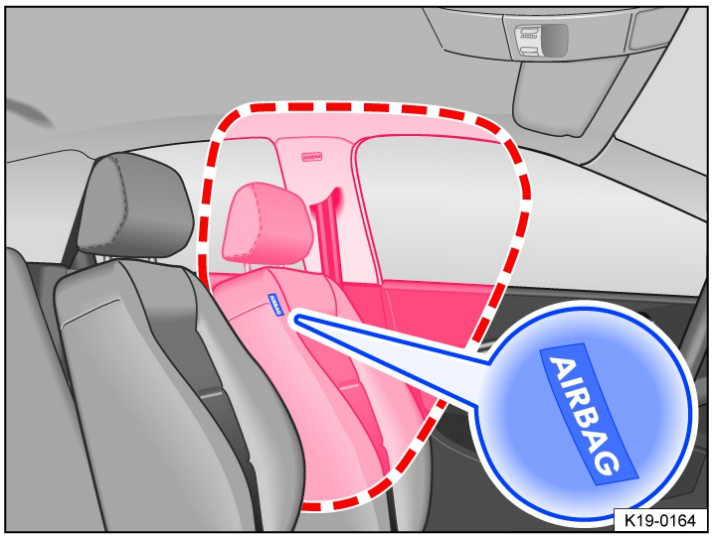


Fig. 1 In the inner backrest cushion on the driver seat: location and deployment zone of the centre airbag.

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 the 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.

For further information on the child seats from the range of accessories, contact a Volkswagen dealership or visit the Volkswagen website.

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(4 ft 11 in) 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.
- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.
- 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 belts are not worn correctly this can 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

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

Standards for child seats

The regulations ECE

R 44 or ECE R 129 apply to child seats in the user countries. 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



Fig. 1 Example illustrations of child seats.

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 4 years old) and group 1/2 (up to about 7 years old) with an integral belt system are the 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 7, group 3 child seats for children more than around 7 years old.

When using a group 2 child seat or a child seat for children from a height of 100 cm (3 ft 3 in) with backrest,

additionally use the fourth anchorage point of the child seat, if available, for the seat belt. Please observe the instructions for use of the child seat.

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. Additionally secure child seats with universal approval for ISOFIX using a 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. Child seats with “vehicle-specific” approval 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

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 *(→ Front seat, mechanical)*.

— 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 *(→ 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 .

— Do not adjust the settings for the seat in question once the child seat has been installed correctly. If the seat settings have been adjusted, the installation of the child seat must be checked and adjusted where necessary.

— If a child seat is being used on a seat, do not use any functions, such as the massage function *(→ Massage function)* or seat heating *(→ Seat heating)* , on this seat.

Airbag sticker



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



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

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 switched off . A switched off front passenger front airbag is indicated by means of the continuously lit yellow PASSENGER AIR BAG indicator lamp OFF in the driver's field of vision *(→ Indicator lamp for standard airbag system)*.

It is not possible to switch off the front passenger front airbag in all countries *(→ 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

Observe the important safety instructions for the front passenger front airbag *(→ Airbag system)*.

DANGER

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

- Never secure a rear-facing child seat on the front passenger seat if the front passenger front airbag is activated.
- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated, you must no use rear-facing child seats.
- In order to establish the maximum possible distance from the front passenger front airbag, move the front passenger seat as far back as possible and adjust to the highest position.
- 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 seat 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 airbags.

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.

- In order to establish the maximum possible distance from the front passenger front airbag, move the front passenger seat as far back as possible and adjust to the highest position.
- 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 seat 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 airbags.

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.

Please only ever use the securing systems described here to secure child seats to 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 click into ISOFIX retaining rings between the seat cushion and the backrest *(→ Child seat with ISOFIX or i-Size)*. A 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 point 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:

— Rear-facing child seat:
  — ISOFIX/i-Size and top tether.
  — ISOFIX/i-Size and support foot.

— Front-facing child seat in group 1 and i-Size child seat for children taller than 105 cm (3 ft 5 in):
  — ISOFIX/i-Size and top tether.
  — ISOFIX/i-Size and support foot.

— Front-facing child seat in group 2/3 and i-Size child seat for children taller than 100 cm (3 ft 3 in):
  — ISOFIX/i-Size and, if applicable, top tether.
  — ISOFIX/i-Size and, if applicable, support foot.

⚠ WARNING

If children are not secured or are inadequately secured, they are at greater risk of serious or even fatal injury.
- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.

⚠ WARNING

Incorrect use of the support foot can cause severe or fatal injuries.
- Ensure that the support foot is always correctly and safely installed.

⚠ WARNING

Child restraint anchorages are designed to withstand only those loads imposed by correctly fitted child restraints. Under no circumstances are they to be used for adult seatbelts, harnesses, or for attaching other items or equipment to the vehicle.

Securing a child seat with ISOFIX/i-Size

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 anchor points of the individual seats.

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
			Front passenger front airbag activated	Front passenger front airbag deactivated		
Group 0: up to 10 kg	Rear facing	E/R1	X	IL-SU	IL-SU	X
Group 0+: up to 13 kg	Rear facing	E/R1 D/R2 C/R3	X	IL-SU	IL-SU	X
Group 1: 9 to 18 kg	Rear facing	D/R2 C/R3	X	IL-SU	IL-SU	X
	Forward facing	B/F2 B1/F2X A/F3	IL-SU, IUF	X	IL-SU, IUF	X
Group 2: 15 to 25 kg	Forward facing	–	IL-SU	X	IL-SU	X
Group 3: 22 to 36 kg	Forward facing	–	IL-SU	X	IL-SU	X
i-Size child restraint system	Rear facing	–/R2	X	i-U	i-U	X
	Forward facing	–/B2, F2X	i-U	X	i-U	X
Booster seat	Forward facing	–/B2, B3	i-B	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 approval label 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 to 150 cm (around 3 ft 3 in to 4 ft 11 in).

Installing child seats with ISOFIX or i-Size

The location of the bottom anchor points is indicated by either an ISOFIX or i-Size symbol.

Markings identifying the ISOFIX anchorage points for child seats on the seats of the rear bench seat.

Markings identifying the i-Size anchor points for child seats on the seats of the rear bench seat and on the front passenger seat.



Fig. 1 Illustration: fitting a child seat with the attachment arms.

1. Observe the instructions *(→ Child seats)*.
2. If necessary, fold down any protective caps that are fitted on the ISOFIX or i-Size anchor points.
3. Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size anchorages *→ Fig. 1*. The child seat must click and audibly securely into place.
4. Perform a pull test on both sides of the child seat to make sure 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

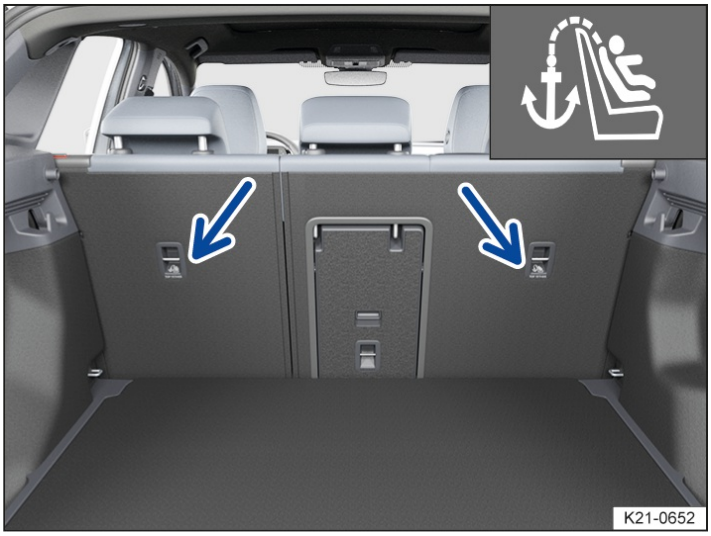


Fig. 1 On the rear of the rear bench seat: top tether anchor points for top tether.



Fig. 2 On the rear of front passenger seat(country-dependent): attached top tether.

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

Secure the top tether only at the top tether anchor points provided for this purpose. The anchor points suitable for use with the top tether are marked by a symbol and sometimes also with “TOP TETHER” *→ Fig. 1* or *→ Fig. 2*.

Securing the top tether



Fig. 3 On the rear of the outer seats of the rear bench seat or front passenger seat: attached top tether.



Fig. 4 In the backrest of the premium sport seat(with opening) on the front passenger side: routing for the top tether (illustration).

(1) Opening for routing the top tether.



Fig. 5 In the backrest of the premium sport seat(without opening) on the front passenger side: routing for the top tether (illustration).

1. Observe the instructions *(→ Child seats)*.
2. Remove the luggage compartment cover if necessary.
3. Position the child seat in the centre of the seat cushion.
4. Push the attachment arms on the child seat into the ISOFIX anchor points in the direction of the arrow *(→ Child seat with ISOFIX or i-Size)*. The child seat must click and audibly securely into place.
5. If necessary, push the head restraint upwards and route the top tether of the child seat under the head restraint to the rear.

   Or: remove the head restraint if necessary and route the top tether of the child seat over the backrest to the rear.

Applies only to the premium sport seat with opening: Feed the top tether through the opening in the backrest → *Fig. 4* (1).

Applies only to the premium sport seat without opening: Route the top tether over the head restraint → *Fig. 5*.

6. Hook the top tether of the child seat into the corresponding anchor point marked with "Top Tether" → *Fig. 3*.
7. Tighten the top tether so that the child seat is positioned against the upper section of the rear seat backrest.

WARNING

Secure the top tether only at the top tether anchor points provided for this purpose. Failure to do this could lead to severe injuries.

- Always secure only one top tether of a child seat to one top tether anchor point.
- Never secure the top tether of a child seat to a fastening ring.

WARNING

Objects in the rear pockets of the front passenger seat can damage the top tether in the event of an accident. This can result in serious injuries.

- Do not keep any objects in the rear pockets of the front passenger seat when using the top tether.

Depending on the country and equipment, there may be two or three top tether anchor points 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 of 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

1. Observe the instructions *(→ Child seats)*.
2. 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.

3. Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.
4. Ensure that the seat belt is not twisted.
5. Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Child seats with the "semi-universal" approval category, which are fitted by means of a seat belt and support foot, must not be installed on the centre seat of the rear bench seat.

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. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Observe safety notes *(→ In the engine compartment)*.
6. Seek expert assistance if necessary. Volkswagen recommends using the Volkswagen emergency service.

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.

Comply with the important information on towing *(→ Tow-starting or towing)*.

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 the vehicle is being towed.

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 car 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.

● Always follow the actions in the checklist and observe the generally valid safety precautions.

NOTICE

When pushing the vehicle by hand, do not press on the tail light clusters, the rear spoiler or large panels. This could damage the vehicle and the rear spoiler may become detached.

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 in quick succession if you brake sharply or initiate full braking at a speed of more than 80 km/h (about 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.

What to do in the event of an accident or a fire

Checklist of what to do after an accident

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

1. Deactivate the vehicle's drive system.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Place the warning triangle in position to draw the attention of other road users to your vehicle.
4. If necessary, remove all persons from the hazard area and provide first aid.
5. Report the accident to the fire service. Inform the fire service that the vehicle in question is an electric vehicle.
6. Wait for the emergency services at the scene of the accident.
7. Inform the emergency services and the persons involved at the scene of the accident that it is an electric vehicle.

Checklist of what to do in the event of a fire

To ensure your own safety and that of your passengers in the event of a vehicle fire, observe the following actions in the specified order →⚠:

1. Deactivate the vehicle's drive system.
2. Switch on the hazard warning lights if possible *(→ Centre console)*.
3. Set up the warning triangle if possible to draw the attention of other road users to your vehicle.
4. If necessary, remove all persons from the hazard area and provide first aid.
5. Report the fire to the fire service. Inform the fire service that the vehicle in question is an electric vehicle.
6. Wait for the emergency services at a safe distance.
7. Inform the emergency services and the persons involved at the scene of the accident that it is an electric vehicle.
8. Do not attempt to extinguish the fire yourself.
9. Do not remain near the burning vehicle.

WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
● Always follow the actions in the checklist and observe the generally valid safety precautions.

WARNING

In the event of a fire, an explosion and leaking hazardous substances can cause serious injuries.
- Never remain in the vicinity of a burning vehicle.

If the system detects that an accident has happened, the high-voltage battery is automatically deactivated.

— When the high-voltage battery is deactivated, seek expert assistance to have the high-voltage battery serviced.

Emergency equipment

First-aid kit

Depending on country and 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.

— Observe the expiry dates of the contents.

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

Warning triangle



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

Depending on the country and vehicle equipment, the warning triangle may be located in the boot lid → *Fig. 1*.

1. With the boot lid open, grasp the warning triangle storage box by the recess and turn by 90° towards the front of the vehicle.
2. Remove the storage box through the opening.
3. After use, stow the warning triangle back in the storage box and place the storage box into the holder.

The warning triangle must comply with legal requirements.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

The fire extinguisher must meet legal requirements, be ready for use at all times and be checked on a regular basis (see seal of approval 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 provided in the vehicle.
- Stow the high-visibility waistcoat in a stowage compartment where it can be easily reached.

Information call, breakdown call and Emergency Call Service



Fig. 1 In the roof console: button for Emergency Call Service (behind button cover) and indicator lamp.



Fig. 2 In the roof console: button for Emergency Call Service.

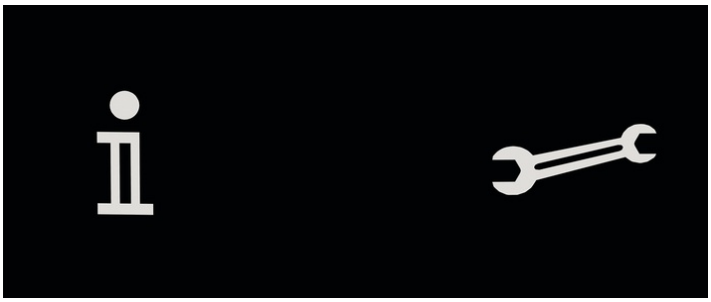


Fig. 3 In the roof console: touch panels for Information

Information Call.

Breakdown Call.

Depending on the vehicle equipment and country, voice services can be performed by means of the control in the roof console → *Fig. 1*, → *Fig. 2*, → *Fig. 3*. If the Emergency Call Service is available in the vehicle's service portfolio, the Emergency Call Service is activated as standard for a limited period of time. The required connection is established by a factory-fitted control unit.

Observe the other information on We Connect .

Indicator lamp for the Emergency Call Service

The control is equipped with an indicator lamp → *Fig. 1* (arrow). Depending on the operational status of the Emergency Call Service in the vehicle, 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 after the ignition is switched on: system error. 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 is ready for operation in the vehicle.
- 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 person who takes your call will talk to you in the language set up in the vehicle's Infotainment system.

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, is transmitted parallel to the voice call.

— The person who takes your call will talk to you in the language of the country in which the vehicle was registered for We Connect.

— If the vehicle has yet to be registered with We Connect, the person who takes your call will speak to you in the language of the country for which the vehicle was produced.

Emergency Call Service

— The Emergency Call Service enables help to be organised as quickly as possible in dangerous situations.

— 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 or the belt tensioners were triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted

automatically .

— The person who takes your call will talk to you 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.

— Additional factory-fitted components are installed in order to ensure that the function is still possible even after a serious accident, e.g. emergency call microphone, emergency loudspeaker and an integrated battery that is independent of the vehicle electrical system.

— The Emergency Call Service can be permanently deactivated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

— If the legally required eCall Emergency System is present in the vehicle, the Emergency Call Service can be deactivated via the portal and the app or by preventing data transmission in the Infotainment system. If present in the vehicle, the legally required eCall Emergency System cannot be switched off and cannot be deactivated *(→ Manage services)*.

⚠ 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 satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite reception. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid licence 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 was deactivated via the portal or app. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle.
- The Emergency Call Service function was deactivated by disabling data transmission. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. It the legally requiredeCall Emergency System is not available for technical reasons, the Emergency Call Service will be activated again automatically.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

1. If fitted, briefly press on the button cover *→ Fig. 1* and fold the button cover down.
2. Press the button for the legally required eCall Emergency System*→ Fig. 2* 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.

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

Press the button for the legally required eCall Emergency System*→ Fig. 2* only in an emergency.

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 automatically established immediately after the airbags or

belt tensioners have been triggered. The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → *Fig. 2*.

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 suitably qualified workshop and have the integrated battery replaced. Volkswagen recommends using a Volkswagen dealership.

Have the integrated battery checked by a correspondingly qualified workshop after about 3 years and replaced if necessary. Volkswagen recommends using a Volkswagen dealership.

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 data on the vehicle location is continuously overwritten so that only the last ten stored locations required for correct functioning of the Emergency Call Service are available. The vehicle is therefore not permanently tracked.

The data relating to the emergency call is processed exclusively in order to ensure correct functioning of the Emergency Call Service. The data related to the emergency call is automatically deleted from the system 13 hours after the emergency call was triggered.

The following data is transmitted:

— Current position of the vehicle when the emergency call was triggered.
— Nine other positions shortly before the emergency call was triggered(route driven, a few km (around 2 mi)).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle type.
— Type of trigger (automatic or manual)
— Type of call.
— Direction in which the vehicle was moving when the emergency call was triggered.
— Accident severity.
— Accident direction.
— Type of casualty.
— Time of collision.
— Temperature.
— Type of road.
— Reliability of positioning data.
— Version of data strings.
— Counter of data strings transferred per call.
— Determined number of passengers.
— Language selected in the Infotainment system.
— Optional data ID.

You can apply to view and delete the transmitted data by contacting the Volkswagen emergency call centre.

Depending on the vehicle equipment and country, data transmission can be influenced by the privacy settings . The Emergency Call Service function can be guaranteed only if data transmission is fully possible.

The function of the Emergency Call Service may be restricted if Infotainment systems have been retrofitted.

Reverting to the legally required eCall Emergency System

In some situations, the Emergency Call Service may be restricted or unavailable. If the legally required eCall Emergency System is present in the vehicle, a voice connection will be established to a public emergency call centre if possible. In this case, the available data is transmitted to the public emergency call centre in order to determine the necessary rescue measures .

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 may not be possible to make an emergency call.

1. Go to a suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using a Volkswagen dealership.

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 connection to the Volkswagen emergency call centre, for example.

1. Go to a suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Legally required eCall Emergency System



Fig. 1 In the roof console: control for legally required eCall Emergency System (behind button cover) and indicator lamp.



Fig. 2 In the roof console: button for the legally required eCall Emergency System.

Depending on the equipment and country, the vehicle may be equipped with an emergency call system. In some countries, the free legally required eCall Emergency System is activated as standard. The control unit is in the roof console.

The emergency call function enables help to be organised as quickly as possible in dangerous situations. A voice connection is established with a public emergency call centre. The person who takes your call will talk to you in the language of the country in which the vehicle is located. In addition, legally required data relevant for the emergency call is transmitted automatically to the public emergency call centre, such as the current vehicle position.

The legal basis for data processing by the legally requiredeCall Emergency System corresponds to the country-specific legislation such as the EU Regulation 2015/758. Please also observe the information on data storage and services *(→ Data processing in the vehicle)*.

The required connection is established by a factory-fitted control unit. Additional components are required in order to ensure that the function is still possible even after a serious accident, e.g. emergency call microphone, emergency loudspeaker and an integrated battery that is independent of the vehicle electrical system.

Indicator lamp for the legally required eCall Emergency System

The control is equipped with an indicator lamp *→ Fig. 1* (arrow). Depending on the operational status of the emergency call system in the vehicle, the indicator lamp lights up in different colours and light sequences:

- Indicator lamp does not light up: emergency call is not available.
- Indicator lamp flashes red after the ignition is switched on: emergency call is deactivated.
- Indicator lamp lights up red continuously: system error. Emergency call is restricted or not available.
- Indicator lamp lights up green: emergency call is available, system ready for operation in the vehicle.
- Indicator lamp flashes green: emergency call is active.

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 satellite signal reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception.
- The emergency call system is not available in some countries.
- The public emergency call centre is technically not able to receive emergency call data.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

1. Briefly press on the button cover and fold the button cover down→ *Fig. 1*.
2. Press the button for the legally required eCall Emergency System→ *Fig. 2* until the indicator lamp flashes green.

   The emergency call is now initiated and a voice connection is established to the public emergency call centre.

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

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

Press the button for the legally required eCall Emergency System→ *Fig. 2* only in an emergency.

Automatic emergency call

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

A connection to the public emergency call centre is automatically established immediately after the airbags or belt tensioners have been triggered or, depending on equipment, after a system intervention by Emergency Assist. The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → *Fig. 2*.

Rescue measures will be initiated automatically if there is no response to questions from the public emergency call centre.

Integrated battery

The integrated battery ensures that the legally requiredeCall Emergency System 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 suitably qualified workshop and have the integrated battery replaced. Volkswagen recommends using a Volkswagen dealership.

Have the integrated battery checked by a correspondingly qualified workshop after about 3 years and replaced if necessary. Volkswagen recommends using a Volkswagen dealership.

Data transmission

In the event of an emergency call, the legally prescribed data is transmitted to the public emergency call centre in order to determine necessary rescue measures.

The data on the vehicle location is continuously overwritten so that only the last three stored locations required for correct functioning of the legally required eCall Emergency System are available. The vehicle is therefore not permanently tracked.

The data relating to the emergency call is processed exclusively in order to ensure correct functioning of the legally required eCall Emergency System. The data related to the emergency call is automatically deleted from the system 13 hours after the emergency call was triggered.

The following data is transmitted:

— Current position of the vehicle when the emergency call was triggered.

— Two other positions shortly before the emergency call was triggered(route driven, a few 100 m (around 328 ft))

— Vehicle identification number (VIN).

— Type of vehicle drive.

— Vehicle type.

— Type of trigger (automatic or manual)

— Type of call.

— Direction in which the vehicle was moving when the emergency call was triggered.

— Time of collision.

— Reliability of positioning data.

— Version of data strings.

— Counter of data strings transferred per call.

— Determined number of passengers.

You can apply to view and delete the transmitted data by contacting the public emergency call centre.

The function of the legally requiredeCall Emergency System may be restricted if Infotainment systems have been retrofitted.

Troubleshooting

Fault in legally required eCall Emergency System

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 legally requiredeCall Emergency System. It may not be possible to make an emergency call.

1. Go to a suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using a Volkswagen dealership.

Legally required eCall Emergency System 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 function of the legally required eCall Emergency System is restricted. It is not possible to establish a voice connection to the public emergency call centre, for example.

1. Go to a suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using a Volkswagen dealership.

Functions of the vehicle key

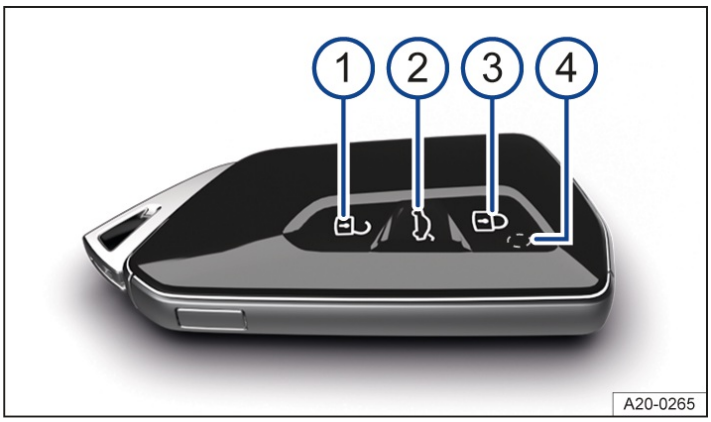


Fig. 1 Vehicle key.

1. Unlock the vehicle. All turn signals flash twice.
2. Unlock only the boot lid. All turn signals flash twice. To do this, press and hold the button briefly.
3. Lock the vehicle. All turn signals flash once.
4. Indicator lamp: flashes when the button is pressed if all doors and the boot lid are closed.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could lock the doors and the boot lid, activate the vehicle's drive system or switch on the ignition and thus operate electrical equipment, such as the electric windows. This can result in accidents and serious or even fatal injuries.

- Take all vehicle keys with you every time you leave the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

External influences can restrict the vehicle key functions and damage the key.

- Protect the key from moisture and excessive vibration.

The service life of the button cell in the vehicle key will be shortened by regular use of convenience systems and other use behaviour.

Manual key



Fig. 1 Vehicle key: releasing the manual key.

1. Press the release button briefly. The keyring folds open.
2. Press the release button and pull the manual key out in the direction of the arrow.
3. Manual key.

A manual key is located in the vehicle key which can be used to lock and unlock the vehicle manually→ *Fig. 1* (3).

Changing the button cell

Volkswagen recommends having the button cell replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership →⚠.

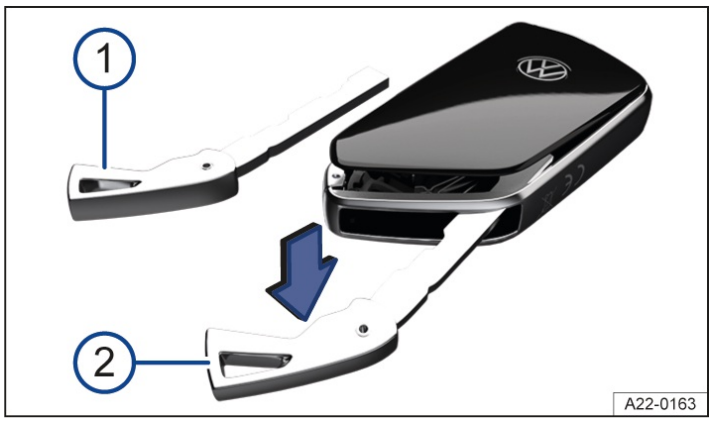


Fig. 1 Vehicle key: opening the battery compartment cover.

(1) Manual key.

(2) Lever out the cover.



Fig. 2 Vehicle key: replacing the button cell.

1. Remove the manual key →*Fig. 1* (1) *(→ Vehicle key)*.
2. Insert the manual key in the slot, press in the direction of the arrow and lever off the cover →*Fig. 1* (2).
3. Lever the button cell out of the battery compartment →*Fig. 2* , →⚠.
4. Press the new button cell into the battery compartment.
5. Press the cover onto the housing →*Fig. 2* , →ⓘ.
6. Put the manual key back *(→ Vehicle key)*.
7. Dispose of discharged batteries in an environmentally responsible way.

⚠ DANGER

If button cell batteries are swallowed or get into the wind pipe, this will lead to serious or even fatal injuries due to suffocation or internal burns within a very short space of time.

- Call for medical help immediately if you suspect that someone has swallowed a button cell battery.
- Always keep the remote control and key fob with button cells out of the reach of children.

NOTICE

The vehicle key can be damaged if the button cell is not changed properly or if an unsuitable battery is used.

- Replace a discharged battery only with a new battery of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.
- If the battery compartment cover cannot be closed, do not use the remote control.

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 *(→ Used battery disposal)*. Volkswagen recommends having this service carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

1. Stand beside the vehicle.
2. Press the button on the vehicle key twice in quick succession.

Or:

1. Remove the manual key *(→ Vehicle key)*.
2. If necessary, remove the cover of the driver door handle .
3. Press the button on the vehicle key.
4. Unlock the vehicle using the manual key.
5. Open the driver door.

   If the vehicle has an anti-theft alarm, this will be triggered immediately *(→ Anti-theft alarm)*.
6. Switch on the ignition.

   An emergency start must be performed in order to switch on the ignition. *(→ Starting the engine)*.

   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 telephones, or due to a weak or flat button cell.

The central locking system switches itself off temporarily to protect itself against overloading.

1. 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 a button is pressed, the button cell in the vehicle key must be replaced.

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

Introduction to the topic

The “mobile telephone as vehicle key” function in connection with the We Connect ID app is called “mobile key”. The function allows the use of a suitable mobile telephone instead of a vehicle key. It is possible to lock and unlock the vehicle and activate the vehicle’s drive system with the activated mobile key. Neither the mobile telephone nor the vehicle need be online to perform these actions.

The mobile key is an optional vehicle function that can be selected during vehicle configuration. If the vehicle configuration includes the “mobile key” preparation, the vehicle will be delivered from the factory with the “mobile key” function. In order to use the mobile key function, a We Connect Plus contract must be concluded with Volkswagen and proof of identity and ownership provided at vehicle delivery. A suitable mobile telephone on which the We Connect ID. app is installed and a user account with username and password are also required. The mobile telephone can then be activated as a mobile key. The mobile telephone must have an internet connection for activation.

A mobile telephone can manage mobile keys for different vehicles at the same time. The mobile telephone and the vehicle communicate via Bluetooth.

Depending on the functional status, the primary user can create additional mobile keys and give these to authorised third-party users. A prerequisite for using such a key is that the third-party user has a Volkswagen ID and the We Connect ID. app.

WARNING

The loss and careless or unsupervised use of a mobile telephone containing mobile keys can result in accidents, serious injuries and the theft of the vehicle.

- Take all conventional vehicle keys or mobile telephones with activated mobile key with you when you leave the vehicle.

WARNING

If the mobile key is cancelled by the primary user, it remains active only for a further 24 hours. If the mobile key is deleted immediately under certain conditions, it will be deactivated immediately when the ignition is switched off. The vehicle can then no longer be moved and can no longer be locked or unlocked. This may result in the vehicle breaking down and can lead to accidents and serious injuries.

- Make sure that the mobile key is active while the vehicle is in motion.

Observe any information shown in the We Connect ID. app when using mobile keys.

Prerequisites

✓ The vehicle is equipped with the “mobile key” function.

✓ The 12-volt vehicle battery is appropriately charged.

✓ A We Connect Plus contract has been concluded with Volkswagen.

✓ Proof of ownership and proof of identity of the primary user have been provided *(→ We Connect)*.

✓ A compatible mobile telephone with activated Bluetooth connection is available.

✓ The We Connect ID. app is installed and ready to use on the mobile telephone. The We Connect ID. app can be downloaded in the Apple Store or Google Play Store.

✓ A Volkswagen ID user account has been created. A user account can be created at www.connect.volkswagen-we.com or in the We Connect ID. app.

✓ The vehicle is assigned to the Volkswagen ID user account of the primary user.

Run-down mobile telephones or mobile telephones with an insufficient charge level cannot perform the desired function.

— Make sure that the mobile telephone is sufficiently charged before the start of every journey.

— Charge the mobile telephone while driving if possible.

— Volkswagen recommends carrying the vehicle key on your person.

If the 12-volt vehicle battery is run-down, the user cannot manually lock or open the vehicle with the “mobile key” function. It is also not possible to deactivate the front passenger front airbag with the mobile key. Volkswagen recommends carrying the vehicle key on your person.

Setting up the primary user for the vehicle

Follow the instructions on the mobile telephone during the set-up procedure.

If a mobile key is to be used for the first time, the vehicle owner must be set up as the primary user for the vehicle as follows:

1. Create user account in We Connect at www.connect.volkswagen-we.com.
2. Add vehicle to the user account via the We Connect ID. app.
3. Show proof of ownership and identity of the primary user at an authorised workshop.
4. Unlock the vehicle with a vehicle key.
5. Switch on the ignition and the Infotainment system.
6. In the Infotainment system, tap System settings ▶ Connect to We Connect.
7. Scan the QR code with the We Connect ID. app.

   The mobile telephone is now set up and assigned to the primary user in the We Connect ID. app.

Functions in the primary user mobile telephone

The primary users of a vehicle can use the following functions of the We Connect ID. app:

— Activate the mobile key for their vehicle.

— Use the mobile key.

— Assign and cancel mobile keys for other users.

— Confirm vehicle system updates for the “mobile key” function.

The primary user and key recipients are informed via the We Connect ID. app before expiry of a mobile key.

Using the mobile key

Depending on the vehicle equipment, a maximum of eight mobile keys can be used simultaneously for each vehicle. When a mobile key is passed on, the primary user gives the key recipient access and driving authorisation for their vehicle.

The mobile key is automatically updated on a regular basis. The mobile telephone and vehicle require an internet connection in order to transfer this update to the mobile telephone and vehicle.

WARNING

Careless or unsupervised use of vehicle keys or mobile keys when the vehicle's drive system is activated can lead to accidents and serious injuries.

- Always deactivate the vehicle's drive system before leaving the vehicle.
- When leaving the vehicle, never leave vehicle keys or a mobile telephone with activated mobile key in the vehicle.

NOTICE

If vehicle keys or mobile keys that belong to the vehicle remain in the vehicle when it is left, this can result in locking malfunctions and theft of the vehicle.

- When leaving the vehicle, never leave vehicle keys or a mobile telephone with activated mobile key in the vehicle.

The We Connect ID. app requires authorisation to access the mobile telephone location to ensure correct functioning of the Bluetooth connection with Android.

Activating a mobile key

1. Open the We Connect ID. app.
2. Log on with the Volkswagen ID user account.
3. If necessary, select the desired vehicle.
4. Activate the mobile key in the app.

Unlocking the vehicle

1. Position yourself next to the vehicle with the mobile telephone.
2. Make sure that Bluetooth is activated on the mobile telephone.
3. Open the We Connect ID. app.
4. Log on with the Volkswagen ID user account.
5. If necessary, select the desired vehicle.
6. Select the "mobile key" function.
7. Select the Lock/Unlock function.

Activating the vehicle's drive system

1. Sit in the vehicle with the mobile telephone.
2. Open the We Connect ID. app.
3. Confirm in the app that the user is in the vehicle and ready to start the journey.
4. Leave the mobile telephone on the shelf for the wireless charging function while driving.
5. Press the starter button once.

6. Depress and hold the brake pedal.
7. Turn the driving mode selector in direction D/B or R.

   Activation of the vehicle's drive system is indicated by visual and acoustic signals.

After the confirmation in the We Connect ID. app, only a limited time is available to activate the vehicle's drive system. If the vehicle's drive system cannot be activated within this time, repeat confirmation in the app.

Short interruption in journey without deactivation of the vehicle's drive system

The journey can be interrupted briefly without deactivation of the vehicle's drive system, for example in order to open a gate.

1. Stop the vehicle.
2. Press Ⓟ on the driving mode selector.
3. Leave the vehicle.

WARNING

The vehicle remains ready to drive for some time and is not locked. This means that third parties can gain unauthorised access to your vehicle. This can lead to theft of the vehicle, accidents and serious injuries.

- Do not leave your vehicle unsupervised when the vehicle's drive system is still activated.

Deactivate the vehicle's drive system and lock the vehicle.

1. Stop the vehicle.
2. Press Ⓟ on the driving mode selector.
3. Leave the vehicle.
4. Open the We Connect ID. app.
5. Select the Lock/Unlock function.

The vehicle can be locked using a mobile key even if another vehicle key belonging to the vehicle is located inside the vehicle.

If the vehicle is to be locked without SAFELOCK when using the mobile key, the interior monitoring function must be deactivated in the Infotainment system. SAFELOCK is not activated for the following locking action. Subsequent deactivation of SAFELOCK after locking with the mobile key is not possible.

Troubleshooting

Message on instrument cluster: "Key not detected"

— Make sure that you have activated the vehicle's drive system via the We Connect ID. app.

— The mobile telephone does not have a valid mobile key, or the key has expired or been cancelled.

— The mobile telephone is located in the vehicle, but does not have a stable Bluetooth connection to the vehicle.

— The mobile telephone is no longer in the vehicle and is outside the range of the Bluetooth connection.

Message in the We Connect ID. app: "The key has expired"

— The mobile telephone does not have a valid mobile key because the mobile key could not be renewed due to a lacking or insufficient internet connection of the mobile telephone.

— Establish an internet connection on the mobile telephone and start the procedure for updating the mobile key.

Can I transfer mobile keys to my new mobile telephone?

The primary user can transfer a mobile key already installed on a mobile telephone to a new device by activating a new mobile key on their new mobile telephone.

What must I pay attention to when I reset the primary user's mobile telephone to the factory settings?

If the primary user's mobile telephone is reset to the factory settings, it is no longer possible to use the mobile telephone as a mobile key. Activate the mobile key again via the We Connect ID. app.

What must I pay attention to when I buy a vehicle that supports mobile keys?

Make sure that there are no mobile keys in circulation for your vehicle by having the proof of ownership and identity validated at an authorised workshop.

What must I pay attention to when I buy or sell a vehicle with mobile keys?

Make sure that the vehicle is reset to the factory settings.

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

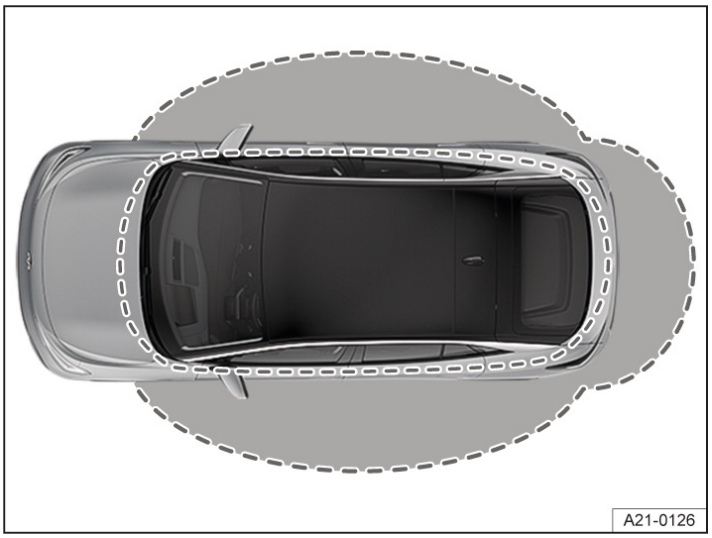


Fig. 1 Keyless Access: illustration of the operating ranges.

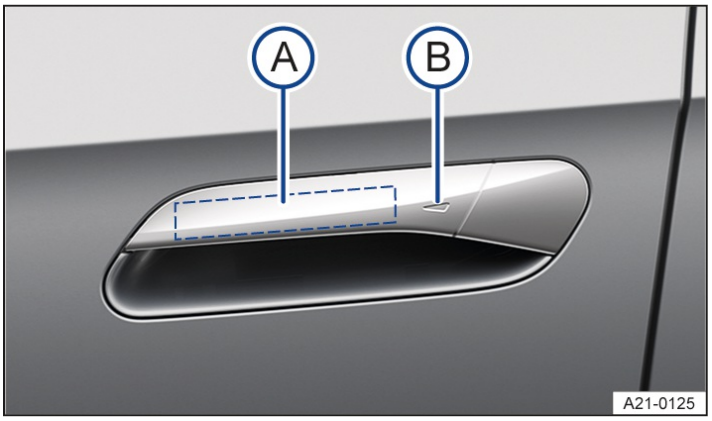


Fig. 2 In the door handle: sensors.

(A) Sensor surface on the inside of the door handle.

(B) Sensor surface on the outside of the door handle.

Configuring Keyless Access

The behaviour of Keyless Access can be set in theVehicle menu in the Infotainment system.

If the Keyless Access function is deactivated, functions may be restricted as a result.

Unlocking the vehicle

1. Touch the sensor on the inside of the door handle→ *Fig. 2* (A).

   All turn signals flash twice.

   The entire vehicle is unlocked if the sensor is touched twice.

Unlocking the vehicle when approaching

The vehicle can be unlocked as you approach it. For this, the function must be activated in the Infotainment system and the vehicle key must be located in the operating range of the vehicle.

— The vehicle is unlocked if the vehicle key is detected within the operating range→ *Fig. 1*. All turn signals flash

twice.

The “Unlock vehicle when approaching” function is deactivated if the vehicle is not unlocked for a longer period of time. The function is re-activated with the next locking action.

If single door unlocking is activated in the central locking settings in the Infotainment system, there may be restrictions with the“Unlock vehicle when approaching” function.

Locking the vehicle

1. Park the vehicle.
2. Touch the sensor on the outside of the door handle→ *Fig. 2* (B).

   All turn signals flash once.

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

Unlocking the boot lid

When the vehicle is locked, the boot lid will be unlocked automatically if you open it when a vehicle key is located within the operating range of the boot lid. The boot lid will be locked again after closing.

Please note: when Central locking, all doors and Keyless Access unlocking when approaching are activated in the Infotainment system, the vehicle remains unlocked after the boot lid has been opened and closed. The vehicle must be actively locked.

Temporarily deactivating the keyless locking and starting system Keyless Access

The Keyless Access unlocking function can be deactivated temporarily.

1. Lock the vehicle with the button on the vehicle key.
2. Touch the sensor on the outside of the door handle→ *Fig. 2* (B) once within 5 seconds.

   All turn signals flash once.

   Keyless Access is now temporarily deactivated.
3. To check deactivation, wait for at least 10 seconds and then pull the door handle again.

   It should not be possible to open the door.

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

Permanently deactivating Keyless Access

Keyless Access can be permanently deactivated in the Infotainment system.

When Keyless Access is deactivated, depending on the vehicle equipment, the sensor-controlled opening and closing of the boot lid *(→ Boot lid, automatic (Easy Open))* is also deactivated even if the function is active in the vehicle menu.

Troubleshooting

Keyless Access does not work

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

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. 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:

1. Unlock the vehicle with the button on the vehicle key.

No valid vehicle key recognised

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

The vehicle key is no longer in the vehicle or in the operating range.

1. Do not deactivate the vehicle's drive system.
2. Bring the vehicle key back into the vehicle or the operating range.

If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 the operating range. The windows could open as a result and moisture could enter the vehicle interior. This could lead to the vehicle interior being damaged.

- Never direct the jet of a high-pressure or steam cleaner directly at the sensors in the door handles.

If at least one window is open and the sensors in a door handle are continuously activated, all windows will close.

If the message Error: Keyless Access system appears in the ID. Cockpit, malfunctions can occur in the Keyless Access system. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The Keyless Access function may not work properly if the vehicle key is subject to interference from another radio signal, such as a mobile telephone in the direct vicinity, or is covered by another object such as a metal case. If there is no vehicle key in the vehicle or if it is not detected, a corresponding message will be shown in the ID. Cockpit.

Introduction to the topic

The doors can be locked manually and, in some cases, also unlocked manually, if the vehicle key or central locking fails, for example.

The central locking system enables you to centrally lock and unlock all the doors, the boot lid and the charging socket flap of the vehicle.

The vehicle can be locked if the ignition has been switched off or the driver has deactivated the vehicle's drive system before leaving the vehicle.

A symbol in the ID. Cockpit indicates if one or more doors are not closed properly.

 Do not drive on!

1. Park the vehicle safely if necessary.
2. Open the door in question 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 or fatal injuries.

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.

WARNING

Any door being held open by the door arrester could close unexpectedly in strong winds or if the vehicle is on an uphill slope. This could lead to serious injuries.

- Always hold the door handle firmly when opening and closing doors.

WARNING

Opening and closing the doors and boot lid without taking due care is dangerous and can cause serious injuries.

- Open or close the doors and boot lid only when there is no-one in their movement path.

WARNING

The central locking system locks all doors. In the event of an emergency or an accident, locked doors can make it more difficult for persons providing assistance to gain access to the vehicle interior. If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

WARNING

All doors can be locked from the inside using the central locking button. This may mean that children, people requiring assistance or animals lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves. In addition, they could also be exposed to very high or low temperatures. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

Removing the caps without taking due care can damage the vehicle.

- When carrying out manual opening or closing, remove parts carefully and fit them again correctly.

Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle.

People who are locked in the vehicle can unlock the doors in an emergency by pulling the door release lever forcefully twice. The lever must be pulled beyond a noticeable resistance in this case.

Opening doors

Opening doors from outside

There is a button on the inner sides of the door handles.

1. Unlock the vehicle with the vehicle key.
2. Grip the door handle and press and hold the button on the inner side of the door handle.
3. Open the door by pulling the door handle.

Opening doors from inside

1. Pull the door release lever up to the point of resistance and push open the door. Do not pull the door release lever beyond the point of resistance.

If the vehicle was locked from outside, the door release lever must be pulled twice up to its limit position in order to open the door from inside.

Indicator lamp in the driver door

The central locking system indicator lamp is located in the driver door.

The indicator lamp indicates the status of the central locking system for around 30 seconds after the vehicle has been locked.

A red LED flashes for approximately 2 seconds in short intervals.

The status of the central locking system is then indicated for around 28 seconds:

Vehicle with SAFELOCK

— The vehicle is locked with SAFELOCK if the red LED flashes at long intervals.

— If the red LED is not lit up, the vehicle is locked but without SAFELOCK.

Vehicle without SAFELOCK

— The vehicle is locked if the red LED flashes at long intervals.

The LED flashes at slow intervals after around 30 seconds.

Points to note

If the red LED is lit up continuously, there is a fault in the central locking system or the anti-theft alarm system.

Automatic locking and unlocking

Depending on the vehicle equipment, the settings for central locking can be made in the Vehicle settings menu 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 electronic parking brake is engaged and the ignition is switched off.

— Or: the door release lever has been operated. This applies at speeds up to 15 km/h (9 mph).

— Or: in an accident where the airbags have been triggered.

Automatic unlocking gives emergency responders access to the vehicle.

Central locking touch panel



Fig. 1 In the driver door: central locking touch panel.

(1) Indicator lamp in the touch panel for central locking.

Depending on the country, the touch panel for central locking can also be found in the front passenger door.

If the vehicle has been locked from outside with the vehicle key, the central locking touch panel is not activated.

Please note the following: if the vehicle was locked from inside using the central locking touch panel:

— The indicator lamp in the touch panel lights up yellow when all doors are closed and locked → *Fig. 1* (1).

— 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 touch panel 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 Handle on the driver door: levering off the cover.

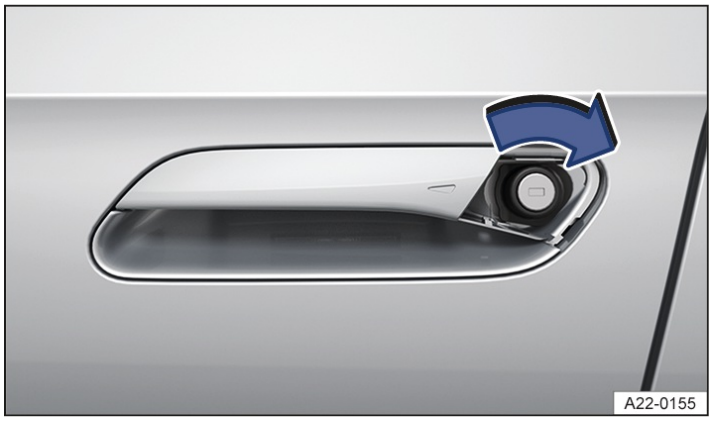


Fig. 2 Locking the driver door manually.

1. Lever the cap off with the vehicle key in the direction of the arrow→ *Fig. 1*.
2. Insert the key bit into the lock cylinder.
3. Turn the manual key clockwise to lock the vehicle→ *Fig. 2*.
4. Turn the manual key anticlockwise to unlock the vehicle.
5. Pull the driver door handle forcefully to open the door.
6. Fit the cap again.

Things to note when unlocking manually

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)*.

— The alarm is triggered when the driver door is opened *(→ Anti-theft alarm)*.

— The vehicle must be started manually once unlocked *(→ Starting the engine)*.

— Activate the vehicle's drive system to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

The anti-theft alarm is 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 manual key (illustration).

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)*.

1. Open the door.
2. Remove the rubber seal from the front edge of the door.
3. Insert the manual key in the vertical slot and turn inwards→ *Fig. 1*.
4. Secure the rubber seal again.
5. Check that the door is locked.
6. Have the vehicle checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

Electric childproof lock



Fig. 1 In the driver door: touch panel for electric childproof lock.

(1) Touch panel for childproof lock.

The electric childproof lock stops the doors from being opened and the electric windows in the doors from being operated.

Switching the electric childproof lock on and off

— *Switching on:* press the touch panel → *Fig. 1* (1).

— *Switching off:* press the touch panel again.

The indicator lamp in the touch control lights up yellow when the childproof lock is active → *Fig. 1* (1).

Error message on Infotainment system or on instrument cluster display

If the electric childproof lock is operated and a rear door is opened at the same time, the electric childproof lock cannot be switched on or off at this door.

An error message is shown on the Infotainment system or on the instrument cluster display.

1. Press the button for the electric childproof lock again in order to synchronise the status of the rear doors.
2. If the error message does not disappear, have the vehicle checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

When the electric childproof lock is activated, the door cannot be opened from the inside. This may mean that people lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could be exposed to very high or low temperatures. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

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.

— Touch the sensor on the outside of the door handle again within 2 seconds .

— Switch on the ignition.

Or: deactivate the interior monitoring system 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)*.

A message may be displayed in the ID. Cockpit indicating that SAFELOCK is active.

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

The doors can no longer be opened from the inside once the SAFELOCK is activated. Careless or unsupervised use of SAFELOCK can lock people in the vehicle interior and cause serious injuries in the event of an emergency.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key.

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.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Turn signals do not flash

The turn signals do not flash as confirmation when the vehicle is locked:

1. Check to make sure that all the doors, the boot lid and the bonnet are closed.
2. Close the doors, boot lid or bonnet if they are open.

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 control button in the vehicle interior.

Response when locking the vehicle with a second vehicle key

The vehicle key inside the vehicle is disabled for activating the vehicle's drive system as soon as the vehicle is locked from outside with a second vehicle key.

1. To enable the vehicle key inside the vehicle for normal activation of the vehicle's drive system, press the button on the vehicle key inside the vehicle *(→ Activating the vehicle's drive system)*.

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.

1. Switch off the ignition.
2. Open the driver's door and close it again.
3. Lock the vehicle.

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 the operating range. The windows could open as a result and moisture could enter the vehicle interior. This could lead to the vehicle interior being damaged.

- Never direct the jet of a high-pressure or steam cleaner directly at the sensors in the door handles.

It may not be possible to lock or unlock the vehicle using Keyless Access if the 12-volt vehicle battery or button cell in the vehicle key is weak or discharged. The vehicle can be unlocked or locked manually.

If there is no vehicle key in the vehicle or if it is not detected, a corresponding message will be shown in the ID. Cockpit. This may occur if the vehicle key is disrupted by another radio signal or is covered by another item such as an aluminium suitcase.

Anti-theft alarm

Depending on the vehicle equipment level, the vehicle may have an anti-theft alarm.

The anti-theft alarm monitors the doors, bonnet and the boot lid.

The anti-theft alarm is automatically activated when the vehicle is locked.

If the vehicle is not opened electronically with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to 5 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.

— When an invalid vehicle key is used.

— 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)*.

— If a bicycle carrier that is connected to the anti-theft alarm system is removed.

— If a trailer that is connected to the anti-theft alarm system is removed.

— If the 12-volt vehicle battery is disconnected.

— If the rear window is broken.

— If the diagnostic connection is used when the anti-theft alarm is active.

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.
2. Grip the door handle .
3. Switch on the ignition.

   To switch on the ignition, place the vehicle key in the area provided for it when performing an emergency start *(→ Starting the engine)*.

The anti-theft alarm will not function correctly if the 12-volt vehicle battery is weak or discharged.

Interior monitoring system and anti-tow alarm



Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

The interior monitoring system 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

1. Lock the vehicle.

   When the anti-theft alarm is switched on, interior monitoring and the anti-tow alarm are also active.

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

The interior monitoring system and anti-tow alarm can be switched off temporarily in the Opening and closing submenu in the Infotainment system . The interior monitoring system and anti-tow alarm remain deactivated until the next time the vehicle is locked.

The interior monitoring system and anti-tow alarm can be switched off in the exit menu. The ignition must be switched off when doing this *(→ Starter button)*.

To avoid false alarms, deactivate interior monitoring and the 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, transported or towed away.

— If the vehicle is to be parked in a car wash or a two-storey garage.

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 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.

On vehicles with Keyless Access, the boot lid is automatically unlocked upon opening .

If single door or vehicle side opening is activated in the opening and closing settings in the Infotainment system, the button on the vehicle key must be pressed twice to release the boot lid.

On vehicles with Keyless Access, it is necessary to operate the sensor on the inside of the driver or front passenger door handle twice for this.

WARNING

Incorrect and unsupervised unlocking, opening or closing of the boot lid can cause accidents and serious injuries.

- Open or close the boot lid only when there is no-one in the movement path of the boot lid.
- Always keep the boot lid closed while the vehicle is in motion.
- Close and lock the boot lid and all doors when the vehicle is not in use.
- Check that the closed boot lid is flush with the surrounding body parts.

WARNING

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.

- 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.

WARNING

It may not always be apparent that the boot lid is unlocked when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion. This can cause serious injuries.

- Check that the closed boot lid is flush with the surrounding body parts.

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.
- Support the boot lid if necessary or remove the load or snow before opening the boot lid.

WARNING

If the boot lid is not closed correctly, this can cause the rear window to shatter and lead to serious injuries.

- Never close the boot lid by pressing with your hand on the rear window.

NOTICE

Incorrect use of the opening mechanism can damage the component and make it impossible to close the boot lid.

- Never use the opening mechanism to hold or fix a load.

NOTICE

Incorrect use of the rear window wiper can damage the component and lead to the component being torn off.

- Never use the rear window wiper to hold or fix a load.

NOTICE

Incorrect use of the rear spoiler can damage the component and lead to the component being torn off.

- Never use the rear spoiler to hold or fix a load.

Opening and closing the boot lid

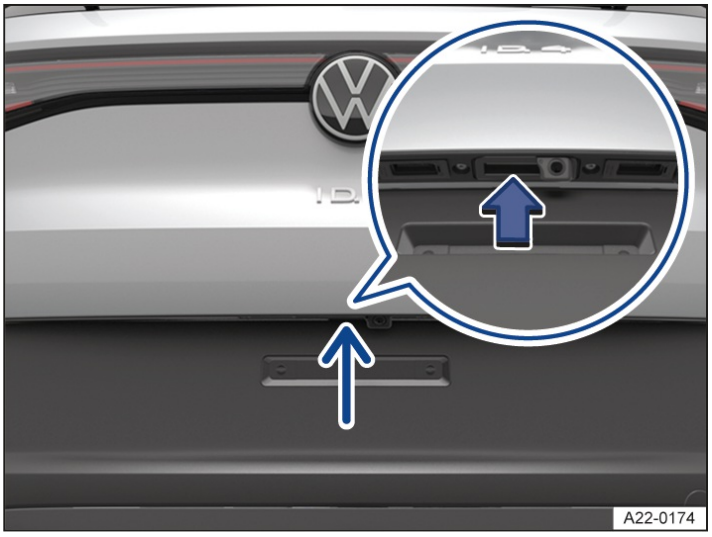


Fig. 1 In the boot lid: button for opening the boot lid.



Fig. 2 In the open boot lid: handle for closing the boot lid (illustration).

Opening the boot lid

1. To unlock the boot lid, press the or button on the vehicle key.
2. Lift the boot lid with the button → *Fig. 1*.

Closing the boot lid

1. Pull the boot lid down by the handle in the interior trim with sufficient momentum so that it engages in the lock → *Fig. 2*, →.

A symbol 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 opening the boot lid, make sure the boot lid is moved fully up.
- When closing the boot lid, make sure 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.

Electrically opening and closing the boot lid



Fig. 1 In the driver door: release button for the boot lid.

(1) Release button.



Fig. 2 In the open boot lid: button for electrically closing the boot lid (illustration).

Electrically opening the boot lid

1. On the vehicle key, briefly press and hold the or button.

   Or: pull the button in the driver door upwards → *Fig. 1* (1).

   Or: press the button for opening the boot lid *(→ Boot lid, mechanical)*.

The boot lid will then open.

Electrically closing the boot lid

1. Press the button in the open boot lid → *Fig. 2*.

   Or: with the ignition on, pull the button in the driver door upwards until the boot lid is closed → *Fig. 1* (1).

   Or: *in vehicles with keyless locking and starting system Keyless Access:* briefly press and hold the button on the vehicle key. The vehicle key must also be within the operating range.

   Or: close the boot lid by moving it manually until the boot lid closes by itself.

The boot lid is closed.

Interrupting the opening or closing procedure

1. Press the or button on the vehicle key during the opening or closing procedure.

   Or: press the button on the boot lid during the opening or closing process → *Fig. 2*.

The boot lid can not be moved by hand. You will need to use more force than usual.

Pressing the button again will move the boot lid back to its starting position.

Acoustic signals

If the boot lid is opened or closed from the vehicle interior or with the vehicle key, acoustic signals will sound.

Changing and storing the opening angle

If the area behind or above the vehicle is smaller than the path of the boot lid, the opening angle of the boot lid can be changed.

1. Stop the opening procedure at the desired open position.

   The boot lid must be at least half open.

2. Press and hold the button in the boot lid until the hazard warning lights flash → *Fig. 2*.

The changed opening angle will be stored.

The hazard warning lights flash and an acoustic signal sounds to confirm that the changed opening angle has been stored.

WARNING

Serious injuries can occur if the boot lid is closed incorrectly or without due care and attention.

- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

NOTICE

If the boot lid is opened or closed where there is insufficient clearance, this may result in damage.

- Check whether there is enough clearance before opening or closing the boot lid, e.g. in garages.

Boot lid with Easy Open motion sensor



Fig. 1 Illustration of the boot lid with sensor-controlled opening (Easy Open).

The boot lid can be unlocked and opened with a foot movement if there is a valid vehicle key within the operating range of the boot lid.

1. Stand centrally behind the bumper.
2. Move your foot and shin quickly towards the bumper *→ Fig. 1*.
3. Then quickly move your foot and shin away from the bumper again.

Visual feedback is provided via the turn signals. The boot lid opens.

Activating or deactivating Easy Open

Easy Open can be activated and deactivated in the Infotainment system:

1. Select the Vehicle menu.
2. Swipe sideways and activate or deactivate Easy Open.

Or:

1. Swipe sideways and select the Central locking menu option.
2. Scroll down the list and activate or deactivate Easy Open.

If Easy Open is activated, Easy Close is also active *(→ Boot lid, automatic (Easy Close))*.

The Easy Open function is available only when Keyless Access is activated .

The Easy Open function can be triggered unintentionally in the following situations:

— If a charging cable is routed around the lower rear area of the vehicle when charging.

— When sweeping below the rear bumper.

— By a strong water or steam jet.

— If maintenance and repair work is performed in the area of the rear bumper.

— By moving gates in the close range of the bumper.

⚠ CAUTION

If there is a valid vehicle key in the operating range of the boot lid, the Easy Open function may be activated unintentionally in some cases and the boot lid will then open. If the boot lid is opened by mistake it can cause damage to anyone in the path of the boot lid and material damage.

- After parking the vehicle, switch off Easy Open function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts or garage doors, or in an underground car park with a low ceiling height.
- Always make sure that there are no valid vehicle keys left unattended in the operating range of the boot lid.
- Always switch off the Easy Open function via the Infotainment system before carrying out any maintenance or repair work on the vehicle.
- Always switch off the Easy Open function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Open function via the Infotainment system before fitting a bicycle carrier or attaching a trailer *(→ Trailer towing)*.

Closing the boot lid automatically with Easy Close



Fig. 1 Illustration of the boot lid with sensor-controlled closing (Easy Close).

The Easy Close function can be activated only if there is a valid vehicle key in the operating range of the boot lid.

1. Stand centrally behind the bumper.
2. Move your foot and shin quickly towards the bumper *→ Fig. 1*.
3. Then quickly move your foot and shin away from the bumper again.

Easy Close is activated for around 20 seconds. An acoustic signal confirms activation.

The boot lid will be closed as soon as all valid vehicle keys have been removed from the operating range of the boot lid.

The boot lid will lock again automatically, provided that the vehicle had been locked beforehand and as long as there is no valid vehicle key inside the vehicle.

Easy Close allows a maximum of one vehicle key to be locked into the boot.

The closing operation will be interrupted as soon as a vehicle key comes within the operating range again. The boot lid will then open again.

Activating or deactivating Easy Close

The Easy Close function can be activated and deactivated together with the Easy Open function in the Vehicle menu in the Infotainment system *(→ Boot lid, automatic (Easy Open))*.

The Easy Close function is available only when Keyless Access is activated .

The Easy Close function can be triggered unintentionally in the following situations:

— If a charging cable is routed around the lower rear area of the vehicle when charging.

— When sweeping below the rear bumper.

— By a strong water or steam jet.

— If maintenance and repair work is performed in the area of the rear bumper.

— By moving gates in the close range of the bumper.

⚠ CAUTION

If there is a valid vehicle key in the operating range of the boot lid, the Easy Close function may be activated unintentionally in some cases and the boot lid will then close. If the boot lid is closed by mistake, this can cause injuries to persons in the path of the boot lid and material damage.

- After parking the vehicle, switch off the Easy Close function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts or garage doors, or in an underground car park with a low ceiling height.
- Always make sure that there are no valid vehicle keys left unattended in the operating range of the boot lid.
- Always make sure that no one is in the movement path of the boot lid.
- Do not hold on in the movement path of the boot lid.
- Always switch off the Easy Close function via the Infotainment system before carrying out any maintenance or repair work on the vehicle.
- Always switch off the Easy Close function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Close function via the Infotainment system before fitting a bicycle carrier or attaching a trailer *(→ Trailer towing)*.

The closing operation will be automatically interrupted if another boot lid function is activated during closing or if objects are detected in the area of the boot lid.

The boot lid locks automatically after closing if the vehicle is locked and the Easy Close function is started.

If the vehicle is completely unlocked and the Easy Close function is started, the boot lid will not lock automatically after closing.

Troubleshooting

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.

— The drive switches off automatically in order to prevent overheating if the boot lid is operated too frequently within a short space of time. Until the drive has cooled off, increased effort may be required to open and closed the boot lid by hand.

— When towing a trailer, the electric boot lid can be opened and closed only at the boot lid.

— The boot lid must be closed by hand if the 12-volt vehicle battery or fuse is disconnected or faulty.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. 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.

1. Guide the boot lid further upwards by hand.

Easy Open sensor-controlled luggage compartment opener is not working

— Easy Open works only when the ignition is switched off.

— Clean the sensors in the rear bumper.

— The towing bracket is swivelled out.

— A towing bracket has been retrofitted to the vehicle.

— During heavy rain, Easy Open may be deactivated in order to prevent accidental activation.

Opening and closing windows



Fig. 1 In the driver door: buttons for the front and rear electric windows

(1) Buttons for electric windows.

(2) Touch control REAR for activating the rear electric windows and convenience opening and closing.

(3) Touch control for deactivating the electric window buttons in the rear doors and switching on the electric childproof lock.

The electric windows in the front doors can be operated with the buttons → *Fig. 1* (1) as standard.

Opening windows

1. Press the button.

Closing windows

1. Pull the button.

Deactivating the electric window buttons in the rear doors

1. Press the touch control → *Fig. 1* (3).

The electric childproof lock is switched on at the same time. The indicator lamp in the touch control lights up yellow when the electric window buttons in the rear doors are deactivated and the childproof lock is switched on.

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.

Using the REAR touch control

1. To activate operation of the electric windows in the rear doors, briefly press the touch control REAR → *Fig. 1* (2).

   The touch control function light lights up when operation of the electric windows in the rear doors is activated.
2. To activate operation of the electric windows in the front doors, briefly press the touch contro REAR → *Fig. 1* (2) again.

If the electric windows in the rear windows are not operated after operation has been activated, operation of the electric windows in the front doors will be activated again after around 10 seconds.

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

1. Briefly pull the button for the corresponding window up to the second position.

One-touch opening

1. Briefly press the button for the corresponding window down to the second position.

Stopping the one-touch function

1. Press or pull the button for the appropriate window again.

Convenience opening and closing

Press and hold the REAR touch control to activate convenience opening and closing of the electric windows in all doors. The touch control function light flashes when the function is activated. All four windows can now be simultaneously opened or closed with each of the two buttons .

If the electric windows are not operated after convenience opening and closing has been activated, operation of the electric windows in the front doors will be activated again after around 10 seconds.

Press and hold the REAR touch control briefly again to deactivate the function.

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

1. Press and hold the locking or unlocking button on the vehicle key.

   Or: *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 the operating range.
2. To interrupt this function, let go of the locking or unlocking button.

Or: remove your finger from the sensor.

A valid vehicle key must be located within close range. All turn signals will flash once as confirmation that all the windows have been closed.

Settings for convenience opening can be adjusted in theVehicle menu in the Infotainment system.

⚠ WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Always take all vehicle keys with you every time you leave the vehicle.
- Please note that the windows can still be opened or closed using the buttons in the doors for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated so that they cannot be opened or closed.

⚠ WARNING

When the vehicle is locked, the windows can no longer be opened and this makes it impossible to exit the vehicle interior. In an emergency situation, this can result in serious or fatal injuries.

- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked.

NOTICE

If it starts to rain or snow when the windows are open, this can soak the interior equipment of the vehicle and restrict the functions of the controls or damage them.

- Close all windows if it starts to rain or snow.

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 →⚠.

1. Check to see why the window has not closed.
2. 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 window without the roll-back function, press the button again within a few seconds →⚠.

Closing windows without roll-back function

1. 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.

2. Go to a correspondingly qualified workshop if the window still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

WARNING

Closing the electric windows without the roll-back function can lead to severe injuries.

- Always take care when closing the windows.
- Close windows only when there is no-one in the operating path.
- Please note that the roll-back function does not prevent fingers and parts of the body being trapped against the window frame.

The roll-back function is also activated if the convenience closing function on the vehicle key is used to close the windows.

Troubleshooting

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.

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull up the button for the window and hold it in this position for a few seconds.
4. 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.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Adjusting the steering wheel position

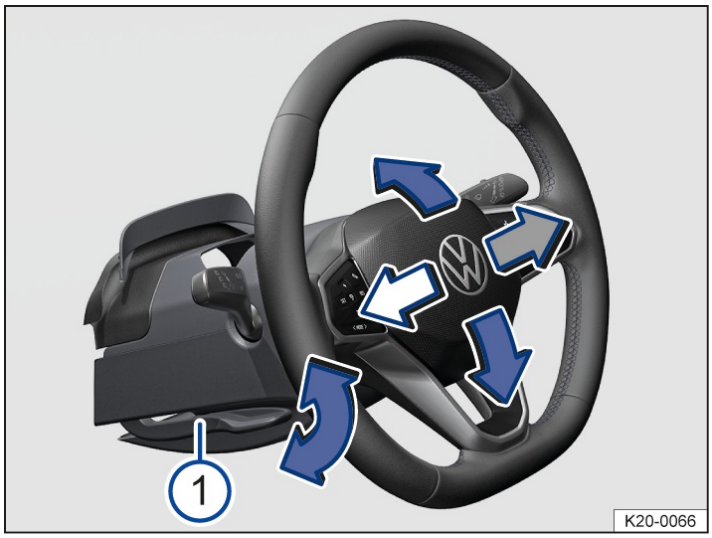


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).



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→⚠.

1. Push down the lever →*Fig. 1* (1).
2. 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 →*Fig. 2* with your arms slightly bent.
3. 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 wheel, always move the lever→*Fig. 1* (1) up firmly. This prevents the steering wheel from moving accidentally 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

Driving with an incorrect seating position caused by wrongly adjusted seats can lead to serious injuries.
- Always adjust the front seats to their correct position before any journey, and ensure that all passengers have fastened their seat belts correctly.
- Push the front passenger seat as far back as possible.

WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.
- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- 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 fit seat or protective covers on the electric 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 make sure that there is no cigarette 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

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 front passenger seat.

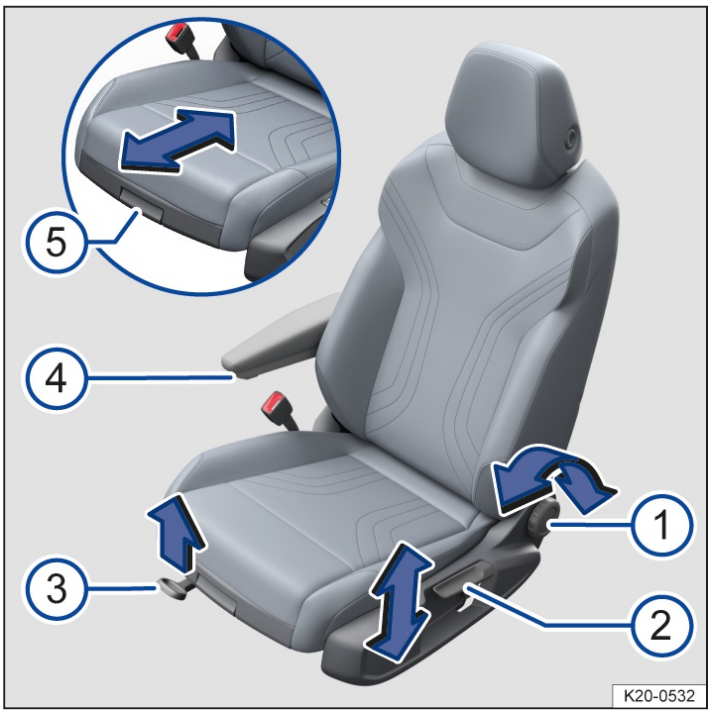


Fig. 1 Driver's seat: controls

1. To adjust the seat backrest, relieve the pressure on the backrest and turn the handwheel.
2. To adjust the seat height, move the lever up or down, repeating several times if necessary.
3. To move the front seat forward or back, pull the lever. The front seat must engage after you release the lever!
4. To adjust the armrest up or down, press the button at the side or bottom.

   If the armrest is not being used, it can be folded up without pressing the button.
5. Only for electric seats, depending on equipment:

   To move the seat cushion forwards or backwards, lift the handle.

Electrically adjusting the front seat

The electric controls are country-specific and depend on the vehicle equipment and may vary depending on the seat type.

The controls are mirrored for the front passenger seat.

The seat may have a combination of mechanical and electrical controls.

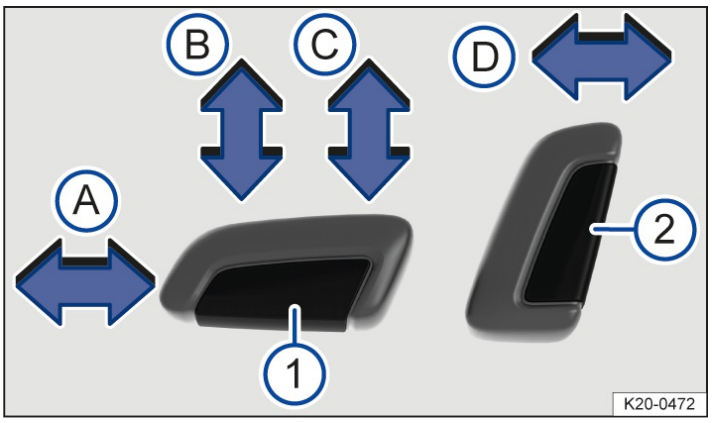


Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

Pressing the switch in the direction of the arrow:

1 (A) Slides the seat forwards or backwards.

(B) Adjusts the angle of the seat cushion.

(C) Raises or lowers the seat.

2 (D) Adjusts the angle of the backrest.

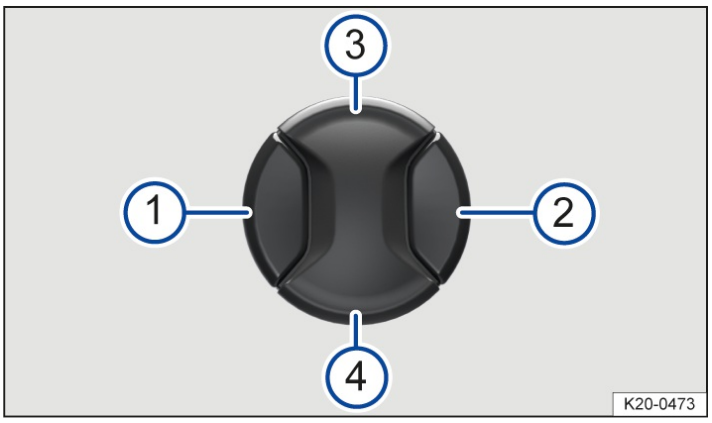


Fig. 2 Switch on the driver seat: adjusting the lumbar support.

Pressing the switch in the appropriate area:

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.

WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.
- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

Improper use can damage the electric components in the front seats.
- Do not kneel on the front seats and do not apply point loads to the seat cushion and backrest.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

The seat adjustment procedure will be interrupted if the vehicle's drive system is activated.

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

Incorrectly adjusted rear seats increase the risk of serious injuries in the event of an accident.
- Before all journeys, make sure that the rear seats are adjusted so that all occupants are sitting upright and with the seat belts fastened correctly.
- The rear seats must be adjusted only when there is no one in the adjustment area of the rear seats.

WARNING

If you adjust the rear seats while the vehicle is in motion, you will assume an incorrect sitting position. The rear seats may also move unexpectedly while the vehicle is in motion. In an accident, there is then an increased risk of serious injuries.
- Adjust the rear seats only when the vehicle is stationary.

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 make sure that there is no cigarette lighter on or near the movable parts of the seat.

WARNING

Incorrect use of the rear centre armrest can cause serious injuries.
- The rear centre armrest must always be folded up while the vehicle is in motion.
- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

NOTICE

When the rear seat is moved, objects in the luggage compartment can get into the space between the seat and the luggage compartment floor and cause damage.
- Before moving the rear seat, remove all objects that are located in the space between the seat and luggage compartment floor.

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.

Folding rear seat backrest forwards with the release button



Fig. 1 In the rear seat backrest: release button.

1. Push the head restraint all the way down.
2. 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 the red marking → *Fig. 1* (2) is visible.

Folding back the rear seat backrest

1. 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) must 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 make sure that the red mark is never visible when the rear seat backrest is in the upright position.
- If the rear seat backrest is folded forwards or is not engaged securely into place, passengers must not use these seats.

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 backrests forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not collide with 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 head restraints are approved specifically for the respective seat and must not be installed at any other seat in the vehicle.

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 always be fitted and adjusted correctly.
- If a seat is occupied, adjust the head restraint corresponding to the size of the person sitting on the seat.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

If you remove and install the head restraints incorrectly, this can lead to damage.

- 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.

Adjusting the head restraints

Adjusting the height of the front head restraint

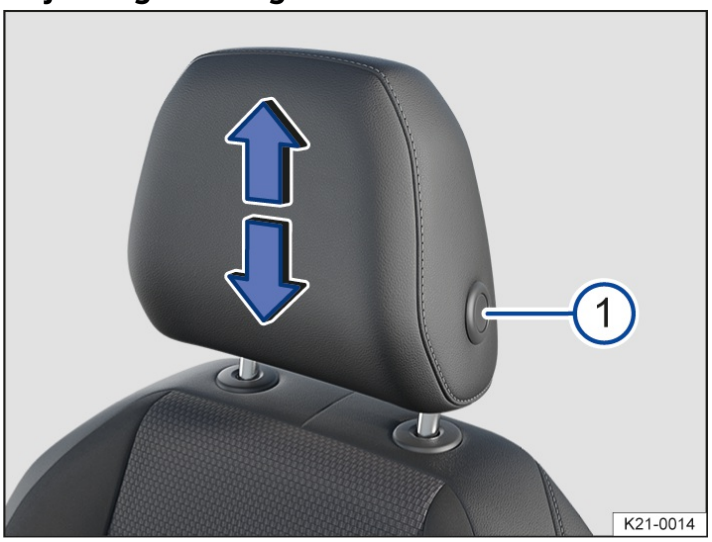


Fig. 1 Adjusting a front head restraint (illustration).

1. While pressing the → *Fig. 1* (1) button, push the head restraint up or down in the direction of the arrows.

The head restraint must securely engage in the top position or other intermediary position. In the lowest position, where the guide pin is completely inserted into the guide rail, the head restraint does not engage properly.

Adjusting the height of the rear head restraint

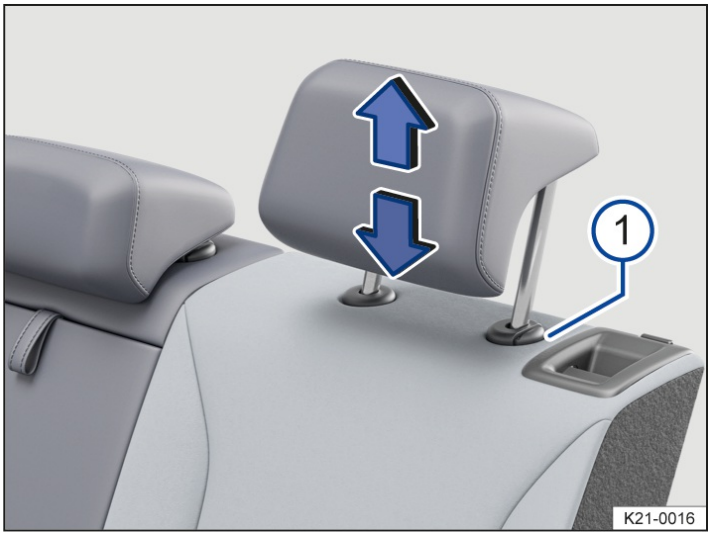


Fig. 2 Adjusting a rear head restraint (illustration).

1. While pressing the button → *Fig. 2* (1) if necessary, push the head restraint up or down in the direction of the arrows.

The head restraint must engage securely into position.

Removing and installing the head restraints

Removing the front head restraints

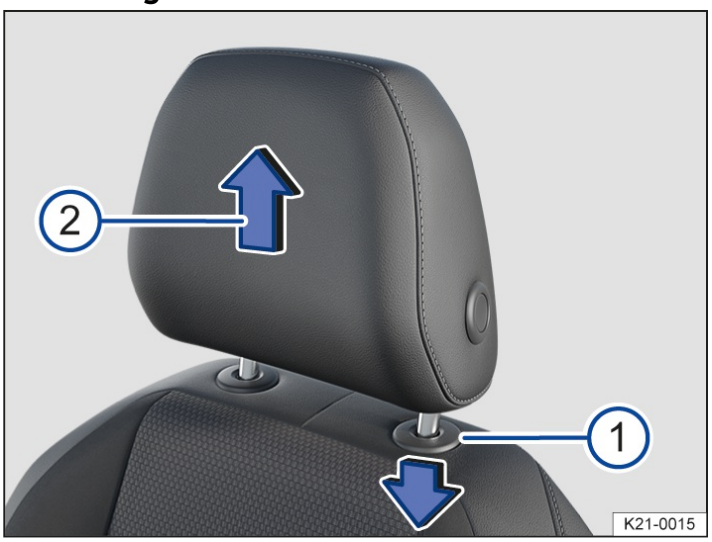


Fig. 1 Removing a front head restraint (illustration).

1. If necessary, lower the head restraint.
2. To release, press the ring around the head restraint guide pin downwards → *Fig. 1* (1).
3. Pull the head restraint out in the direction of the arrow → *Fig. 1* (2).

Fitting the front head restraints

1. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
2. Push the head restraint down until the guide pins click into place.
3. Adjust the head restraint so a correct sitting position can be assumed.

Removing the rear head restraints

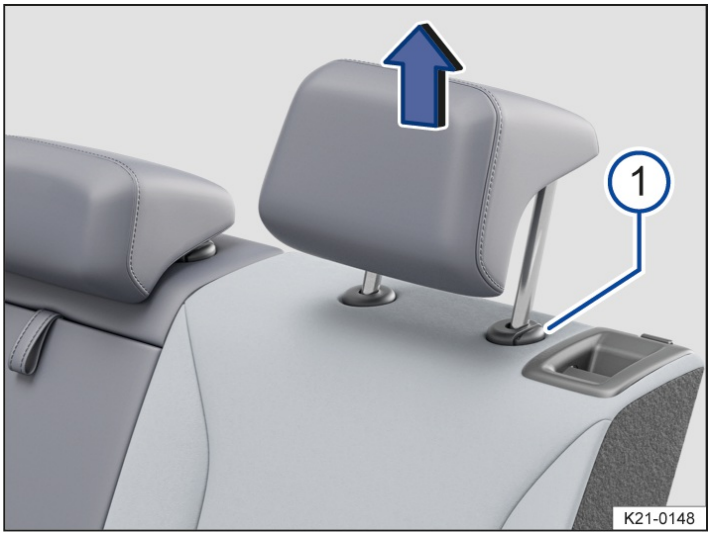


Fig. 2 Removing a rear head restraint (illustration).

1. If necessary, adjust the backrest so that the head restraint can be removed.

2. Push the head restraint all the way up.
3. Pull the head restraint out fully while pressing the button→ *Fig. 2* (1).

Fitting the rear head restraints

1. Release the rear seat backrest and fold the backrest forwards slightly.
2. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
3. Press and hold the button → *Fig. 2* (1) and push down the head restraint.
4. Fold back the rear seat backrest and allow it to engage securely.
5. Adjust the head restraint so a correct sitting position can be assumed.

Centre armrest

Rear centre armrest



Fig. 1 Rear fold-out centre armrest(illustration).

There may be a fold-out centre armrest in the backrest of the middle seat of the rear bench seat.

— To fold down: pull the loop on the centre armrest in the direction of the arrow→ *Fig. 1*.

— To fold 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

Incorrect use of the rear centre armrest can cause serious injuries.

- The rear centre armrest must always be folded up while the vehicle is in motion.
- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

Memory function

Memory buttons



Fig. 1 On the outside of the driver seat: 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

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Adjust the driver seat and exterior mirrors.
5. Press the SET → *Fig. 1* button for longer than 1 second.
6. Within approximately 10 seconds, press the memory button you wish to use.

   An acoustic signal confirms that the settings have been stored.

Storing the front passenger exterior mirror settings for reversing

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Press the desired memory button → *Fig. 1*.
5. Select reverse gear.
6. 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

1. 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 ignition switched on or the vehicle door closed, press and hold the corresponding memory button until the stored positions have been reached.

The front passenger exterior mirror will leave the position saved for reversing automatically if the vehicle drives forwards at a speed of at least around 15 km/h (around 10 mph) or if you turn the rotary knob for the exterior mirror out of the R position and into another position.

If you open the driver door later than approximately 10 minutes after unlocking the vehicle, the driver seat and exterior mirrors are not automatically adjusted.

Convenient entry function

Variant 1: when the driver door is opened, the driver seat automatically moves to a position which makes it easy to enter the vehicle. The driver seat moves back to its original position automatically as soon as the driver door is closed and the ignition is switched on.

Variant 2: before you get out of the vehicle, the driver seat automatically moves to the rear position and remains there. After you get in again and close the driver door, the driver seat moves forward to the position that was stored last.

You can switch the convenient entry function on and off in the Infotainment system.

Personalisation

You can save and access your individual seat setting in a user account via the personalisation function .

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 around 5 km/h(around 3 mph): seat is moved. You can cancel the movement at any time by tapping the appropriate function button in the Infotainment system or by pressing a button on the driver seat.

— Vehicle moving faster than around 5 km/h (around 3 mph): seat is not moved. All other settings are made.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Massage function



Fig. 1 On the outside of the driver seat: button for the massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support(massage intensity) can be individually adjusted in three levels during operation by repeatedly pressing the corresponding switch *(→ Front seat, electric)*.

Switching the massage function on and off

1. 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 10 minutes.

WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. 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

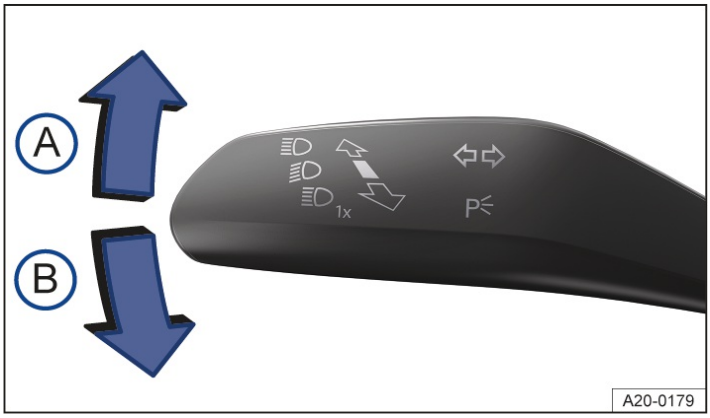


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Indicate right ➡.

(B) Indicate left ⬅.

Switching turn signals on and off

1. Switch on the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position→ *Fig. 1*:
3. To switch off the turn signal, move the turn signal and main beam lever to the basic position.

Go to a suitably qualified workshop and have the vehicle checked if the acoustic signal does not sound when a turn signal is switched on. Volkswagen recommends using a Volkswagen dealership.

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 cause accidents and serious or fatal 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 personalised user accounts and therefore change when the user account changes.

Switching lights on and off



Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting.

Switching lights on

1. Switch on the ignition.
2. Tap the button as often as required until the corresponding indicator lamps light up:

The dipped beam headlights are switched on. The indicator lamp lights up green.

AUTO

Automatic lighting control: dipped beam is switched on or off depending on the brightness level → ⚠, *(→ Automatic lighting control)*.

Side lights switched on, the indicator lamp lights up green. The automatic lighting control function **AUTO** is activated from a speed of around 10 km/h (around 6 mph).

OFF

Display only in instrument cluster: light switched off. The automatic lighting control function **AUTO** is activated from a speed of around 10 km/h (around 6 mph) or when a distance of around 100 m (around 0.062 miles) has been covered.

Switching off the lights

1. Switch off the ignition.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

Side lights or continuous parking light on both sides of the vehicle switched on . The indicator lamp lights up green.

OFF

Display only in instrument cluster: light switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the day.

The daytime running lights are switched on each time the ignition is switched on (when brightness is detected).

The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (around 6 mph).

WARNING

If the vehicle lights are not switched on according to the weather conditions, the road will not be sufficiently illuminated. The vehicle may not be visible to other road users or can only be seen with difficulty. This could cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

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. The tail lights will not be switched on with the daytime running lights. The vehicle cannot be seen by other road users in darkness, precipitation and poor visibility without the rear lights switched on. This could cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and in poor visibility.

WARNING

The automatic lighting control **AUTO** only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. The automatic lighting control function **AUTO** switches the dipped beam headlights on and off only when there is a change in the level of brightness. An insufficiently lit road can cause accidents and serious or fatal injuries.

- 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 main beam on and off

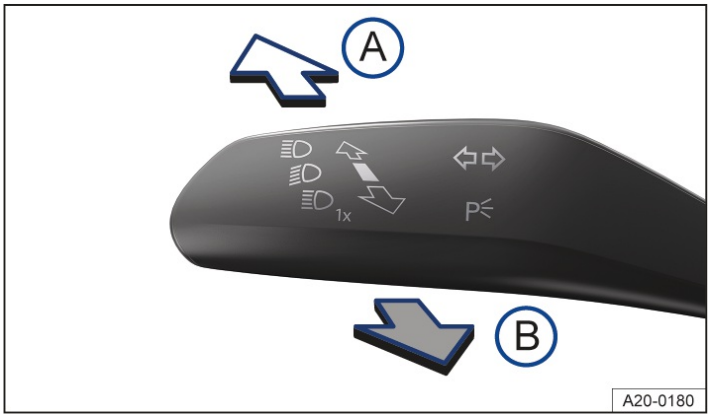


Fig. 1 On the left-hand side of the steering column: turn

signal and main beam lever.

(A) Switch on the main beam.

(B) Operate the headlight flasher or switch off the main beam.

When the main beam or headlight flasher is switched on, the blue indicator lamp lights up in the instrument cluster →.

Switching on the main beam

1. Switch on the ignition.
2. Switch on dipped beam.
3. Push the turn signal and main beam lever forwards from the centre position → *Fig. 1*.

Switching off the main beam

1. Pull the turn signal and main beam lever to the rear from the centre position → *Fig. 1*.

Switching the headlight flasher on and off

1. Pull the turn signal and main beam lever to the rear from the centre position and hold it → *Fig. 1*.

   To switch it off, release the turn signal and main beam lever.

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 can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Use main beam only if other road users cannot be distracted or dazzled.

Main-beam control (Light Assist)

Main-beam control (Light Assist) automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Light Assist 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 surroundings and traffic conditions and on the driving speed →⚠.

Switching on Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO.
3. Push the turn signal and main beam lever forwards from its basic position.

When Light Assist is switched on, the indicator lamp in the instrument cluster display lights up. When Light Assist is active, the blue indicator lamp lights up in the instrument cluster.

Switching off Light Assist

1. Switch off automatic lighting control AUTO.

   Or: Light Assist switched on and active, pull back the turn signal and main beam lever.

   Or: Light Assist switched on and not active, tap the turn signal and main beam lever forward. Manual main beam is now switched on. To switch off manual main beam again, pull back the turn signal / main beam lever.

   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 Light Assist in time or not at all:

— In badly lit towns that the system cannot recognise as towns.
— 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 switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Light Assist will also be available once more.
— If the camera is faulty or the power supply is interrupted.

⚠ WARNING

Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. Incorrect activation of the main beam can distract and dazzle other road users. This can cause

accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off main beam manually if it could dazzle other road users.

⚠ WARNING

If the camera's field of view is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera's field of view at regular intervals, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Advanced main-beam control (Dynamic Light Assist)

Advanced main-beam control (Dynamic Light Assist) 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 self-illuminated road users and their distance from your vehicle and deactivates areas within the light distribution in a targeted manner. If the system can no longer prevent other road users from being dazzled, main beam is switched off completely. Dynamic Light Assist 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 surroundings and traffic conditions and on the driving speed →⚠.

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO.
3. Push the turn signal and main beam lever forwards from its basic position.

When Dynamic Light Assist is switched on, the indicator lamp in the instrument cluster display lights up. When Dynamic Light Assist is active, the blue indicator lamp for main beam lights up in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off automatic lighting control AUTO.

   Or: Dynamic Light Assist switched on and active, pull back the turn signal and main beam lever.

   Or: Dynamic Light Assist switched on and not active, tap the turn signal and main beam lever forward. Manual main beam is now switched on. To switch off manual main beam again, pull back the turn signal / main beam lever.

   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 Dynamic Light Assist in time or not at all:

— In badly lit towns that the system cannot recognise as towns.

— 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 switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Dynamic Light Assist will also be available once more.

— If the camera is faulty or the power supply is interrupted.

WARNING

Dynamic Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Dynamic Light Assist only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. Incorrect activation of the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off main beam manually if it could dazzle other road users.

WARNING

If the camera’s field of view is dirty, covered or damaged, the function of Dynamic Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera's field of view at regular intervals, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera’s field of view for damage at regular intervals.

Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road.

The dynamic cornering light works only when the automatic lighting control AUTO is switched on and at speeds above around 10 km/h (around 6 mph).

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching poor weather light on and off

The poor weather light allows the driver to improve illumination of the road in poor visibility conditions.

The poor weather light can be switched on only when the ignition is switched on.

Switching on poor weather light

1. Switch on the ignition.
2. Tap button *(→ Dipped beam)*.

The indicator lamp in the button lights up green. In addition, the indicator lamp lights up for a few seconds in the instrument cluster.

Switching off poor weather light

1. Press the button again.

If the poor weather light is switched on with switched-off lights OFF, switched-on side lights or switched-on automatic lighting control AUTO, the dipped beam headlights will also be switched on regardless of the ambient brightness level.

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.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic lighting control (AUTO) is switched on, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dynamic cornering light

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on *(→ Dipped beam)*:

Switching on the rear fog light

1. Tap the button.

   The indicator lamp in the button lights up. The indicator lamp also lights up yellow in the instrument cluster.

Switching off the rear fog light

1. Press the button again.

If the rear fog light is switched on with switched-off lights **OFF**, switched-on side lights or switched-on automatic lighting control **AUTO**, the dipped beam headlights will be switched on independently of the ambient brightness level.

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.

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 various buttons in the vehicle interior. The automatic lighting control is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (around 328 ft)has been driven.

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 around 10 minutes to reduce 12-volt vehicle battery discharge *(→ Parking light)*.

Switching parking lights on and off

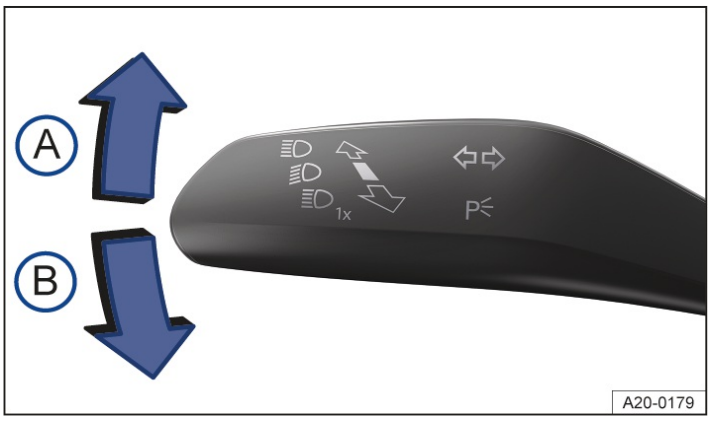


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Right-hand parking light is switched on.

(B) Left-hand parking light is switched on.

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. The activation duration of the one-sided parking light is generally twice that of the continuous parking light on both sides.

1. Switch off the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position → *Fig. 1*.

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:

1. Switch on the side lights .
2. Switch off the ignition.
3. Lock the vehicle from outside.

Automatic switch-off of side lights and parking lights

The vehicle detects a weak 12-volt battery and switches off the side lights or parking lights in good time so that the vehicle's drive system can still be activated – however, at the earliest after two hours.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated →⚠.

⚠ WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination so that 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 country-specific legal requirements.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is

necessary.

Entry and exit lighting (orientation lighting)

The entry and exit lighting lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The entry and exit lighting is controlled automatically by a light sensor.

Switching on entry lighting

1. Unlock the vehicle when the automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

Switching off entry lighting

1. Automatically after the switch-off delay.

   Or: lock the vehicle.

   Or: tap the MODE button as often as required until the setting OFF is displayed in the instrument cluster.

   Or: switch on the ignition.

Switching on exit lighting

1. Switch off the ignition.

The exit lighting is switched on when the automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

The *switch-off delay* starts when the last vehicle door or the boot lid is closed.

Switching off exit lighting

1. Automatically after the set switch-off delay has elapsed.

   Or: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.

   Or: tap the MODE button as often as required until the setting OFF is displayed in the instrument cluster.

   Or: switch on the ignition.

Adjusting entry and exit lighting

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the Convenience light settings menu:

— Classic entry and exit lighting.

  The surround lighting, headlights and tail light clusters are switched on and off simultaneously.

— Dynamic entry and exit lighting.

  The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with

animation.

Switching on of the entry lighting when the vehicle is approached can be activated or deactivated on vehicles with the keyless locking and starting system Keyless Access.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Cornering light

When dipped beam is switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

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.

Automatic lighting control

When the automatic lighting control AUTO is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions:

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the indicator lamp AUTO lights up yellow *(→ Dipped beam)*.

The automatic lighting control 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)*.

Headlight range control

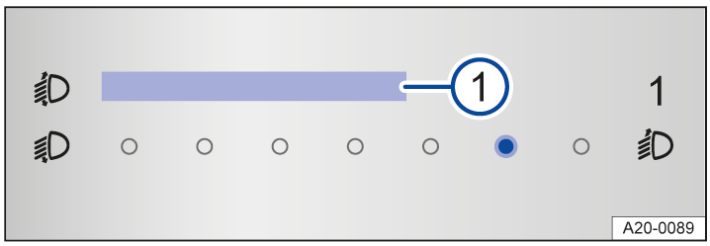


Fig. 1 In the Infotainment system: touch slider for headlight range control.

(1) Touch 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 vehicle equipment, the headlight range can be adjusted in the Infotainment system → *Fig. 1* (1) , →⚠.

Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

1. Tap the Vehicle function button.
2. Tap the Lighting function button to open the Headlight range control menu option → *Fig. 1* (1).
3. Tap the required position (typical vehicle load level).

Setting in the Infotainment system

0

Front seats occupied and luggage compartment empty.

2

All seats occupied and luggage compartment empty.

4

All seats occupied and luggage compartment fully loaded.

Towing a trailer with a low drawbar load.

6

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 change the vehicle level and cause the headlights dazzle and distract other road users. This could cause accidents and serious or fatal injuries.

- Always adapt the light cone to the load level of the vehicle to avoid dazzling other road users.

WARNING

Failure or malfunction in the headlight range control can cause the headlights to dazzle or distract other road users. This could cause accidents and serious or fatal injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

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 dipped beam of vehicles with advanced main-beam control or dynamic cornering light may dazzle oncoming traffic. For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the Infotainment system in the Vehicle settings menu (travel mode) *(→ Vehicle settings menu)*. Adjustment of the headlights is not necessary on vehicles without advanced main-beam control and without dynamic cornering light.

Travel mode may only be used for a short period. Please contact a suitably qualified workshop if permanent alteration is required. Volkswagen recommends using a Volkswagen dealership.

Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

— If the parking light is switched on.

— If the side lights are switched on.

— If the rear fog light is switched on.

When the orientation lighting is switched on, no acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle *(→ Orientation lighting)*.

Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on equipment, it is possible to adjust the basic brightness level of the head-up display *(→ Head-up display)*.

The brightness setting is automatically adjusted to the changing ambient light conditions in the vehicle.

When the automatic lighting control AUTO is switched on, a sensor automatically detects the ambient brightness level and switches the dipped beam and the lighting in the instruments and switches on and off.

Interior and reading lights, background lighting



Fig. 1 In the roof console: touch-sensitive reading lights.

Switching the interior and reading lights on or off

Tap the corresponding symbol:

Switch the interior lights on or off.

Function switched off: the interior lights switch on automatically when the vehicle is unlocked or left.

Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the rear doors, depending on the vehicle equipment → *Fig. 1*. The individual reading lights can be switched on or off by tapping the light surface.

To activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

Glove box and luggage compartment lights

Depending on equipment, the glove box and luggage compartment may be equipped with lights.

The respective light will be switched on or off when the glove box or boot lid is opened or closed.

Background lighting

The background lighting provides indirect light in the various areas of the vehicle interior.

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the Background lighting menu in the Infotainment system *(→ Vehicle settings menu)*. If the setting Auto is selected, the colour of the background lighting changes depending on the driving profile setting.

If the ignition has been switched off, the lights go out when the vehicle is locked, or they switch off automatically after a few minutes. This prevents the 12-volt battery from discharging.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Operating the wiper lever

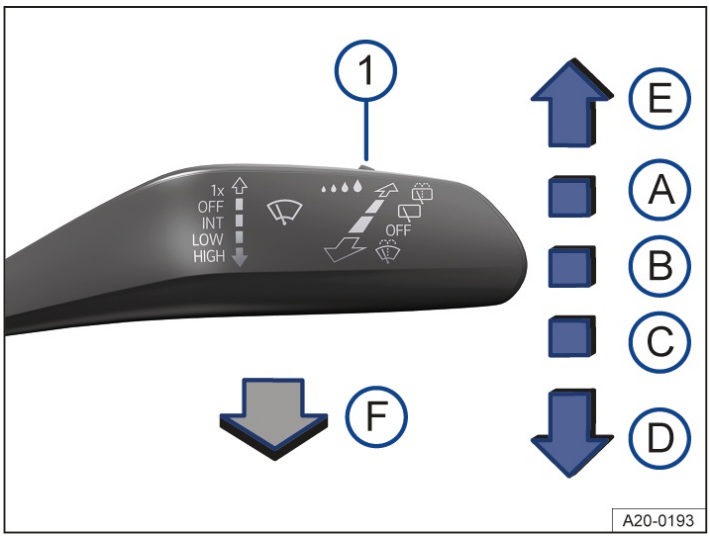


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

The wipers function only when the ignition is switched on, the driver and front passenger doors are closed and the bonnet or boot lid are closed. Move the wiper lever to the desired position→ⓘ:

- (A) **OFF** Wipers switched off.
- (B) **INT** Interval wipe for the windscreen or rain 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. Press and hold the lever for longer to wipe more quickly.
- (F) Pulling the lever activates the automatic wipe/wash function for cleaning the windscreen. 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) Use the switch to adjust the wipe intervals(vehicles without a rain and light sensor)or the sensitivity of the rain and light sensor.



Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

Move the wiper lever to the desired position→ⓘ:

- (G) Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.

(H) Pushing the lever activates the wash and wipe system for cleaning the rear window.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view. This can cause accidents and serious or fatal injuries.

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system.

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 windscreen properly *(→ Wiper blades)*.

NOTICE

Incorrect handling of the wipers can lead to damage to the windscreen and wiper blades and also to the wiper motor.

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.
- Do not switch on the wipers when the window is dry.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

If the driver or front passenger door is opened when the vehicle is stationary, the windscreen wipers will move to their initial position and will be switched off. If the door is closed within a few seconds or the wiper lever is moved, the wipers will be switched back on again.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

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 when the 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.

Rear view camera cleaning system

The rear view camera cleaning system cleans the rear view camera and works in conjunction with the wash and wipe system for cleaning the rear window.

If the view from the camera remains obscured after it has been cleaned several times, the camera lens must be cleaned manually *(→ Rear view)*, *(→ Vehicle care, exterior)*.

Rain and light sensor

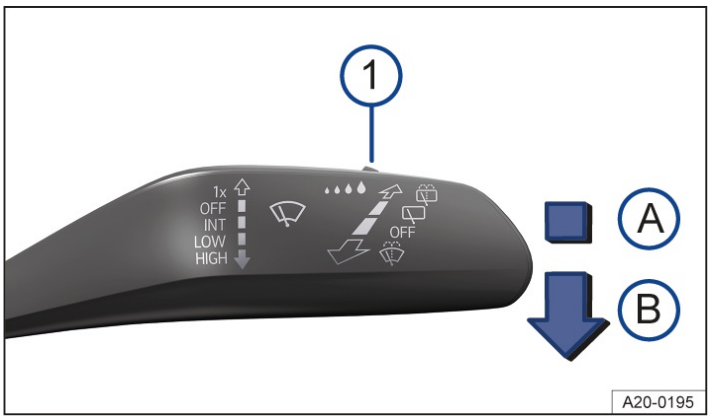


Fig. 1 On the right of the steering column: wiper lever.

(1) Switch for setting the sensitivity of the rain and light sensor.

(A) The rain and light sensor is deactivated.

(B) The rain and light sensor is activated, automatic wipe when necessary.

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

1. Push the lever into the required position→ *Fig. 1*.

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) , →⚠.

— 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 visibility is restricted, this can cause accidents and serious or fatal injuries.

- If necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

1.

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 cause accidents and serious or fatal injuries.

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- 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

The fields of view of the exterior mirrors and interior mirror do not cover the entire area around the vehicle at the sides and rear. There may be objects and other road users in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lane, overtaking or turning, always pay careful attention to the area around the vehicle.

⚠ WARNING

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. This leads to an inaccurate estimation of the distance from vehicles following behind, e.g. when changing lanes. This can cause accidents and serious or fatal 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. Contact with this fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. This can cause serious injuries.

- If you have swallowed electrolyte fluid, rinse your mouth immediately 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.
- Immediately make sure that there is a sufficient supply of fresh air and get out of the vehicle or, if this is not possible, open all windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.

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 any fluid that has leaked out as soon as possible, e.g. with a wet sponge.

Interior mirror

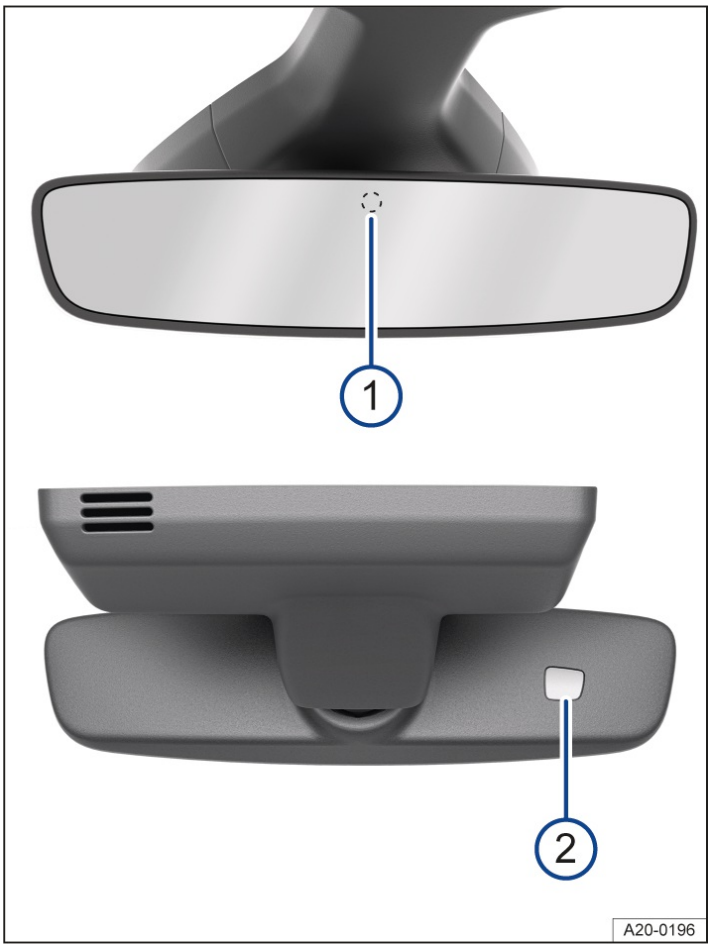


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

(1) Sensor for light incidence from the rear.

(2) Sensor for light incidence from the front.

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 → ⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

⚠ WARNING

The illuminated display of a mobile navigation system can interfere with operation of the automatic anti-dazzle interior mirror. As a result, the interior mirror cannot be used to check the exact distance between your vehicle and following traffic or other objects. This can result in accidents and serious or fatal injuries.

- Switch off the mobile navigation system in such cases.

Exterior mirrors



Fig. 1 In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive vehicles are described below. Position **L** corresponds to the exterior mirror on the driver side and position **R** to the exterior mirror on the front passenger side. These instructions are mirrored for right-hand drive vehicles.

Adjusting the exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door until the desired symbol lights up→ *Fig. 1*.
3. To adjust the exterior mirror, press the rotary knob forward, back, right or left in the direction of the arrows.

The selected function is active as long as the corresponding symbol lights up.

Fold exterior mirrors into the body electrically →⚠.

Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below around +20°C (around +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.

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.

1. Turn the rotary knob to position L.
2. Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
3. To correct the adjustment of the right exterior mirror if necessary, turn the rotary knob to position R and adjust the right exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors can fold in or out automatically when the vehicle is locked or unlocked from the outside, depending on equipment. In order for this to happen, the rotary knob must be in position , L or R.

The exterior mirrors remain folded in if the rotary knob for the electrically adjustable exterior mirrors is in the position .

Storing front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Select reverse gear.
3. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.
4. Put the gearbox into neutral.
5. 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

1. Turn the rotary knob for the exterior mirrors to the position for adjusting the front passenger exterior mirror.
2. With the ignition switched on, select reverse gear.

   The front passenger 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 (around 9 mph) or when the rotary knob is turned to another position.

WARNING

If the exterior mirrors are folded out or in without paying due attention, fingers can be trapped between the exterior mirror and the mirror base. This can cause serious injuries.

- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.

NOTICE

Exterior mirrors may be damaged if they are not folded in when driving through a car wash.

- Always fold in the exterior mirrors.

NOTICE

Folding in the electrically adjustable exterior mirrors mechanically can lead to increased wear or damage the electric drive.

- Do not fold electrically adjustable exterior mirrors in or out by hand.

The exterior mirror heating should be switched off when it is no longer needed. Energy 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 personalised user accounts and therefore change when the user account changes.

Sun visors

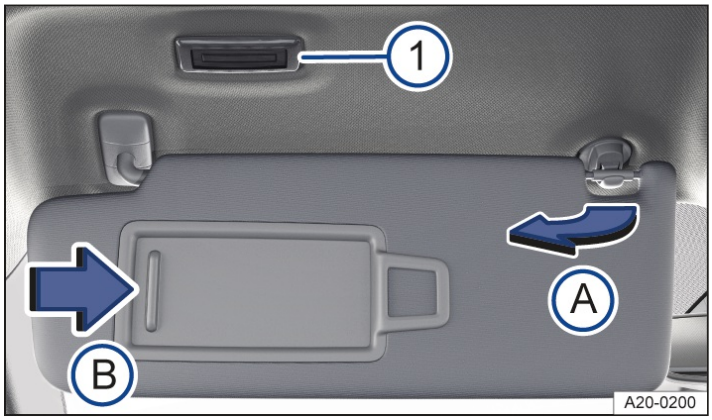


Fig. 1 In the front headliner: sun visor.

(1) Light.
(A) Pull out of the holder.
(B) Slide the cover open.

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. This can cause accidents and serious or fatal injuries.

- 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.

Sun blind in the glass roof



Fig. 1 In the roof: function button for controlling the sun blind.

The electric sun blind functions when the ignition is switched on and can be opened and closed via the function button in the headliner or the vehicle settings in the Infotainment system.

If your vehicle has the relevant equipment, you can use voice control to open and close the sun blind *(→ Vehicle settings menu)*.

Opening the sun blind

— One-tap function: swipe backwards over the function button → *Fig. 1*. The one-tap function is interrupted by tapping the function button.

— Manual operation: swipe backwards over the function button and hold until the desired position is reached.

Closing the sun blind

— One-tap function: swipe forwards over the function button → *Fig. 1*. The one-tap function is interrupted by tapping the function button.

— Manual operation: Swipe forwards over the function button and hold until the desired position is reached.

Roll-back function for the sun blind

The roll-back function can reduce the risk of injuries when closing the sun blind → ⚠. The sun blind will open again automatically if it is unable to close because it is stiff or obstructed.

1. Check to see why the sun blind has not closed.
2. Try to close the sun blind again.

   The sun blind will open again immediately if it is still unable to close because it is stiff or obstructed. After opening, the sun blind can be closed again within a short period of time without the roll-back function.
3. If the sun blind still cannot be closed, close it without the roll-back function.

Closing the sun blind without the roll-back function

1. Try to close the sun blind again.

2. If the sun blind still cannot be closed, swipe forward over the function button within 5 seconds and hold → *Fig. 1* until the sun blind is fully closed.

   The sun blind will now close without the roll-back function.

3. Please go to a correspondingly qualified workshop if the sun blind still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

If you let go of the function button during the closing procedure, the sun blind will open automatically.

Touch panel reacts differently than expected

Moisture, dirt and grease can impede the functioning of the touch panel.

1. Always keep the touch panel clean and dry.

⚠ WARNING

Closing the sun blind without the roll-back function can cause serious injuries.

- Always take care when closing the sun blind.
- Ensure that nobody obstructs the path of the sun blind, especially if the roll-back function is not active when it is closed.

Windscreen with communication window



Fig. 1 Next to the mirror base: communication window (illustration).

Heat-insulating glass windscreens may have an infrared-reflecting coating and can be heated wirelessly with some equipment levels. To ensure that any radio equipment purchased as an accessory, e.g. a toll system, functions properly, there are uncoated areas (communication windows) on either side of the interior mirror→ *Fig. 1*.

The uncoated areas should not be covered either from the outside or the inside, nor should any stickers be applied to this area as this could cause a fault.

Overview of the Climatronic

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.

Some functions of the air conditioning system and an air conditioning block for the rear seats depend on the vehicle equipment.

Display of active functions

Illuminated symbols on the sensor fields indicate that the function is switched on.

Function buttons highlighted in colour indicate an activated function in the air conditioning menu of the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.

Operating the air conditioning system with voice commands

Depending on the vehicle equipment, some functions of the air conditioning system can be operated with the voice control function .

WARNING

Iced-up, snow-covered or misted-up windows severely restrict visibility. This increases the risk of collisions and accidents, which can result in serious or fatal injuries.

- Keep all windows free of ice, snow and condensation.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows *(→ Heating and air conditioning system)*.
- 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 as soon as it is no longer required.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

Air conditioning system menu in the Infotainment system

In the top centre console

CLIMA Open the air conditioning menu in the Infotainment system.

In the Classic Climate and Smart Climate submenus, you will find, for example, the functions for temperature control *(→ Temperature adjustment of the air conditioning system)* and air distribution *(→ Air distribution of the air conditioning system)*.

Depending on equipment, the Classic Climate menu can also be called Air conditioning.

The availability of the Smart Climate submenu depends on the vehicle equipment .

Air conditioning settings **submenu**

Open the Air conditioning settings submenu.

Depending on equipment, you will find additional convenience features in the Air conditioning settings submenu:

— Switch on automatic air recirculation mode *(→ Air recirculation mode)*.

— Switch on seat heating automatically at the start of the journey *(→ Seat heating)*.

— Switch on the steering wheel heating automatically at the start of the journey *(→ Steering wheel heating)*.

Switching the Climatronic on and off

In the air conditioning menu: top edge of the screen

Switch the air conditioning system on and off.

1. Tap CLIMA in the upper centre console.
2. Tap in the air conditioning menu.

Climatronic automatic mode

In the air conditioning menu

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.

Climatronic automatic mode is also switched on if aSmart Climate function is activated *(→ Air distribution of the air conditioning system)*.

Selecting air conditioning profile

The blower speed in automatic mode can be controlled via the climate profiles.

1. Open the air conditioning menu in the Infotainment system.
2. Tap AUTO.
3. Select the desired air conditioning profile in the pop-up window.

Air Care

In the air conditioning menu: Air Care **submenu**

The enhanced air filter with activated carbon in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

When Air Care 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 fatigue of the vehicle occupants.

Switching Air Care **on and off**

1. Open the air conditioning menu in the Infotainment system.
2. Tap Air Care.
3. Tap Active.

Temperature control

In the Infotainment system: lower screen edge

Select temperature. The temperature settings are permanently displayed at the bottom of the screen in the Infotainment system.

The temperatures set for the rear row of seats are shown on the displays of the air conditioning block for the rear seats.

In the air conditioning menu: Classic Climate submenu

Depending on equipment, the Classic Climate menu can also be called Air conditioning.

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 automatically switched on and the Climatronic automatically directs air to the upper body.

SYNC Adopt temperature settings of driver side for all seats.

On the infotainment system: set the temperature with the touch slider

Depending on the equipment, you can set the temperature via the touch slider on the Infotainment system.

1. To adjust the Climatronic temperature to +22°C (+72°F), tap and hold the touch slider centrally between and .

   Or: to set a different temperature, swipe the touch slider to the left or right.

   The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

In the Infotainment system: Stationary air conditioning menu

Open the Stationary air conditioning menu in the Infotainment system *(→ Stationary air conditioning)*.

Seat-dependent air conditioning

The air conditioning is controlled in relation to the occupied seats in order to keep the energy consumption of the air conditioning system as efficient as possible. If a seat is not occupied, Eco may be displayed instead of the temperature in the air conditioning menu in the Infotainment system.

If a person is seated while wearing a seatbelt and the vehicle's drive system is active, the vehicle detects the occupied seat.

Setting the temperature for the rear row of seats

REAR Opens the settings for the rear seats.

1. Open the air conditioning menu in the Infotainment system.
2. Tap REAR.

3. Tap function button ■ or ■.

   Or: tap ■ or ■ on the air conditioning block for the rear seats.

   The temperatures set for the rear row of seats are shown on the displays of the air conditioning block for the rear seats.

If REAR LOCK is active in the Infotainment system, the rear air conditioning block cannot be operated.

Air distribution and fan speed

Vents

There are vents in the vehicle in the following locations:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear centre console.

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

Air distribution functions in the air conditioning menu: Classic Climate

Adjust the fan speed using the touch slider.

Direct air towards upper body.

Direct air into the footwell.

Direct air onto the windscreen.

Air distribution functions in the air conditioning menu: Smart Climate

Climatronic automatic mode is also switched on if aSmart Climate function is activated. TheSmart Climate functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.

Clear the windscreen of ice and misting.

Direct warm air into the footwell.

Direct warm air onto the steering wheel.

Direct cold air into the footwell.

Direct fresh air from the outside into the vehicle interior.

Briefly increase the heating output.

Briefly increase the cooling system output.

Defrost function

On the touch panel next to the multifunction steering wheel



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.

Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switch air recirculation mode on and off in the air conditioning menu.

1. Open the air conditioning menu in the Infotainment system.
2. Tap Classic Climate.
3. Tap .

Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Switch automatic air recirculation mode on or off with ▸ Automatic recirculation mode.

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

A lacking fresh air supply can lead to restricted visibility due to misted-up windows and to fast driver fatigue due to the stale air. This can lead to collisions and accidents and cause severe or fatal injuries.

- Use air recirculation mode for a short period only.
- Switch off the air recirculation mode as soon as it is no longer required.

NOTICE

Tobacco smoke can leave a residue on the evaporator of the air conditioning system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

- To prevent lasting unpleasant odours, do not smoke in the vehicle when air recirculation mode is switched on.

Seat heating

When the vehicle's drive system is activated, the front seats and the outer rear seats can be electrically heated in three settings.

Switch the seat heating on and off in the air conditioning menu.

Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under or on the Infotainment system are coloured red.

Operating the seat heating

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Tap or at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Tap or repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap or repeatedly until the symbol is coloured grey.

   Or: to switch the seat heating on or off, tap the touch sliders under the Infotainment system on the driver or front passenger side with two fingers.

Switching the seat heating on automatically when starting a journey

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Tap to open the Air conditioning settings submenu.
3. To select the temperature setting at the start of the journey, tap in the Seat heating menu item.

   After activating the vehicle's drive system, the selected temperature setting is automatically switched on depending on the outside temperature.

   Or: select Off in the menu option if you do not want the seat heating to switch on automatically at the start of the journey.

Seat heating switches on and off automatically.

The most recent temperature setting for the driver seat is switched on automatically if you activate the vehicle's drive system again within approximately 10 minutes. If the front passenger seat is occupied, the most recent temperature setting for the front passenger seat is also switched on automatically.

If the front passenger leaves the seat when the seat heating is switched on and the vehicle's drive system is activated, the seat heating of the front passenger seat will be switched off automatically. The display in the Infotainment system turns grey after around 2 seconds. If the front passenger returns to the seat when the vehicle's drive system is still activated, the seat heating of the front passenger seat will be switched on again automatically.

When should the seat heating be switched off?

Switch off 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.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (+77 °F).

WARNING

Magnetic fields are produced during operation of the seat heating. In isolated cases, these magnetic fields can affect active medical implants, e.g. pacemakers.

- If you have a medical implant, you should consult your doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this.

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.

- Never use the seat heating if you have reduced sensitivity to pain or temperature.
- Consult a doctor if you have questions about your own state of health.

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

The heater elements of the seat heating can be damaged by point loads and insulating materials.

- Do not kneel on the seats and do not apply any other point loads to the seat cushion and backrest.
- Do not load the seat cushion and backrest with pointed objects.
- Switch off the seat heating if insulating materials are fitted on the seat, e.g. a protective cover or child seat.
- Use the seat heating only if the seat is equipped with the original seat covers.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

To save energy, switch off the seat heating as soon as possible.

Steering wheel heating

The steering wheel heating can function only when the vehicle's drive system is activated.

Switch the steering wheel heating on and off in the Infotainment system.

Temperature settings of the steering wheel heating

The steering wheel heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under on the Infotainment system are coloured red.

Operating the heated steering wheel

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Open the Classic Climate submenu in the Infotainment system.
3. Tap to switch on the steering wheel heating at the highest temperature setting.
4. To adjust the temperature setting, tap repeatedly.
5. To switch off the steering wheel heating, tap repeatedly until the symbol is coloured grey.

Steering wheel heating switches on automatically

The most recent temperature setting is switched on automatically if you activate the vehicle's drive system again within approximately 10 minutes.

Switching the steering wheel heating on automatically at the start of the journey

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Tap to open the Air conditioning settings submenu.
3. Activate the Steering wheel heating checkbox.

   Once the vehicle is ready to drive, the steering wheel heating is automatically switched on depending on the outside temperature.

Switching on the steering wheel heating automatically with the Smart Climate function

Direct warm air onto the steering wheel.

The availability of the Smart Climate submenu depends on the vehicle equipment.

When you switch on the Smart Climate function in the air conditioning menu, the steering wheel heating will be switched on automatically with the lowest temperature setting.

If the steering wheel heating is already switched on before you switch on the Smart Climate function , the already adjusted temperature setting of the steering wheel heating will remain selected.

Steering wheel heating switches off automatically

The steering wheel heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the steering wheel heating system.

Windscreen heating

The windscreen heating can only work when the vehicle's drive system is activated.

FRONT Switch the windscreen heating on and off on the touch panel next to the multifunction steering wheel

The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Windscreen heating using the defrost function

The windscreen heating will be switched on automatically when the defrost function is switched on and a sensor

detects that condensation may form on the windscreen.

Windscreen heating switches off automatically

The windscreen heating switches itself off automatically 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.

Rear window heating

The rear window heating works only when the vehicle's drive system is activated.

REAR Switch the rear window heating on and off on the touch panel next to the multifunction steering wheel.

The rear window heating switches off automatically after around 10 minutes at the latest.

NOTICE

Stickers that are affixed over the heating wires of the rear window heating on the inside of the rear window can damage the rear window heating.

- Do not stick any stickers over the heating wires of the rear window heating.

To save energy, switch off the rear window heating as soon as possible.

Introduction to the topic

With the stationary air conditioning, the vehicle interior can be cooled, ventilated or heated when stationary. In winter, operation of the system allows ice, condensation and a thin covering of snow to be cleared from the windscreen. The stationary air conditioning is supplied with power via the main socket or via the vehicle's high-voltage battery.

The stationary air conditioning system can be programmed and managed in the Infotainment system or via an app on your mobile telephone.

Information about the app, the requirements for use and availability, and about compatible end devices is available on the internet .

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

The range of the vehicle will be reduced if you operate the stationary air conditioning without a connected charging cable. At extreme outside temperatures, the heating or cooling output of the stationary air conditioning may not be sufficient to achieve the set desired temperature.

Operating the stationary air conditioning system

The stationary air conditioning can be operated when the charging connector is not plugged in. When the charging connector is not inserted, the stationary air conditioning will be supplied with energy from the high-voltage battery.

The stationary air conditioning only functions with the charging connector unplugged if the high-voltage battery is sufficiently charged. The stationary air conditioning will not start if the charge level of the high-voltage battery on the digital instrument cluster is in the reserve range *(→ Charge level display and range)*.

Opening the Stationary air conditioning **menu in the Infotainment system**

Stationary air conditioning menu in the Infotainment system.

1. Tap the home button ▢.
2. Tap .

Setting desired temperature

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Set the desired temperature by means of ⊖ and ⊕.

Immediate air conditioning of stationary vehicle

Immediate air conditioning in the exit menu in the Infotainment system.

1. Switch on the electronic parking brake.
2. Undo the belt buckle of the driver seat.

   The exit menu is displayed in the Infotainment system.
3. Tap in the exit menu in the Infotainment system *(→ Exit menu)*.

   The vehicle is air conditioned for around 30 minutes. The function will then switch off automatically.

Alternatively, the vehicle can be air conditioned before a desired departure time *(→ Stationary air conditioning)*.

Switching off the stationary air conditioning manually

1. Switch on the electronic parking brake.
2. Undo the belt buckle of the driver seat.

   The exit menu is displayed in the Infotainment system.
3. Tap Immediate air conditioning in the exit menu.

   Or: tap ⏻ in the air conditioning menu.

   Or: switch off stationary air conditioning via the app on the mobile telephone.

The stationary air conditioning switches off automatically

The stationary air conditioning switches itself off automatically if one of the following conditions is met:

— After around 30 minutes if the vehicle is air conditioned with the ignition switched off.

— After around 15 minutes if the vehicle's drive system was not activated after a programmed departure time.

— If the charge level of the high-voltage battery is too low *(→ Timer-controlled charging)*.

Operating noises can be heard if the stationary air conditioning is switched on.

Programming the stationary air conditioning system

The stationary air conditioning can be programmed for your planned departure time in the Infotainment system. You can program the desired temperature of the vehicle interior for a planned departure time.

On the basis of the desired temperature, the vehicle calculates the time at which the stationary air conditioning must be switched on in order to achieve the desired temperature at the departure time. The maximum running time of the stationary air conditioning before the departure time is around 30 minutes.

Air conditioning the vehicle before departure

1. Open the Stationary air conditioning menu.
2. Tap to open the timer menu.
3. Set the planned departure time.
4. Tap .
5. To switch on the timer, tap the checkbox.

   The earliest programmed departure time is shown in the exit menu in the Infotainment system and can be switched on or off there *(→ Exit menu)*.

When the vehicle is locked, the stationary air conditioning can switch on a maximum of five times in succession. This counter is reset as soon as you activate the vehicle's drive system.

Stationary air conditioning with convenience functions

If the vehicle is air conditioned before departure, it can also switch on the convenience features automatically depending on the outside temperature. The convenience features are switched on automatically no earlier than 10 minutes before the scheduled departure time.

The vehicle can switch on the following equipment-dependent convenience functions automatically before a scheduled departure time:

— seat heating.

— Steering wheel heating.

— Exterior mirror heating.

— Rear window heating.

— Windscreen heating.

If you want the vehicle to switch on the convenience functions automatically before a scheduled departure time, proceed as follows:

1. Open the Stationary air conditioning menu.
2. Tap .
3. Select the front seats whose convenience functions are to be switched on automatically before a scheduled departure time.

Only the convenience functions of the selected front seats are switched on automatically before departure.

4. To switch on the rear window heating automatically before the departure time, for example, switch on the Automatic windscreen heating function.

Air conditioning the vehicle after charging the high-voltage battery

The vehicle can be air conditioned before a planned departure time if the vehicle's high-voltage battery is charged with alternating current (AC) or direct current (DC). You can adjust this setting in the charging settings in the Infotainment system *(→ Timer-controlled charging)*.

Air conditioning of vehicle after unlocking

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Activate the Air condition vehicle after unlocking checkbox.

   As soon as you open a vehicle door, the vehicle is air conditioned for 5 minutes. The air conditioning does not start if you open a vehicle door while the vehicle is being charged with alternating current (AC).

Depending on the equipment, you can set door unlocking toSingle door or All doors in the Vehicle settings menu on the Infotainment system in vehicles with the keyless locking and starting system Keyless Access *(→ Keyless Access)*. If door unlocking is set toSingle door, the air conditioning only starts when you open the driver door. If door unlocking is set to All doors, the air conditioning starts when you open a vehicle door or the boot lid.

Checking programming

The next activated timer and the activated functions are shown in the Infotainment system when the ignition is switched off.

Troubleshooting

or CO_2 concentration in the vehicle interior air too high

The indicator lamp lights up red or yellow.

The message Health risk! High CO2 concentration. Open windows! or Health risk! CO2 too high. Open all windows immediately! may be displayed on the instrument cluster display.

1. Open all windows immediately.
2. Go to a correspondingly qualified workshop and have the air conditioning system checked. Volkswagen recommends using a Volkswagen dealership.

Air conditioning system not working correctly or CO_2 concentration cannot be measured

The indicator lamp lights up yellow.

The message Air conditioning system not working correctly. Visit workshop.may be displayed in the instrument cluster display.

1. Go to a correspondingly qualified workshop and have the air conditioning system checked. Volkswagen recommends using a Volkswagen dealership.

Cooling mode A/C or the heater cannot be switched on or operation is restricted

Cooling mode A/C begins to function as soon as the driver seat is occupied.

Operation of cooling mode A/C, the heater and the defrost function may be restricted if the high-voltage battery is very hot, in extreme outside temperatures and if the charge level of the high-voltage battery is too low.

— Switch on the blower.

— Charge the high-voltage battery sufficiently.

— Check the fuse of the air conditioning system .

— Replace enhanced air filter with activated carbon .

— If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

If the air conditioning system is not working and is nevertheless still operated, this can cause secondary damage.

- If the air conditioning system does not cool or heat the air, switch it off immediately.
- Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

1. In order to improve the heating and cooling output, keep the air intake in front of the windscreen free of ice, snow and leaves *(→ Vehicle care)*.
2. Keep the air slots in the rear area of the luggage compartment clear so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

You can change the unit of temperature for all temperature displays in the vehicle using the Infotainment system.

1. Tap the home button ▢.
2. Open the Settings menu.
3. Select the Units menu option.

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 from the stationary air conditioning when it is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

The stationary air conditioning cannot be switched on

The high-voltage battery will be discharged if the stationary air conditioning runs several times for an extended period when the charging connector is not plugged in. The stationary air conditioning will not start if the charge level of the high-voltage battery is insufficient.

Noise when the stationary air conditioning is switched on

Operating noises when the stationary air conditioning is switched on are normal and not a sign of a malfunction.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Functions of the electric drive

Power output of the electric drive

The maximum torque of the electric drive is available immediately when you depress the accelerator pedal.

Brake energy recuperation

When the vehicle brakes, electrical energy is generated by the electric drive and then stored in the high-voltage battery *(→ Brake energy recuperation)*. This will also occur to a certain extent when the vehicle is rolling to stop when in overrun mode or travelling downhill.

The higher the charge level of the high-voltage battery, the lower the recuperation and thus the engine braking effect effected. No brake energy recuperation occurs and therefore no engine braking effect is available once the high-voltage battery is fully charged →⚠.

Brake energy recuperation can be displayed in the instrument cluster or on the Infotainment system screen.

Crawling function

The crawling function allows you to drive forwards or backwards slowly at a speed of around 5 km/h (around 3 mph) without pressing the accelerator.

The crawling function is automatically active:

— If the vehicle's drive system is activated and a position D/B is selected.

Or: if reverse gear R is switched on.

The crawling function is deactivated:

— if the driving mode selector is in position N.

Or: if the electronic parking brake Ⓟ is switched on.

⚠ WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, e.g. pedestrians and children, may therefore not hear the vehicle or hear it only with difficulty when driving in traffic-calmed zones or when manoeuvring or reversing. This can result in serious injury and accidents.

- Always remember that other road users may not hear the vehicle noise.

⚠ WARNING

The vehicle can move unintentionally if a gear selector position is engaged. This can lead to accidents and serious injuries.

- Hold the vehicle by the foot brake if the vehicle's drive system is activated and the position D/B or reverse gear R is engaged.

⚠ WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect from recuperation. This may mean that no engine braking effect is generated at all, and the braking behaviour can change as a result. This can cause serious injuries.

- Reduce your speed before driving down a long, steep gradient.
- Slow the vehicle using the vehicle brake when driving down a long, steep gradient.

Information on 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 functions only when the vehicle's drive system is activated.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Electronic steering lock

The steering column is locked electronically:

1. Stop the vehicle.
2. Switch on the electronic parking brake.
3. When the ignition is active, press the starter button once.

   Or: open the driver door. The ignition is switched off when the door is opened. The steering column is locked.

Counter steering assistance

Counter steering assistance provides the driver with steering assistance in some critical driving situations. In combination with the ESC

, additional steering power helps the driver when counter steering→⚠.

⚠ WARNING

The power steering only functions when the vehicle's drive system is activated. If the power steering is not working, the steerability of the vehicle will be significantly reduced due to a stiff steering wheel. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Never allow the vehicle to roll when the vehicle's drive system is deactivated.

⚠ WARNING

The counter steering assistance cannot replace the driver's attention and operates only within the limits of the system. Uncontrolled vehicle movements can occur in critical driving situations in spite of the counter steering assistance. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that the vehicle is not steered by the counter steering assistance.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

If the ignition is switched off while the vehicle is being towed, some vehicle functions will not be available, e.g. turn signals, horn, wipers and the window washer system.

- Always switch on the ignition when the vehicle is towed.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering lock.

Do not drive on!

1. 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.

— The vehicle should not be towed away on its own four wheels.

Steering fault

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Activate the vehicle's drive system again and drive a short distance slowly.
2. If the warning lamp stays lit, the system should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The indicator lamp flashes:

1. Turn the steering wheel to and fro.
2. Switch the ignition off and then on again.
3. Observe any messages in the ID. Cockpit.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Information on the pedals



Fig. 1 In the footwell: pedals.

1 Accelerator
2 Brake pedal

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 or fatal injuries.

- Make sure 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.
- Make sure 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.
- Always wear shoes that provide good grip for your feet when using the pedals.

WARNING

Lack of attention when driving in traffic can cause accidents and serious or fatal injuries.

- Always observe the current traffic regulations and speed limits and think ahead when driving.
- When travelling long distances, stop and take a break regularly – at least every 2 hours.

WARNING

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

- Do not drive under the influence of alcohol, drugs, medicines and narcotics.

NOTICE

If a brake circuit fails, a larger brake pedal travel will be necessary in order to stop the vehicle. A longer braking distance can result in damage to the vehicle.

- Make sure that the pedals can always be operated without any hindrance.
- Continue pressing the brake pedal and with more force than usual if the braking power is reduced.

Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during around the first 200 to 300 km (around 100 bis 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.

Brake pad wear

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

External influences on the brakes

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. The braking force must be higher than can be decelerated by recuperation in order to apply the brake pads. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are 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 → ⚠. The braking force must be stronger than that which recuperation can retard in order to grind off the salt layer by applying the brake pads. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

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. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

⚠ WARNING

Driving with worn brake pads or a faulty brake system can lead to loss of control of the vehicle, accidents and serious or fatal injuries.

- If you have reason to believe that the brake pads are worn or the brake system is faulty, go to a suitably qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 miles) and must first be bedded in. An insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care with new brake pads 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

Constant braking will cause the brakes to overheat. This can significantly reduce the braking performance, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.
- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

WARNING

When driving downhill, the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.
- Reduce your speed before driving down a long, steep gradient and select a higher energy recovery level. This will make use of the electric drive braking effect and relieve the load on the brakes.
- Before starting your journey, make sure that the air supply to the brakes is not covered, e.g. by non-standard or damaged front spoilers.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.
- Carefully test the brakes.
- Carry out a few careful braking operations to dry the brakes and clean off any coating of ice and salt when visibility, weather, road and traffic conditions permit.

Regularly perform a visual check of the thickness of the front 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.

When the front brake pads are checked, the brake pads in the drum brakes on the rear axle should also be checked at the same time. This check is performed though an inspection hole on the rear of the drum. A sealing plug must be removed for this purpose. Volkswagen recommends using a Volkswagen dealership.

Troubleshooting

Brake system fault

The warning lamp lights up red. A text message may also be displayed.

1. STOP Do not drive on! Seek expert assistance immediately.

Brake pad wear indicator

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

⚠ and (!) Brakes are too hot

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

1. Stop at the next opportunity.
2. Keep the vehicle stopped with the electronic parking brake switched on and ignition switched on until a further text message appears.
3. Then go to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Unusual noises when braking

If you hear scratching or squeaking noises each time you brake, this is an indication that your brake pads on the front and rear axle are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, for example, a sudden lengthening of the stopping distance:

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

Switching the ignition on and off

Some vehicle functions are already activated when the driver approaches the vehicle with the vehicle key.

Switching on the ignition

1. Press the starter button once. The starter button is located on the left of the steering column.

   Or: depress the brake pedal.

Switching off the ignition

1. Press the starter button once when the ignition is active and the vehicle is stationary.

   Or: leave the vehicle when the vehicle is stationary and the electronic parking brake is switched on.

The ignition will also be switched off if the brake is not pressed when the vehicle is stopped and the driver opens the belt buckle of the driver seat when the electronic parking brake is switched on.

Automatic ignition switch-off

If the ignition is switched on and the driver moves away from the vehicle carrying the vehicle key, the ignition switches off automatically after a short time . If the bonnet is opened when the ignition is switched on, the ignition

will not be switched off automatically.

If no valid vehicle key is detected in the vehicle interior after the ignition is switched off, it is no longer possible to activate the vehicle's drive system without a valid vehicle key. A corresponding text message is shown in the ID. Cockpit.

WARNING

If the driving mode selector is operated when the ignition is switched on, the vehicle's drive system will be activated immediately under certain conditions. This can lead to unintentional vehicle movements and cause serious injuries.

- Do not operate the driving mode selector when switching on the ignition if you do not want to activate the vehicle's drive system.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could lock the doors and the boot lid, activate the vehicle's drive system or switch on the ignition and thus operate electrical equipment, such as the electric windows. This can result in accidents and serious or even fatal injuries.

- Take all vehicle keys with you every time you leave the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

The ignition can be switched on and the vehicle's drive system activated only if there is a valid vehicle key in the vehicle.

Electronic immobiliser

The immobiliser helps to prevent the vehicle's drive system from being activated and driven with an unauthorised vehicle key.

In vehicles with starter button: The vehicle key contains a chip that automatically deactivates the immobiliser when a valid vehicle key is located in the vehicle interior.

In vehicles with starter button: The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

Thus the vehicle's drive system can be activated only when a Volkswagen Genuine Vehicle Key with the correct code is used. Coded vehicle keys are available from a Volkswagen dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

Activating the vehicle’s drive system

Prerequisites for activating the vehicle’s drive system

The vehicle’s drive system can be activated when the following conditions are fulfilled:

✓ The high-voltage battery is sufficiently charged.

✓ There is no charging cable connected.

✓ The temperature of the high-voltage battery is within the operating range.

✓ There is a valid vehicle key in the vehicle.

Activating the vehicle’s drive system

1. Select the driving mode position with the brake pedal depressed. Activation of the vehicle’s drive system is indicated by visual and acoustic signals.
2. Repeat the procedure if the vehicle’s drive system cannot be activated. If necessary, perform an emergency start.

⚠ WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, e.g. pedestrians and children, may therefore not hear the vehicle or hear it only with difficulty when driving in traffic-calmed zones or when manoeuvring or reversing. This can result in serious injury and accidents.

- Always remember that other road users may not hear the vehicle noise.

Electronic engine sound

The electronic engine sound is a sound that warns other road users about approaching electric vehicles.

The electronic engine sound is switched on when the vehicle's drive system is activated.

When driving quickly, the electronic engine sound is gradually faded out.

WARNING

The volume and audibility of the electronic engine sound may be restricted by snow or heavy soiling in the area of the front grille. If the vehicle cannot be heard by other road users, this can lead to accidents and serious injuries.

- Before the start of every journey, check the area of the front grille for heavy soiling and clean it if necessary.
- You should always expect that the vehicle will not be heard by other road users.

Leaving the vehicle when the vehicle’s drive system is active

If the vehicle is left after stopping with the vehicle’s drive system activated and a position selected, the ignition and drive will switch off automatically under certain conditions *(→ Starter button)*.

This protects the vehicle from unauthorised use.

The vehicle must be secured to prevent it from rolling away before leaving the vehicle .

If you subsequently want to continue driving, the ignition must be switched back on again, for example by pressing the brake pedal, and reactivating the vehicle’s drive system. Observe any instructions shown in the ID. Cockpit.

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle’s drive system is active.
- Before leaving the vehicle, always ensure that the electronic parking brake Ⓟ is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

No valid vehicle key recognised



Fig. 1 In the centre console: emergency start function.

A corresponding display is shown in the ID. Cockpit.

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:

1. Place the vehicle key in the drink holder or stowage compartment in the centre console→ *Fig. 1*.
2. Depress the brake pedal or press the starter button. The ignition is switched on.

The vehicle's drive system cannot be activated

A corresponding message will be displayed in the ID. Cockpit if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek expert assistance.

Deactivating the vehicle’s drive system

The actions should only be carried out in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle.
3. Switch on the electronic parking brake.
4. Observe the information in the ID. Cockpit.

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle’s drive system is active.
- Before leaving the vehicle, always ensure that the electronic parking brake Ⓟ is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

The vehicle’s drive system cannot be deactivated

The vehicle’s drive system cannot be deactivated.

In this case it is necessary to perform an emergency switch-off procedure:

1. Bring the vehicle to a stop.
2. Press the starter button twice within a few seconds or press and hold once.

   The vehicle’s drive system is deactivated and the ignition is switched off.

Position switch



Fig. 1 Position switch with button for the electronic parking brake (arrow).

The vehicle has one forward gear **D/B** and one reverse gear **R**.

The driving mode selector has a button Ⓟ for the electronic parking brake.

To change from neutral position **N** to a gear position, carry out the following:

1. Switch on the ignition.
2. Depress the brake pedal.
3. Turn the driving mode selector in the desired direction → *Fig. 1*.

List of gear selector positions

D Continuous position for forward driving – the electric drive is in normal mode.

Brake energy recuperation takes place automatically if Eco Assistance is activated *(→ Eco assistance)*.

B High brake energy recuperation in overrun *(→ Brake energy recuperation)*.

△ It is possible to change between the positions **D** and **B** by turning the position switch forward once from the position **D/B** → *Fig. 1*. The position switch always returns to its initial position. Turning the switch forward once more switches back to **D** position.

Ⓟ The drive wheels are locked mechanically. Switch on only when the vehicle is stationary .

N The electric drive is in the neutral position. No force is transmitted to the wheels and the braking effect of the electric drive is not available.

R Reverse gear is selected. May only be selected when the vehicle is stationary.

Driving down hills

Brake energy recuperation should be used if possible when driving down hills *(→ Brake energy recuperation)*.

Stopping and pulling away on uphill gradients

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. Release the brake pedal only when you pull away.

Crawling function

When the brake pedal is released with the auto-hold function switched off and the gear selector position engaged, the vehicle starts to "slowly creep", depending on the vehicle load, even on larger gradients. This allows the vehicle to approach more slowly and precisely by applying the brakes in a controlled manner, such as when manoeuvring.

⚠ 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.

⚠ WARNING

Fast acceleration or switching off TCS

can lead to a loss of traction and skidding on slippery roads (e.g. in wet or icy conditions) or on dirty road surfaces. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- 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.
- Always adapt your driving style to the traffic.

⚠ WARNING

If the vehicle is left unattended with the vehicle's drive system is active, it may lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle's drive system is active.
- Always switch off the ignition.
- When you park or leave the vehicle, always ensure that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.
- Hold the vehicle by the foot brake if the vehicle's drive system is activated and the position **D/B** or **R** is engaged.
- Never select reverse gear when the vehicle is in motion.

! *NOTICE*

Incorrect handling of the electric drive can result in increased wear or damage.

- Never allow the vehicle to roll in position **N**, particularly if the vehicle's drive system is not activated.
- If you stop the vehicle on an incline while a position is selected, do not attempt to stop it from rolling back by depressing the accelerator but press the brake pedal.

Troubleshooting

Electric drive overheated

The warning lamp lights up red.

The electric drive is overheated.

A corresponding text message is shown on the ID. Cockpit.

Do not drive on!

1. Stop the vehicle as soon as it is safe and possible to do so and park in the open air.
2. Deactivate the vehicle's drive system.

   Do not add coolant.
3. Seek expert assistance.

and No brake energy recuperation possible

The indicator lamps light up yellow.

Fault in brake energy recuperation.

The range can be limited.

1. In this case, go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

NOTICE

The electric drive will be damaged if you allow the vehicle to roll for an extended period or at high speed with the ignition switched off, the electric drive switched off or discharged 12-volt vehicle battery.

- Please note that the vehicle can be towed only under certain conditions *(→ Towing)*.

Deactivation of the drive is imminent

The charge level of the high-voltage battery is very low and the drive power reduced.

The indicator lamp lights up red during vehicle operation.

A text message is displayed in the instrument cluster and an audible warning sounds.

The vehicle is about to break down in traffic!

The vehicle can still be emergency-started twice and moved a short distance at a speed of around 7 km/h(around 4 mph).

Convenience functions of the air conditioning are restricted.

1. If traffic conditions permit, drive to the side of the road and park the vehicle safely or drive to the charging station if possible.

The indicator lamp will go out when the power is increased again.

Vehicle operation not possible

The temperature of the high-voltage battery is too low.

The indicator lamp lights up red before the vehicle is started.

A text message is displayed in the instrument cluster and an audible warning sounds.

Low power can lead to the vehicle breaking down in traffic!

Only manoeuvring at about 7 km/h(about 4 mph) is possible.

Convenience functions of the air conditioning are restricted.

— Charge the high-voltage battery when the charge level is low.

— If a departure is planned in cold weather, Volkswagen recommends performing stationary air conditioning of the vehicle beforehand. The high-voltage battery is also heated when this takes place. This increases the vehicle power

available immediately after the vehicle's drive system is activated.

Observe the behaviour of the power display in the instrument cluster.

The indicator lamp will go out when the power is increased again.

Power restricted

The indicator lamp lights up yellow.

A text message is displayed in the instrument cluster and an audible warning sounds.

The power is significantly reduced and may decrease further.

Convenience functions of the air conditioning are restricted.

1. Charge the high-voltage battery when the charge level is low.

At very cold or hot outside temperatures, the high-voltage battery is heated or cooled respectively during driving. The vehicle power will increase again after some time.

Observe the behaviour of the power display in the instrument cluster.

The indicator lamp will go out when the power is increased again.

All-wheel drive is restricted

There is a fault in the all-wheel drive system. The vehicle power has been limited.

— The text message All-wheel drive is restricted. Please adapt your driving behaviour.is displayed in the ID. Cockpit.

— It is possible to continue driving with reduced power.

Have the vehicle checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

All-wheel drive is currently restricted.

The power of the front motor has been limited to prevent overheating.

— The text message All-wheel drive is currently restricted. Please adapt your driving behaviour.is displayed in the ID. Cockpit.

— It is possible to continue driving with reduced power.

The power limitation will be cancelled again in the following case:

— The front motor is no longer in a critical temperature range.

Electronic engine sound is not working

The indicator lamp lights up and an acoustic signal sounds.

A corresponding text message is displayed in the ID. Cockpit.

1. In this case, go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

You can continue to drive.

Brake energy recuperation

When the vehicle is braked, and when the vehicle is in overrun mode or driving downhill, electrical energy is

generated via the electric drive and stored in the high-voltage battery. The electric drive then acts as a generator and creates an engine braking effect. This procedure is known as brake energy recuperation.

The extent of the engine braking effect varies depending on the gear selector position.

If there is a high level of brake energy recuperation, the brake lights on the vehicle can also light up. The higher the charge level of the high-voltage battery, the lower the recuperation and thus the engine braking effect effected. No brake energy recuperation occurs and therefore no engine braking effect occurs when the high-voltage battery is completely charged. If the vehicle detects that the road conditions do not allow the wheels to reliably contact the road surface, recuperation and thus the engine braking effect will be reduce automatically. The power display provides information about the availability of brake energy recuperation and the engine braking effect.

The vehicle performs brake energy recuperation in different ways depending on the selected position and on the settings in the Infotainment system:

Position D is engaged and Eco Assistance is deactivated: no brake energy recuperation.

Position D is engaged and Eco Assistance is activated: automatic brake energy recuperation. The energy recovery level is selected automatically depending on the navigation data and traffic situation.

Position B engaged: high brake energy recuperation

The vehicle also performs recuperation when the brake pedal is pressed.

Eco Assistance

The Eco Assistance function helps the driver to efficiently use the engine braking effect of the vehicle. It selects the energy recovery level depending on the navigation data and traffic situation.

The Eco Assistance function can be switched on and off in the vehicle settings in the Infotainment system.

Driving down hills

When driving down hills, you should drive in gear selector position B if possible.

Never allow the vehicle to roll down mountains or hills in the neutral position N.

WARNING

High brake energy recuperation can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Activate continuous high brake energy recuperation only if permitted by visibility, weather, road and traffic conditions, and if other road users are not put at risk due to the deceleration behaviour of the vehicle and the driving style.

WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect, to the point where no engine braking effect may be generated at all. This can change the vehicle handling, which may lead to accidents and serious or fatal injuries.

- Never fully charge the high-voltage battery at high altitudes, such as at the top of a pass, in order to permit use of a braking effect by means of recuperation when driving downhill.
- Reduce your speed before driving down a steep gradient.
- Slow the vehicle using the vehicle brake when driving down a steep gradient.
- Please note that the load on the vehicle brakes is higher if there is no engine braking effect.

General driving tips

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.

Avoid full throttle

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never drive the vehicle at top speed.

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)*.

⚠ WARNING

Driving at high speed and without a sufficient safety distance can lead to accidents and serious or fatal injuries.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

Driving economically

Adopting the right driving style can reduce consumption, damage to the environment, and wear and tear to the electric drive, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

Using brake energy recuperation

The vehicle will "coast" if the Eco Assistance function is deactivated in the Infotainment system and position D is selected and the accelerator is not pressed.

The vehicle will perform brake energy recuperation automatically if the Eco Assistance function is activated in the Infotainment system and position D is selected and the accelerator is not pressed. It will adapt itself to the driving situation and external conditions such as vehicles in front and speed limits. The energy of the rolling vehicle is used to charge the high-voltage battery. The vehicle is braked as a result.

A high level of brake energy recuperation will take place if the accelerator is not pressed in position B.

Recuperation is also increased if the brake pedal is pressed.

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.

Do not drive with unnecessary loads in the vehicle

You can reduce energy 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 electrical energy

Convenience consumers such as the air conditioning system or window heating require energy from the high-voltage battery.

If you want to increase the range of the vehicle:

— Set a warmer interior temperature in summer and a lower temperature in winter. Air the vehicle before starting your journey at high outside temperatures.

— If an external power supply is available, use the stationary air conditioning.

— Switch off all convenience features that are not needed.

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.

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 *(→ 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 and lengthen the braking distance in the event of hard or emergency braking. This can cause accidents and serious or fatal injuries.

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests and also the adjustable rear seats, if installed.

NOTICE

Leaking liquids can get into the plug connections of the orange high-voltage cables. This can lead to damage to the electrical system and the high-voltage battery.

- Do not carry large quantities of liquid in the vehicle interior.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open boot lid must be secured properly and suitable measures taken.

Driving with an open boot lid increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This reduces the possible range of the vehicle considerably. Volkswagen recommends that you do not drive with the boot lid open.

WARNING

When driving with the boot lid unlocked or open, loose items can fall out of the vehicle and hit following road users. This can result in accidents and serious or even fatal injuries.

- Always drive with the boot lid closed.
- Stow all items securely in the luggage compartment.
- 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.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

WARNING

Items that protrude from the luggage compartment change the length of the vehicle and may endanger other road users. This can result in accidents and serious or even fatal injuries.

- Observe legal requirements.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users.
- Never use the boot lid to jam or fix objects in position.

NOTICE

The height and possibly also length of the vehicle are different when the boot lid is open. This can lead to damage to the vehicle if due care is not taken when driving.

- Pay attention to the changed exterior dimensions, e.g. when driving through underpasses.

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 deactivate the vehicle's drive system 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.

⚠ 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. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Carry out careful braking manoeuvres to dry and de-ice the brakes.
- Do not endanger other road users when performing braking manoeuvres and do not ignore any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, e.g. electronics, could sustain severe damage or corrode.

- Never drive through salt water.
- Immediately rinse all vehicle parts that have come into contact with salt water using fresh water.
- Protect electronic components from contact with water.

Using the vehicle in other countries and continents

Registration regulations

The vehicle has been manufactured specifically for a particular country and complies with the requirements and registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad temporarily or for a short period, all relevant information and instructions should be followed.

Safety standards and regulations

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 at your destination.

Selling the vehicle abroad

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.

Functioning of the Infotainment system

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

Charging abroad

Due to different legal regulations, it is possible that charging at mains sockets will be permitted only with reduced charging current in other countries. The charging cable limits the charging current corresponding to the infrastructure used. The lower value is used for charging if the settings differ *(→ Charging cable)*.

Due to different technical standards, charging at charging stations in another country may not be possible or may be possible only using a suitable charging cable. Consult a Volkswagen dealership for further information.

Volkswagen is not responsible for any vehicle damage caused by inadequate servicing work or lack 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.

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. DCC incorporates the chassis tuning of the selected driving profile.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

WARNING

Selecting a driving profile while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

1. 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 on the touch panel of the Infotainment system

1. Tap MODE.
2. To select driving profiles, tap MODE again or tap the desired driving profile in the Infotainment system.

Displaying information on the driving profile

1. To display further information on the selected driving profile, tap i in the Infotainment system.

Selecting the Individual driving profile

1. Tap MODE repeatedly until the Individual driving profile is selected.
2. To open the Individual menu, tap ☰.

Characteristics of the driving profiles



The Eco driving profile switches the vehicle into economical mode and helps you to drive the vehicle in an energy-efficient manner.



The Comfort driving profile corresponds to the basic setting of the vehicle systems and leads to a comfort-oriented vehicle setup. It is suitable for everyday use, for example.



The Sport driving profile gives you a sporty driving feeling.



The Traction driving profile offers maximum all-wheel drive support and adjusts the running gear to a softer setup. The profile ensures better grip on loose surfaces.

The Traction driving profile is available only in vehicles with all-wheel drive.



You can use the Individual driving profile to tailor individual vehicle systems to suit your personal requirements.

Standard behaviour of the driving profiles and vehicle systems

The Comfort 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 active.

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 theComfort driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain their settings.

You can switch the Drive vehicle system to the desired driving profile again.

1. Select the desired driving profile again.

Fault in the adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: damper may be displayed on the instrument cluster display.

1. In this case, go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

The driving profiles or vehicle systems do not behave as expected.

1. Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*.

Introduction to the topic

Depending on the vehicle equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras for operation (also referred to as “sensors” below). These are visible to you in some cases and in other cases not.

The sensors and cameras visually detect the vehicle surroundings using ultrasound or radar waves.

Installed sensors

Depending on the vehicle equipment, the following sensors may be installed:

— Radar sensor in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windscreen.

— Ultrasound sensors in the front of the vehicle.

— Ultrasound sensors in the rear of the vehicle.

Information on the respective sensor locations is provided in the vehicle overviews .

WARNING

The driver assist systems cannot replace the driver’s attention and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

Limits of the sensors

Limits of the radar sensors

Driver assist systems that use radar sensors can react unexpectedly, with a delay or not at all in the following situations:

— Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Over crests or through dips.

— 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.

— In complex driving situations, e.g. traffic islands.

— After external force on components in the area of the radar sensors, e.g. after a rear-end collision.

— If the radar sensors are covered, dirty, incorrectly adjusted or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

— Over crests or through dips.

— Driving through road works.

— Driving offroad.

— Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray, and on poor roads.

— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.

— If the camera is temporarily not available due to prolonged exposure to direct sunlight or high ambient temperatures.

— If the camera window is covered, dirty or damaged.

— If the camera is displaced.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems 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 .

Limits in certain driving situations

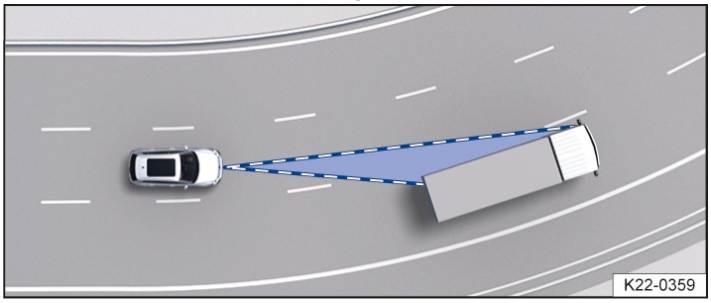


Fig. 1 Driving through bends.

The sensors always measure straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

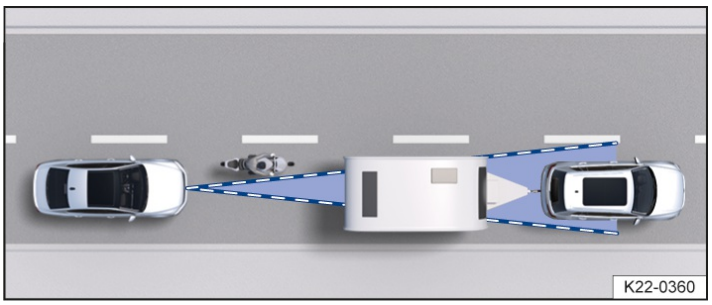


Fig. 2 Narrow vehicle.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

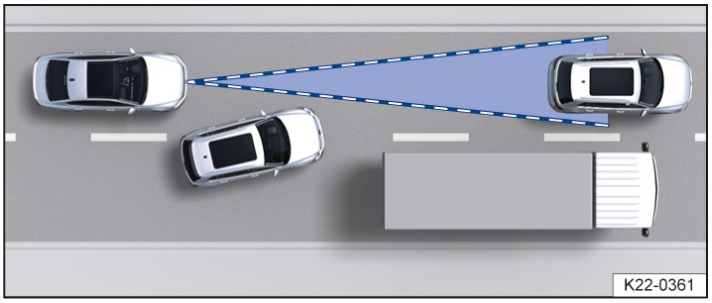


Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system also has additional functionally related system limits. Also observe these:

— Predictive speed limiter *(→ Speed limiter with predictive control)*.

— Eco Assistance *(→ Eco assistance)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control system *(→ Predictive cruise control system)*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane keeping system (Lane Assist) *(→ Lane keeping system (Lane Assist))*.

— Semi-automated driving assistance (Travel Assist) *(→ Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane change system (Side Assist) *(→ Lane change system (Side Assist))*.

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 (around 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.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

Cruise control system switched on, control active.

The indicator lamps are displayed small or grey when the cruise control system is not active.

If no speed is stored, the instrument cluster display shows––– instead of the speed.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Use the brake energy recuperation of the electric drive on extended downhill stretches.

   This will relieve the load on the brakes.

WARNING

The use of the cruise control system can lead to accidents and serious injuries or even death if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions. The driver is responsible for the vehicle speed at all times.
- 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, on wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.

Operating the cruise control system



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed during speed control by the cruise control system:

+ 1 km/h (1 mph):
  Gently press the + button.

- 1 km/h (1 mph):
  Gently press the − button.

+ 10 km/h (5 mph):
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

WARNING

There is a risk of an accident if you unintentionally resume a stored speed or if the stored speed is too high for the current road, traffic and weather conditions. This can cause serious injuries or death.

- Check whether the stored speed is suitable for the current road, traffic and weather conditions before you resume cruise control.
- Switch off the cruise control system when you do not need it.

Switching off

1. Press and hold the button.

   The cruise control system is switched off and the stored speed is deleted.

Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

— Speed limiter.

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Troubleshooting

Cruise control system faulty

Malfunction. The indicator lamp lights up yellow.

— Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— 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 the Autonomous Emergency Braking system(Front Assist).

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 around 30 km/h (around 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.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter.

Depending on the situation and the instrument cluster version, the following warning lamps light up:



Speed limiter switched on, system control active.

The indicator lamps are displayed small or grey when the speed limiter is not active.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Use the brake energy recuperation of the electric drive on extended downhill stretches.

   This will relieve the load on the brakes.

WARNING

Use of the speed limiter in adverse weather conditions is dangerous and can cause accidents and serious injuries or even death.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions. The driver is responsible for the vehicle speed at all times.
- Do not drive at full throttle if this is not necessary.
- Never use the speed limiter on slippery roads(e.g. as a result of aquaplaning, snow, ice or leaves)
- In order to avoid unintentional control interventions, switch off the speed limiter when you do not need it.

Operating the speed limiter



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
  Gently press the + button.

- 1 km/h (1 mph):
  Gently press the – button.

+ 10 km/h (5 mph):
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Strongly press the – button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

Cancelling control

1. Press the button.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

Switching off

1. Press and hold the button.

   The speed limiter is switched off and the saved speed is deleted.

Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

— Cruise Control System.

— Adaptive Cruise Control (ACC

).

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Troubleshooting

LIM Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— ESC

is switched off.

— The brakes have overheated. Allow the brakes to cool down and check their functionality again.

— If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

Introduction to the topic

The predictive speed limiter automatically adapts a maximum speed that you have stored to detected speed limits.

The predictive speed limiter is an extension of the speed limiter and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The predictive speed limiter is dependent on the vehicle equipment and is not available in all countries.

WARNING

The predictive speed limiter cannot replace the driver's attention and operates only within the limits of the system. The predictive speed limiter cannot detect all applicable speed limits and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible for the stored vehicle speed at all times.
- Observe the system limits *(→ Speed limiter with predictive control)*.
- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit.
- Please note that the speeds regulated by the system do not necessarily correspond to your driving style.

Please also observe the safety-relevant information on the speed limiter.

System limits of predictive control

In addition to the system limits of the Dynamic Road Sign Display, the predictive speed limiter has the following additional, system-related limits:

— The predictive speed limiter detects only road signs that show a speed limit.

— Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.

— If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.

— The predictive speed limiter is not available for detected speed limits below around 30 km/h (around 20 mph). A corresponding text message is shown on the instrument cluster display in this case.

Function limitations

In the following situations, it is possible that the predictive speed limiter will not change the stored speed or will change it with a delay or in an unexpected way:

— There is a fault in the Dynamic Road Sign Display system.

— The navigation data is out-of-date.

— You are driving without route guidance.

— You leave the route calculated by the navigation system.

— The vehicle position cannot be determined correctly due to imprecise GPS data.

Activating predictive control

1. Switch on the speed limiter and start control *(→ Speed limiter)*.
2. Activate predictive control in the Assist systems menu of the Infotainment system.

A message will be displayed on the instrument cluster display as soon as the system detects a speed limit on the route. The detected speed is stored as the new desired speed.

Cancelling speed adaptation

— Press the RES button.

Or: release the accelerator pedal twice and then press it again.

The last-stored speed is resumed again.

— Press the SET button.

The current speed is adopted.

— Press the button.

The system is switched to passive mode.

Adjusting the announced speed

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

If you adjust the announced speed excessively, predictive control will be terminated.

If a speed limit is detected, the predictive control function will adjust the stored speed even if the speed limiter is not regulating.

If the current speed significantly exceeds a speed limit detected by the Dynamic Road Sign Display function, a warning will appear on the instrument cluster display.

When you join a motorway, the recommended speed will automatically be stored as the desired speed.

A message is displayed that the predictive speed limiter is currently not available or is not available in your country

1. If this message is displayed for an extended period and the predictive speed limiter is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Digital instrument cluster (Pro))*.

Eco Assistance

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent recommendations on the instrument cluster display.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

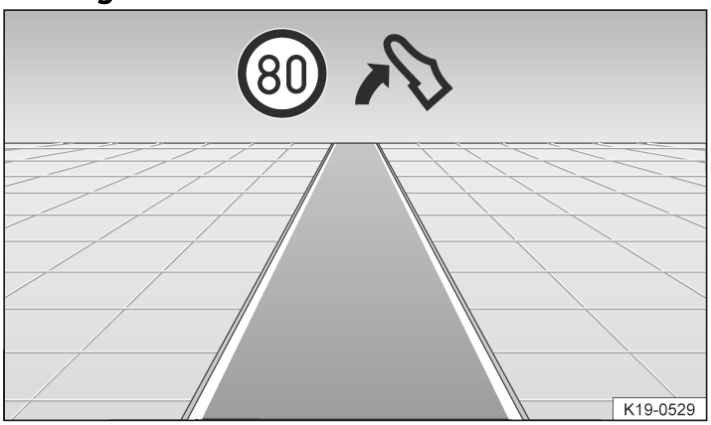


Fig. 1 Eco Assistance display (illustration).

When you approach a speed limit or a road section that you need take into account when driving on the route, the symbol and information on the type of event will be displayed on the instrument cluster display.

As soon as you take your foot off the accelerator, the vehicle adjusts the brake energy recuperation and the speed. The vehicle takes into account the selected driving profile and the distance to the event.

The system does not use the vehicle brake. When you are driving downhill, the system also cannot brake the vehicle sufficiently in all driving situations.

When the system is active, Eco Assistance can increase deceleration even without a displayed message, thereby adapting the speed to a detected vehicle ahead.

You can override Eco Assistance at any time by accelerating.

Displays

The following symbols are displayed on the instrument cluster display, depending on the driving situation:

Take your foot off the accelerator.

Vehicle ahead.

Junction ahead.

Motorway exit ahead.

Roundabout ahead.

Bend to the left ahead.

Bend to the right ahead.

Slope ahead.

Speed limit ahead, example.

The symbols displayed may differ depending on vehicle equipment. Symbols may be altered or upgraded by a system update.

Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

The Eco Assistance function will be automatically deactivated temporarily in the following cases:

— The Sport driving profile is activated.

— When driving with Adaptive Cruise Control(ACC) (ACC) or cruise control system.

However, Eco Assistance displays may still be shown, depending on the situation and driving behaviour.

Eco Assistance will be activated again when the reason for deactivation is no longer present if the function is switched on in the Infotainment system.

WARNING

Eco Assistance cannot replace the driver's attention and operates only within the limits of the system. Eco Assistance cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Please note that road signs on the road and traffic regulations always have priority over driving recommendations.

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 adjust settings for ACC in the Assist systems menu in the Infotainment system.

Speed range

You can set the speed to 20 km/h(15 mph) and higher.

Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed with the set speed.

The intervention by the ACC

system is less dynamic when towing a trailer.

Driver intervention prompt

If automatic deceleration by the ACC

system is not sufficient or the system limits have been reached, the ACC system will request you to also brake by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

WARNING

ACC

cannot replace the driver's attention and operates only within the limits of the system. ACC cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Adaptive Cruise Control (ACC))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC

  is not sufficient.

  ●
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, ACC

can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead.

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 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

ACC

can brake the vehicle to a standstill and keep it stationary. ACC remains active and the instrument cluster display shows ACC ready to start for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off.

Extending or reactivating readiness to drive:

1. Press the RES button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

1. Press the RES button.

   Or: depress the accelerator briefly.

ACC

remains inactive in the following cases:

— The vehicle is stationary for several minutes.

— A vehicle door is opened.

— The vehicle's drive system is deactivated.

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, obstacles in the vehicle's path may not be detected. 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

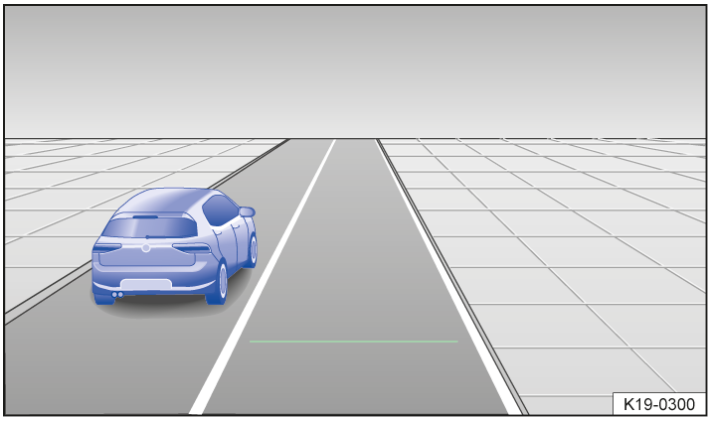


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If ACC

detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane) ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from a speed of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: When driving on a multi-lane road, cancel control if vehicles in the overtaking lane are driving more slowly.

System limits of ACC

Limits of the sensors

ACC

detects driving situations by means of the radar and ultrasound sensors in the front of the vehicle and the camera behind the windscreen. The range of the radar sensor is up to approximately 160 m (around 520 ft).

WARNING

If you use ACC

in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal regulations.

- Observe the limits of the sensors *(→ Sensors)* and cancel control in the specified situations.

Objects that cannot be detected

ACC

detects only vehicles that are moving in the same direction or stationary. The following are not detected:

— Persons.

— Animals.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

Stationary vehicles

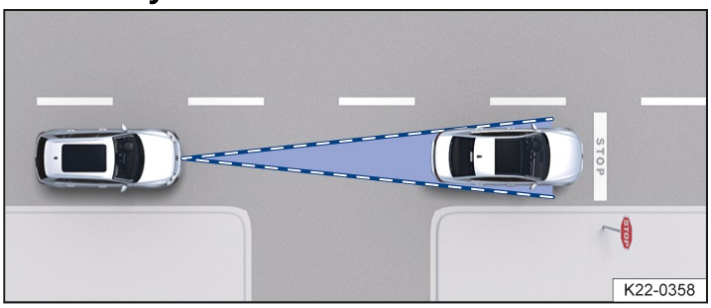


Fig. 1 Stationary vehicle.

ACC

reacts to stationary vehicles to a limited extent up to a speed of around 60 km/h (around 37 mph), provided a stationary vehicle is detected and your own vehicle can be comfortably braked behind the stationary vehicle, subject to the system limits of the ACC. ACC does not perform emergency braking → *Fig. 1*.

The response to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching the ACC on and off



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. While driving forwards, press the SET button

1. While driving forwards, press the SET button.

   ACC

   stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed when driving more slowly than the limit or the maximum speed when driving faster than the limit.

   In addition, TCS

   Sport and, depending on the vehicle equipment, ESC Sport are deactivated.

The following indicator lamps light up, depending on the driving situation:

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

When ACC

is not active, the indicator lamps light up grey.

Cancelling control

1. 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 ifTCS

   Sport is activated.

Resuming control

1. 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

1. Press and hold the button.

   The set speed is deleted.

Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

— Speed limiter.

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Setting the ACC

Setting the distance

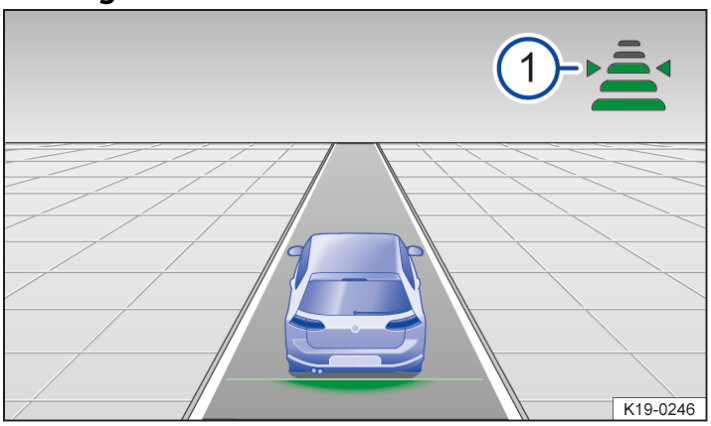


Fig. 1 On the instrument cluster display: set distance (1), ACC is controlling distance (illustration).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the + or − button or swipe vertically over the button area from to + or −.

   Or: press the button repeatedly until the required distance is selected.

   The instrument cluster display shows the chosen setting → *Fig. 1* (1). Please observe any country-specific regulations for the minimum distance.

In the Assist systems menu 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.

Adjusting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

WARNING

ACC
cannot detect all driving situations correctly. 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 ACC is insufficient, you are in danger of colliding with the vehicle in front. This can cause serious injuries or death.

- Always be prepared to brake the vehicle yourself.
- Press the accelerator to override Adaptive Cruise Control.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 the desired gearbox program in the Assist systems menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

ACC 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, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories and replacement parts)*.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The ultrasound sensors are dirty, covered or damaged. Clean the ultrasound sensors *(→ Vehicle care)*.

Keep the area around the ultrasound sensors clear and check whether there is any visible damage *(→ Accessories and replacement parts)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Vehicle settings menu)*.

Control cannot be started

Make sure that the following conditions are met:

— The brake lights on the vehicle are working.

— The brake lights on the electrically connected trailer are in working order.

— ESC

is not performing a control intervention.

— The brake pedal is not depressed.

Unusual noises during automatic braking

This is normal and is not a fault.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension ofACC

and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

Reaction to the end of a traffic jam

Vehicles with V2X technology (depending on vehicle equipment and not available in all countries)interact with other vehicles in their vicinity. As a result, your vehicle can be informed about a traffic jam ahead and can reduce speed early on.

Prerequisites:

— V2X is activated in the Infotainment system.

— The reaction to the end of a traffic jam is activated in the Infotainment system *(→ Predictive cruise control system)*.

⚠ WARNING

The predictive cruise control system cannot replace the driver's attention and operates only within the limits of the system. The predictive cruise control system cannot detect all applicable speed limits and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible for the stored vehicle speed at all times.
- Observe the system limits *(→ Predictive cruise control system)*.
- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit.
- Please note that the speeds regulated by the system do not necessarily correspond to your driving style.

Also observe the system limits and the information for ACC.

System limits of predictive cruise control

In addition to the system limits of the Dynamic Road Sign Display function and ACC, the predictive cruise control function is subject to the following additional, system-related limitations:

- The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.
- Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.
- Road signs with sub-plates containing restrictions that apply only at certain times, for example, will be taken into account only if they are included in the navigation data.
- Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
- The predictive cruise control system cannot perform control at speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

Function limitations

In the following situations, it is possible that the predictive cruise control will not change the stored speed or will change it with a delay or in an unexpected way:

- There is a fault in the Dynamic Road Sign Display system. No speed limit is shown in the instrument cluster display.
- Road signs are not detected or are not detected correctly.
- The navigation data is out-of-date.
- You are driving without route guidance.
- You leave the route calculated by the navigation system.
- The vehicle position cannot be determined correctly due to imprecise GPS data.

Activating predictive cruise control

You can separately set the events to which the vehicle should react in the Assist systems menu of the Infotainment system:

— Reaction to the road layout.

— Reaction to permitted speeds.

— Reaction to the end of traffic jams.

If you have activated at least one event, predictive cruise control will also be switched on automatically when ACC is switched on.

Driving with predictive cruise control

Displays

A message will be displayed on the instrument cluster display as soon as the system detects a speed limit or will reduce the speed due to the course of the road ahead. This message indicates the reason and the speed to which your vehicle will be regulated.

Speed regulation due to speed limit.

Speed regulation due to cancellation of the speed limit.

Speed regulation due to a roundabout.

Speed regulation due to a junction.

Speed regulation due to the road layout.

Speed regulation due to the end of a traffic jam.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to the road layout, the vehicle will subsequently accelerate back up to the previously stored speed.

Announced speeds for driving through bends depend on the driving profile .

Cancelling speed adaptation

During the announcement:

1. Press the RES button.

During control intervention:

1. Press the SET button.

Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

If you adjust the announced speed excessively, predictive cruise control will be terminated.

If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if ACC
is deactivated. However, speed regulation will not take place.

When a speed limit is lifted on a motorway, the recommended speed will automatically be stored as the desired speed. However, if a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Vehicle settings menu)*.

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Swerve support.

— Oncoming vehicle braking when turning.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic steering interventions by steering in the opposite direction.

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.

⚠ WARNING

Front Assist cannot replace the driver's attention and operates only within the limits of the system. Front Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Autonomous Emergency Braking (Front Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- You should consider cancelling the automatic interventions by Front Assist if necessary.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- If you are unsure about what systems your vehicle has depending on the vehicle equipment and country, please enquire at a suitably qualified workshop before starting your journey. Volkswagen recommends using a

Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to bicycles and motorcycles: around 5 km/h(around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning

Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning

Front Assist 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 you do 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

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects traffic situations using the radar sensor in the front of the vehicle and a camera behind the windscreen.

Observe the limits of the sensors *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

After vehicle start

Front Assist is not available or its functions are restricted immediately after the vehicle is started. The white indicator lamp lights up in the instrument cluster display during this time.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles or vehicles crossing your path.

— Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.

— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.

— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— If ESC
is performing a control intervention or faulty.

— If several brake lights on the vehicle are faulty.

— If there is a fault in several brake lights on a trailer or bicycle carrier with an electrical connection to the vehicle.

— If the vehicle accelerates hard or the accelerator is fully depressed.

— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.

— When driving into and out of tunnels.

— 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 add-on parts cover the radar sensor or camera.

— If the camera or the radar sensor is faulty.

— After external force on components in the area of the radar sensor, e.g. after a rear-end collision.

— If the windscreen is damaged in the area of the camera window.

— In the event of multiple unwanted interventions.

⚠ WARNING

If you use Front Assist in the situations mentioned, this can result in accidents and serious injuries or even death.

- Switch off Front Assist in the specified situations.

Swerve support

The swerve support function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and supports you with a corrective steering intervention as long as you steer.

Speed range

Swerve support is available in a speed range from around 30 km/h (20 mph) up to around 150 km/h (90 mph).

Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

Speed range

The oncoming vehicle braking when turning function is available up to around 15 km/h (around 9 mph).

Limits

The oncoming vehicle braking when turning function is available only if you indicate, have turned the steering wheel and have therefore started the turning manoeuvre. After changing from right-hand traffic to left-hand traffic or vice versa, the oncoming vehicle braking when turning function is available only after 30 minutes or more.

The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Operating Front Assist

Front Assist and all the included functions(depending on equipment and country)are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only partially available as long as the white indicator lamp is lit up.

Volkswagen recommends that Front Assist and all the included equipment- and country-dependent functions are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually and view the activation status.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch Front Assist on or off in the corresponding submenu.

If you switch off Front Assist, all the included equipment- and country-dependent functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

The yellow indicator lamp also lights up if Front Assist has been deactivated automatically, e.g. when towing has been detected.

Adjusting the included equipment- and country-dependent functions

If Front Assist is switched on, you can make the following settings in the Assist systems menu of the Infotainment system, depending on the vehicle equipment and country:

— Switch the distance warning on and off.

— Switch the advance warning on and off.

— Set the warning time for the advance warning.

— Switch swerve support on and off.

— Switch the oncoming vehicle braking when turning function on and off.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Front Assist is starting up

The indicator lamp lights up white.

— Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

Front Assist not available or availability restricted

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Front Assist will also be available once more.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front Assist does not function as expected or is triggered unnecessarily several times

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— Low sun or darkness.

— If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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.

If your vehicle moves too close to a recognised road lane marking, Lane Assist will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, Lane Assist is ready to intervene at speeds above around 60 km/h (around 35 mph) within the system limits (system status active).

⚠ WARNING

Lane Assist cannot replace the driver's attention and operates only within the limits of the system. Lane Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for staying in the lane.
- Observe the system limits *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the 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.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.

System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera *(→ Sensors)*. Always pay due attention and intervene if necessary.

Road lane markings that are not detected or not detected correctly

Lane Assist cannot recognise all road lane markings correctly. If road lane markings are not recognised or are incorrectly recognised as such, this may mean that supporting interventions do not take place or Lane Assist may perform undesired interventions. In addition to the situations specified in the section on the camera limits, this can occur in the following situations, among others:

— If there are no road lane markings.

— If the driving style is very dynamic.

— When not driving on motorways or well-developed country roads.

— On poor roads, or if road structures or objects are present.

— If there are reflections or glare.

Always pay attention and, if necessary, immediately intervene to override an undesired system intervention. Switch off Lane Assist temporarily if necessary.

Lane Assist not available

Lane Assist is not available under the following conditions(passive system status):

— The vehicle speed is under around 55 km/h(approximately 30 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lane manually.

— If the driver oversteers a system intervention.

— The driver does not react to a driver intervention prompt.

Switching on and off

Depending on country, Lane Assist is always switched on when the ignition is switched on. You can also switch the Lane Assist on and off in the Infotainment system *(→ Vehicle settings menu)* and view the current system status there.

1. Open the Assist systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

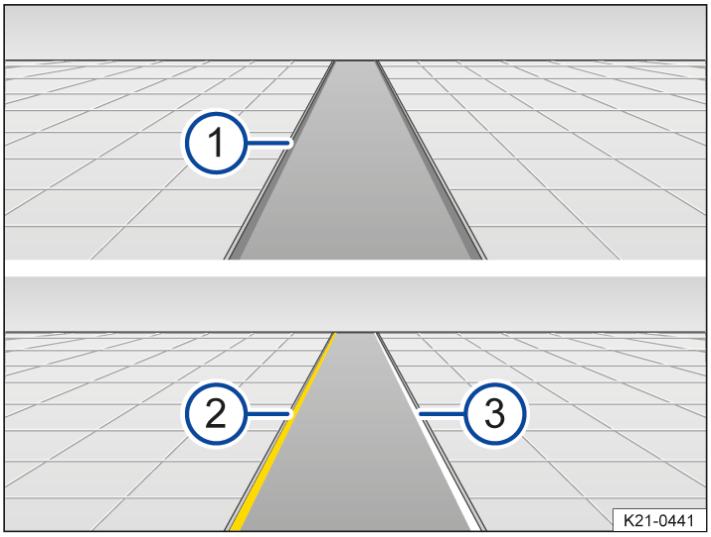


Fig. 1 On the instrument cluster display: Lane Assist displays.

1. Grey line: road lane marking detected. The system is not ready to intervene on the side shown.
2. Yellow line: road lane marking detected. System is actively intervening on the indicated side.
3. White line: road lane marking detected. The system is ready to intervene on the side shown.

With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dashed lane markings.

With some equipment levels, a display is also shown on the Head-up Display.

One of the following indicator lamps will light up depending on the driving situation:

System is active and ready to perform control intervention.

System intervention (corrective steering intervention).

If no warning lamp lights up, Lane Assist is not ready to intervene on either side (passive system status) or is switched off.

If Travel Assist is actively performing a control operation, there is no steering intervention and no display by Lane Assist.

Driver intervention prompt

If there is no steering activity, Lane Assist prompts you to drive in the middle of your lane by means of acoustic warnings and a display on the instrument cluster.

If you do not react, Lane Assist will switch to passive state.

Depending on the vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Independently of steering activity, you will be additionally requested to drive in the middle of the lane again with a display on the instrument cluster display and with acoustic warnings if the corrective steering intervention takes place for an extended time.

Steering wheel vibration

The following situation can lead to vibration of the steering wheel:

— The system can no longer detect a lane during a major steering intervention.

You can also select the option Vibration or Steering wheel vibration in the Assist systems menu of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when Lane Assist is active.

Troubleshooting

Lane Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more. Deactivate and reactivate the vehicle's drive system.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It can take a few seconds before a system fault is detected after the ignition is switched on.

If the Lane Assist is not available, Emergency Assist is also not available.

If Lane Assist is not available, Travel Assist is also not available.

The system is not responding as expected

1. Do not attach any objects to the steering wheel.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

Travel Assist performs control as from around 20 km/h(around 15 mph), with extended operation for adaptive lane guidance from 0 km/h (0 mph). This speed range may differ depending on country.

System limits of Travel Assist

Travel Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system(Lane Assist).

Observe the system limits and information for ACC and Lane Assist. Always pay due attention and intervene yourself if necessary.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

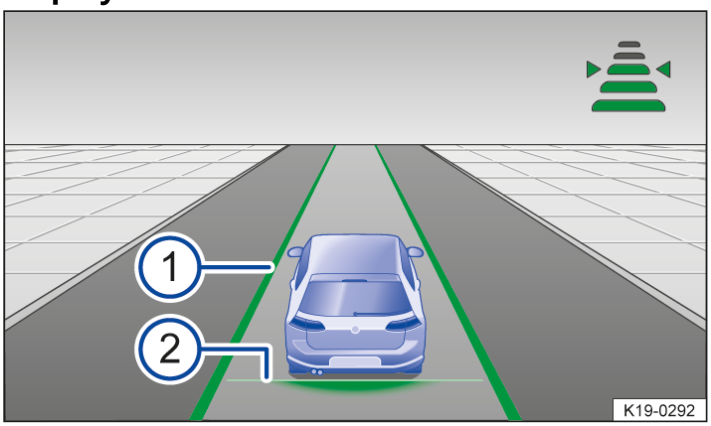


Fig. 1 On the instrument cluster display: active regulation displayed (illustration).

(1) Colouring of the lane marking indicates the status of adaptive lane guidance.

— Green: adaptive lane guidance active.

— Grey: adaptive lane guidance passive.

(2) Set distance.

With some equipment levels, a display is also shown on the Head-up Display.

With some equipment levels, additional details may also be shown on the instrument cluster display, such as dashed lane markings and road users driving in front.

Indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist passive, Adaptive Cruise Control active, adaptive lane guidance passive.

Travel Assist deactivated, no regulation.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, depending on vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Travel Assist with mass location data

Travel Assist with mass location data uses online map data to enhance the function of Travel Assist (depending on the vehicle equipment and not available in all countries).

This can increase the availability of Travel Assist in selected driving situations, e.g. when lane markings are incomplete or missing on one side.

Prerequisites:

— Travel Assist is activated.

— Your We Connect membership is activated.

— An internet connection is established.

— The use of online map data is activated.

— The upload function of the collected map data for your vehicle is activated (optional).

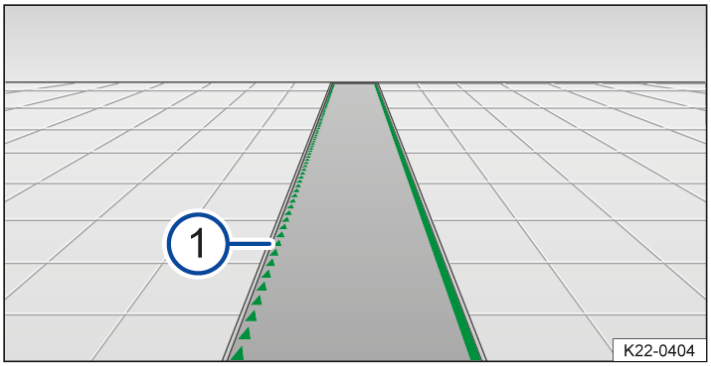


Fig. 2 In instrument cluster display: display during use of mass location data (illustration).

(1) Green triangle line: road lane marking detected through use of mass location data.

WARNING

Travel Assist cannot replace the driver's attention and operates only within the limits of the system. Travel Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the 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.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on and starting control

1. While driving forwards with activated ACC , press the button on the multifunction steering wheel.

   The vehicle switches from ACC to Travel Assist.

Depending on the driving situation, the vehicle switches to the following system statuses in Travel Assist:

— When ACC is active, Travel Assist maintains the current speed and the preset distance to the vehicle in front (system status passive).
When lane markings are detected, the vehicle is simultaneously kept in the lane by steering movements (system status active).

— If ACC is not active, Travel Assist is switched on but remains deactivated.

1. Press the SET button.

   Travel Assist switches to active or passive system status according to the driving situation.

The indicator lamp corresponding to the driving situation lights up in the instrument cluster display. A message is also displayed.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The set distance remains stored.

Switching to ACC

1. Press the button on the multifunction steering wheel.

   The vehicle switches from Travel Assist to the system status ofACC

   corresponding to the driving situation.

Making other settings

The other operating functions of Travel Assist correspond to operation ofACC

(→ Adaptive Cruise Control (ACC)).

Using assisted lane changing

When you set a convenience turn signal, the vehicle can perform assisted lane changing on multi-lane motorways within the system limits if sufficient space has been detected surrounding the vehicle.

Assisted lane changing uses the same sensors as the lane change system(Side Assist) and the parking systems. You should therefore read through the information on Side Assist and the parking systems carefully. Observe the system limits and information provided there.

Prerequisites

Assisted lane changing is available only while driving forward on multi-lane motorways that are included in the navigation data of the Infotainment system and from a speed of around 90 km/h (around 55 mph).

In addition, Travel Assist must be switched on and the convenience turn signal function activated in the vehicle settings *(→ Vehicle settings menu)*.

Displays

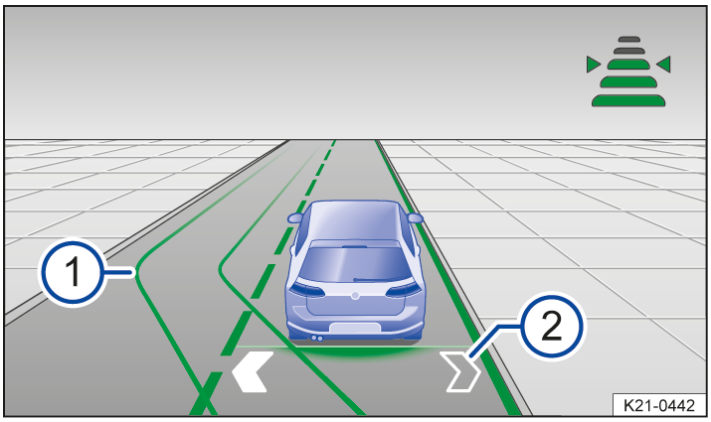


Fig. 1 On the instrument cluster display: assisted lane changing displays (illustration).

(1) Indicated lane change (green), assisted lane changing is performed. In addition, the respective neighbouring lane is highlighted.

(2) Arrows on your own lane indicate the status of assisted lane changing.

— Grey: assisted lane changing not possible on the respective lane side.

— White: assisted lane changing possible on the respective lane side. In addition, the respective neighbouring lane is highlighted.

Switching assisted lane changing on and off

You can switch assisted lane changing on and off in the Infotainment system.

1. Open the Assist systems menu.
2. Select Travel Assist.
3. Activate or deactivate assisted lane changing as a sub-function of Travel Assist.

If there is a system malfunction, assisted lane changing may switch itself off or abort during the lane change.

If Side Assist is not available, assisted lane changing is also not available.

Activating assisted lane changing

1. While driving, press the SET button.

   Assisted lane changing is activated. The arrows on your own lane in the instrument cluster display are shown in grey → *Fig. 1* (2).

Changing lane

If the system has not detected any objects in the sensor system's detection range and assisted lane changing to an adjacent lane is possible, the corresponding lane is shown in the instrument cluster display next to the driver's own lane. In addition, the arrow on the corresponding lane side is displayed in white → *Fig. 1* (2).

1. Operate the convenience turn signal for the corresponding side.

   The vehicle now changes lane. A message is also shown on the instrument cluster display and the lane change is

indicated → *Fig. 1* (1).

During the lane change, the vehicle automatically flashes on the corresponding side of the vehicle. When the lane change is complete, the turn signal is automatically switched off.

WARNING

The assisted lane changing function cannot replace the driver's attention and operates only within the limits of the system. Assisted lane changing cannot recognise all driving situations or all objects in the surroundings and may possibly not react or may react with a delay or when not desired. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Before every lane change, check to make sure that this is possible safely. Particularly objects that are approaching quickly may not be detected in good time.
- Always keep your hands on the steering wheel and be prepared to control the vehicle speed and direction of travel yourself.

Deactivating assisted lane changing

1. Briefly press the button.

   Or: depress the brake pedal.

   Assisted lane changing and Travel Assist are deactivated.

Troubleshooting

Travel Assist is not available or is not working as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC or Lane Assist.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— The system limits have been exceeded.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

Take over steering immediately

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have released the steering wheel for an extended period of time.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted unexpectedly

Vehicles without assisted lane changing:

— You have activated the turn signal.

Assisted lane changing not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on Side Assist and the parking systems.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Assisted lane changing is cancelled or is not available

A message is shown on the instrument cluster display.

— The vehicle has no longer detected a road lane marking.

— You have let go of the steering wheel.

— You have steered or counter-steered too strongly.

— You have activated the turn signal several times or the turn signal and main beam lever is engaged in position.

— The vehicle speed is under around 85 km/h(approximately 53 mph).

— The vehicle has detected objects in the area around the vehicle that prevent assisted lane changing.

— You are not driving on a multi-lane motorway.

Introduction to the topic

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.

System limits of Emergency Assist

Emergency Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system(Lane Assist).

WARNING

Emergency Assist cannot replace the driver's attention and operates only within the limits of the system. Emergency Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. In addition, Emergency Assist cannot always independently prevent accidents. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.

- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

Driving with Emergency Assist

Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

— Travel Assist or Lane Assist is switched on.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

If there is a system fault, Emergency Assist can switch itself off automatically.

If the Lane Assist is not available, Emergency Assist is also not available.

Driver intervention prompt

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by acoustic warnings and by a braking jolt. A message is also displayed on the instrument cluster display and the volume of the Infotainment system is reduced.

Depending on equipment, the proactive occupant protection system is triggered at the same time.

System intervention

If the driver does not respond, the system can brake the vehicle and keep it in lane. The following indicator lamp lights up in the instrument cluster display:

System intervenes.

You can cancel control at any time by accelerating, braking or steering strongly as appropriate for the driving situation.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

— The hazard warning lights will be switched on after a short time.

— The vehicle horn will sound, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electronic parking brake is switched on.

— The doors will be unlocked.

— The interior lighting will be switched on.

— Depending on equipment, an emergency call is made via the legally required eCall Emergency System .

WARNING

Emergency Assist cannot detect all driving situations and may be triggered in situations when this is not desired. This can result in accidents and serious injuries or even death.

- If the vehicle behaves differently than expected, cancel the intervention of Emergency Assist.

- Switch off the lane keeping system(Lane Assist).
- Do not use Travel Assist.
- Go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Troubleshooting

Emergency Assist not available

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, switch off Emergency Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Introduction to the topic

The lane change system (Side Assist) helps the driver to recognise the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover act to 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 exterior mirror housings to inform the driver.

Use Side Assist only on surfaced roads.

Speed range

When switched on, Side Assist is active from a speed of around 15 km/h (around 9 mph). Side Assist is deactivated at a vehicle speed below around 10 km/h (around 6 mph).

WARNING

Side Assist cannot replace the driver's attention and operates only within the limits of the system. Side Assist cannot recognise all driving situations or all objects in the surroundings and may possibly not issue a warning or may issue a warning with a delay or when not desired. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks and lane changes.
- Observe the system limits *(→ Lane change system (Side Assist))*.
- Adapt your speed and the 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.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.

System limits of Side Assist

Limits of the sensors

Side Assist recognises driving situations using the radar sensors at the rear of the vehicle.

Observe the limits of the radar sensors *(→ Sensors)* and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— Where there are special roadside structures, e.g. high or offset crash barriers.

Restricted visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Switching on and off

You can view the activation status of Side Assist in the Infotainment system. You can also switch the Side Assist on and off there.

1. Open the Assist systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

After switching on, the yellow indicator lamps in the exterior mirror housings light up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Deactivation for trailer towing

If you use the factory-fitted towing bracket and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. After you have disconnected the electrical connection, Side Assist is switched back on automatically.

If the towing bracket is not a factory-fitted towing bracket, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror



Fig. 1 In the exterior mirror housing: Side Assist displays.

- Flashing: a vehicle has been detected in the blind spot and the turn signal has also been activated in the direction of the detected vehicle.
- Lit up: your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (around 9 mph).

  No display will be shown if the overtaking manoeuvre is much faster.

The quicker the vehicle approaches, the earlier it causes the indicator in the exterior mirror housing to light up.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system(Lane Assist) and Lane Assist is switched on, you will be warned by a corrective steering intervention when changing lanes during a possible critical situation (information level,

warning level). The steering intervention also occurs when you have activated the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Brightness

The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. Side Assist is not active during the adjusting procedure.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

Side Assist fault

Fault or malfunction. The indicator lamp in the instrument cluster display lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove stickers or accessories from the radar sensors or bumper *(→ Vehicle care, exterior)*, *(→ Accessories and replacement parts)*.

— Check for any visible damage *(→ Accessories and replacement parts)*.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The system is not responding as expected

— The radar sensors are dirty. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The radar sensors are covered by water.

— The view of the radar sensors is impaired due to the weather conditions, e.g. snow, or due to dirt, detergent deposits or coatings. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Lane change system (Side Assist))*.

— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions. Check for any visible damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors free *(→ Accessories and replacement parts)*.

— Paint work or structural modifications have been carried out in the area of the radar sensors, at the rear of the vehicle or on the running gear *(→ Repairs and technical modifications)*.

— The side windows have been retrofitted with tinted window films *(→ Repairs and technical modifications)*.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Parking

WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and severe or fatal injuries.

- Always follow the described sequence when parking the vehicle.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the Ⓟ indicator lamp next to the gear selector position display lights up red.

1. Depress and hold the brake pedal.
2. Switch on the electronic parking brake.

   The vehicle's drive system is deactivated. The Ⓟ indicator lamp next to the gear selector position display lights up red.
3. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
4. Release the brake.
5. Get out of the vehicle → ⚠. Watch out for other road users!
6. Take all vehicle keys with you and lock the vehicle.

WARNING

If children, vulnerable people or animals are unattended in the vehicle, they may accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking space → ⓘ.

NOTICE

Uneven ground, sand or mud may mean that the vehicle cannot be parked safely. This could result in damage to the vehicle.

- Always park the vehicle on a firm, level surface.

NOTICE

Low-lying vehicle components such as bumpers, spoilers and parts of the running gear can collide with obstacles protruding from the ground when driving over them. The vehicle may be damaged.

- Drive carefully over drives, ramps, kerbs, borders and dips.

Electronic parking brake



Fig. 1 On the driving mode selector: Ⓟ button for the electronic parking brake (illustration).

Switching on

1. When the vehicle is stationary, press the button for the electronic parking brake→ *Fig. 1* Ⓟ.

   Or: switch off the ignition.

Ⓟ The indicator lamp next to the gear selector position display lights up red when the electronic parking brake is switched on.

The indicator **PARK** also lights up red on the instrument cluster display.

Switching off

1. Press the brake pedal and select a driving position D, B, R or neutral position N.

   The red indicator lamp Ⓟ and the **PARK** indicator go out.

Switching on if the driver does not leave the vehicle correctly

If you leave the vehicle with the ignition switched on or the driving gear or neutral position N engaged and the indicator light Ⓟ lights up red, the electronic parking brake has been activated→ ⚠.

⚠ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and severe or fatal injuries.

- Always follow the described sequence when parking the vehicle .
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the Ⓟ indicator lamp next to the gear selector position display lights up red.

Roll-away protection

The vehicle's roll-away protection function can be temporarily deactivated in the Infotainment system. The electronic parking brake is switched off and the vehicle still retains its rolling capability, e.g. in a car wash or for towing →ⓘ.

Prerequisites

✓ Vehicle is stationary.

✓ Ignition is switched on.

Deactivate roll-away protection:

1. Depress the brake pedal.
2. Select neutral position N.
3. Confirm the message The roll-away protection will be deactivated. on the Infotainment system.

   Or: open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

   Open the Brakes submenu.

   Switch on function.

   A text message is shown continuously on the instrument cluster display. An acoustic warning may be given.

Activate roll-away protection:

1. Depress the brake and select a gear selector position.

   The roll-away protection is activated and the vehicle is ready for drive.

   Or: switch off the ignition.

   The roll-away protection is activated. The electronic parking brake is switched on.

NOTICE

If the electronic parking brake engages automatically in the car wash or when towing, the vehicle may be damaged.

- Always deactivate the roll-away protection function in the Infotainment system.
- Leave the vehicle key in the vehicle. Otherwise, the ignition will then switch off automatically and the roll-away protection function will be activated again.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake→⚠!

1. Press and hold the Ⓟ button.

   The vehicle brakes strongly. An acoustic warning sounds at the same time.

WARNING

The electronic parking brake is not designed to brake the vehicle. The braking distance is considerably longer as only the rear wheels are braked in some cases. This can result in accidents and severe or fatal injuries.

- To brake the vehicle, always use the foot brake and never the electronic parking brake, except in an emergency.

Noises may be heard when the electronic parking brake is switched on or off. This can also be the case with an automatic test.

Troubleshooting

Ⓟ Holding force of the electronic parking brake is insufficient

The Ⓟ indicator lamp next to the gear selector position display flashes red. The vehicle is stationary. A text message is additionally shown on the instrument cluster display.

The electronic parking brake is not completely engaged.

1. Park the vehicle in a different location or on a level surface and make sure that it cannot roll away.

Ⓟ and Ⓘ/⚠ Electronic parking brake fault

The Ⓟ indicator lamp next to the gear selector position display in the instrument cluster flashes red. The instrument cluster display also shows the red brake warning lamp Ⓘ or the yellow central warning lamp ⚠.

There is a system fault.

1. Select a gear position.
2. Press the button for the electronic parking brake Ⓟ again.

The vehicle is safely parked if the indicator lamp Ⓟ lights up red and the PARK indicator appears without any other warning light in the instrument cluster.

Variant 1: ⚠ remains lit

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1. If the yellow central warning lamp ⚠ is still displayed, go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

Variant 2: Ⓘ remains lit

STOP Do not drive on!

1. If the red brake warning lamp Ⓘ is still displayed, do not drive on.
2. Seek expert assistance.

Ⓟ Button for the electronic parking brake faulty

When the electronic parking brake button is pressed, the Ⓟ indicator lamp next to the gear position display flashes red.

The button for the electronic parking brake is faulty.

1. Switch off the ignition to switch on the electronic parking brake manually.
2. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Ⓟ/⚠ Electronic parking brake fault

The central warning lamp lights up yellow. The ⊘ symbol with a text message is additionally shown on the instrument cluster display.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The electronic parking brake is working but does not switch itself off

— Charging connector is plugged in.

— The 12-volt vehicle battery is discharged *(→ Jump starting)*.

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 vehicle has the Auto Hold function depending on the vehicle equipment.

Prerequisites

✓ The driver door is closed.

✓ The vehicle's drive system has been activated.

When the gearbox is in neutral, the Auto Hold function does not engage or disengages. As a result, the vehicle will not be held securely in a stationary position →⚠.

Switching on

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Switch on the Auto Hold function.

   Auto Hold is ready for use, but the car is not necessarily stopped→⚠.

AUTO HOLD When the Auto Hold function is switched on, the indicator lamp in instrument cluster lights up grey.

The Auto Hold function remains active when the vehicle's drive system is activated again.

Keeping the vehicle stationary with the Auto Hold function

1. Bring the vehicle to a standstill using the brake with the Auto Hold function switched on.
2. Release the brake →⚠.

   The vehicle will be kept stationary.

AUTO HOLD The indicator lamp in the instrument cluster lights up green when the Auto Hold function is active.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off

The Auto Hold function can only be switched off if the brake pedal is pressed→⚠.

1. Switch off the Auto Hold function in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

The Auto Hold function cannot replace the driver's attention and works exclusively within the system limits. The vehicle cannot be held safely under all circumstances, for example on slopes or slippery surfaces. If you are careless, there is a risk of accidents and serious injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Make sure that the indicator lamp for the Auto Hold function on the instrument cluster display lights up if the vehicle is to be held securely.
- Never leave the vehicle while the engine is running, even if the Auto Hold function is active.

NOTICE

In car washes where the vehicle is towed, an active Auto Hold function can lock the wheels. This could lead to vehicle damage.

- Switch off the Auto Hold function before driving into a car wash.

WARNING

The parking systems cannot replace the driver's attention and operate only within the limits of the respective system. The parking systems cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- When parking, always look in the direction of travel and observe the vehicle surroundings.
- Pay special attention to small children, animals and objects when parking.
- Do not allow the parking system displays to distract you from the traffic around you.
- Please note that the parking system may not react if an obstacle is approached too fast and will then not issue a warning.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The vehicle can be damaged by obstacles when manoeuvring in parking spaces without kerb borders.

- Observe a safety distance of around 50 cm(around 20 in) from walls and buildings.

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 under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids →ⓘ.

— The detection ranges of the parking systems 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, as well as residue from cleaning agents or coatings *(→ Vehicle care, exterior)*.

— 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.

Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park in order to familiarise themselves with their functions.

Prerequisites

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions due to legal requirements.

General 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 system screen.

- ✓ The doors and boot lid are closed.
- ✓ Exterior mirrors are not folded in.
- ✓ The sensors or cameras are not covered by add-on parts or number plates with trim frames. The number plate holder with trim frame must not project at the sides or downwards.
- ✓ The surrounding area has a flat surface.
- ✓ Vehicle does not have a heavy load at the rear or on one side.
- ✓ The vehicle's drive system is activated.
- ✓ Brake support systems such as ESC or TCS are switched on.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Finding a suitable parking space

- ✓ 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 (around 3 ft).
- ✓ Vehicles with Park Assist Plus: the maximum speed when driving past parking spaces parallel to the road maximum around 40 km/h (around 25 mph) and for parking spaces perpendicular to the road maximum around 20 km/h (around 12 mph).
- ✓ Vehicles with Park Assist Plus with memory function: the maximum speed when programming the parking procedure is around 40 km/h (around 25 mph).

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision as soon as an obstacle is detected.

Parking systems with braking intervention

Depending on equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function →⚠.

⚠ WARNING

Automatic braking intervention cannot replace the driver's attention and works exclusively within the system limits. In some driving situations, automatic braking intervention may be limited or may intervene undesirably or not at all. If you are careless, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to slow the vehicle in a hazardous situation when faced with an obstacle.
- Respond early to warnings from the parking system, e.g. Park Distance Control.

Prerequisites

✓ The vehicle speed does not exceed a maximum of around 10 km/h (around 6 mph) when manoeuvring.

✓ A parking system was switched on.

What happens when an automatic braking intervention takes place?

If an obstacle is detected, the vehicle is braked to a standstill and is held for around 2 seconds.

1. Hold the vehicle with the foot brake after the braking intervention.
2. Check the surroundings.

Park Assist Plus: The vehicle is braked if the speed is too high. The parking manoeuvre can then be continued.

A text message may also be displayed on the instrument cluster, depending on the vehicle equipment.

Switching on and off

Automatic braking intervention is activated or deactivated as soon as the driver switches a parking system on or off.

Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

1. Briefly press the accelerator to cancel the automatic braking intervention →⚠.

Deactivate function:

1. tap the ⚙ function button on the Park Distance Control screen.
2. Adjust the setting.

The automatic braking intervention does not take place for an obstacle in the front area if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

Driving with a trailer

The automatic braking intervention at the rear of the vehicle is deactivated if a trailer is electrically connected to the vehicle.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

General notes

If automatic braking intervention occurs unintentionally or too frequently, switch off the parking system temporarily and manoeuvre the vehicle carefully, e.g. when driving off-road or when entering a garage.

If the vehicle has been braked by the manoeuvre braking function of Park Distance Control, the function is inactive for around 5 m (around 16 ft) in the same direction of travel or will be ready for use again after the gear or drive position has been changed.

The parking manoeuvre will be aborted after emergency braking by Park Assist, e.g. if an obstacle was detected.

After emergency braking by the Rear Traffic Alert, around 10 seconds must elapse before automatic braking intervention can take place again.

Troubleshooting

The parking system is not responding as expected

— The requirements for system operation are not met *(→ Parking systems)*.

— 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 drills or cobblestones.

— The vehicle is damaged in the area around the sensors or the camera – this may be caused by parking collisions or 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.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

Fault displays

1. Observe the text messages on the instrument cluster display and in the Infotainment system.

NOTICE

If the parking system is used despite a malfunction, this may result in vehicle damage.

- In the event of a fault in the parking system, go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

No sensor view or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails.

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 may be switched off completely.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether one of the listed causes is present.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Park Assist Plus parks inaccurately after a wheel change

If Park Assist Plus does not park correctly after a wheel change (e.g. vehicle is too far away or too close to the kerb), the system may have to first adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist Plus automatically learns the new wheel circumferences after an ignition change.

Park Assist Plus with memory function does not detect the stored parking space

The vehicle may not be able to detect the area around the stored parking space.

1. Stop vehicle in immediate vicinity of the stored vehicle path.

   Or: do not use the parking system in very poor weather or lighting conditions.

   Or: clean the front camera if necessary.

   Or: check if the vehicle is connected to the internet. The parking system always determines the vehicle's position using GPS coordinates.

Camera of Park Assist Plus with memory function deactivated

The camera for the assist systems was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Park Assist Plus with memory function will also be available once more.

1. Deactivate and reactivate the vehicle's drive system if necessary.

Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

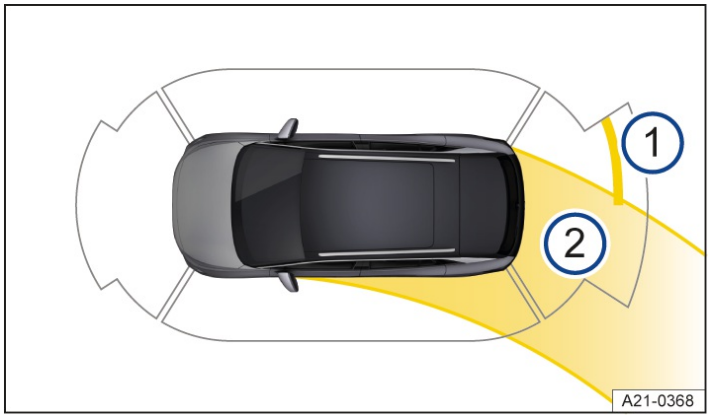

Fig. 1 Infotainment system: Park Distance Control display (illustration).

(1) Obstacle detection.

(2) Steering wheel angle.

Function

Park Distance Control uses ultrasound sensors to detect the distance of the vehicle from an obstacle.

Park Distance Control warns about a collision by means of colour segments on the Infotainment system screen and acoustic signals → *Fig. 1*, →.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching→.

WARNING

Park Distance Control cannot replace the driver's attention and works exclusively within the system limits. Park Distance Control might not detect some obstacles and might not react, react too late or react undesirably. If you are careless, there is a risk of accidents and serious injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Respond in good time to visual and audible warnings from Park Distance Control.
- Use the foot brake to slow the vehicle when faced with an obstacle.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path. The collision area has been reached at the latest when the penultimate segment is displayed on the Park Distance Control screen or a continuous acoustic warning sounds. There is a risk of vehicle damage.

- Always brake the vehicle in good time when faced with an obstacle.

NOTICE

With some equipment levels, distances to obstacles in the side areas are also displayed. An obstacle entering these areas from the outside will not be displayed. In this case, vehicle damage may occur.

- Move the vehicle a few metres forwards or backwards in order to scan and display the side areas in full.

Displays

Red-coloured image segment: close obstacle.The vehicle is at risk. Brake.

Yellow-coloured image segment: obstacle in the vehicle path.The vehicle is at risk. Adjust the steering wheel angle.

Grey-coloured image segment: obstacle outside the path of the vehicle or faulty sensor area.

Manoeuvre braking is deactivated or faulty.

Mute audio signals.

System fault in the monitored area (depending on equipment level). The colour may vary.

Park Distance Control settings

1. Tap the touch control for parking functions in the upper part of the centre console.
2. Tap the function button.
3. Select a setting (e.g. automatic activation when driving forwards, or manoeuvre braking)

Driving with a trailer

The rear and side sensors of Park Distance Control are not switched on if a trailer is electrically connected:

— No warnings are given for obstacles.

— The manoeuvre braking function is also automatically deactivated.

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.

Switching Park Distance Control on and off

Switching on

1. Select reverse gear.

   Or: tap the touch panel (P MENU) in the upper part of the centre console. Then tap the (P) function button in the Infotainment system if necessary.

   Or: the vehicle rolls backwards.

Switching off

1. Tap the (P) function button.

   Or: the vehicle drives forwards at a speed of more than around 10 km/h (around 6 mph) to around 15 km/h (around 9 mph).

   Or: tap the touch panel (P MENU) in the upper part of the centre console.

   Or: the electronic parking brake is switched on.

Automatic activation when driving forwards

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly.

1. Tap the (P MENU) touch panel in the upper part of the centre console.
2. Switch the function on or off.

There is no further automatic activation if Park Distance Control is switched off by the driver.

Automatic activation is available again under the following conditions:

— The vehicle was accelerated to over a speed of around 15 km/h (around 9 mph) and then slowed down below this speed again.

  Or: the ignition was switched off and then back on again.

If an obstacle is detected in front of the vehicle, the display on the Infotainment system is activated first. Acoustic signals are output additionally if the vehicle continues to approach the obstacle.

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.

Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear →⚠.

⚠ WARNING

The reversing camera cannot replace the driver's attention and works exclusively within the system limits. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you are careless, there is a risk of accidents and serious injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Note that camera lenses can enlarge and distort the field of view.

In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

No orientation lines for the rear area will be shown in the camera image when a trailer is electrically connected to the factory-fitted towing bracket.

No orientation lines will be shown when the boot lid is open on vehicles where the camera is installed in the boot lid.

Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: tap the touch panel (P MENU) in the upper part of the centre console. If fitted, tap the (P) function button in the Infotainment system.

Switching off

1. The vehicle drives at a speed of more than around 15 km/h (around 9 mph).

   Or: tap the function button (P) or (X) on the Infotainment system screen.

Driving into a parking space (rear view camera system with parking mode selection)

Displays

Perpendicular parking: Guide lines provide support when reversing into a parking space at right angles to the road.

Crossing traffic: Shows a wide-angle view of the area behind the vehicle and the side areas.

Trailer or off-road support: Shows the area directly behind the vehicle with an enhanced zoom factor and guide lines (depending on country).

Red line: boundary or vehicle safety clearance.

Yellow lines: vehicle path depending on the steering angle.

Green horizontal lines: boundaries.

Adjust brightness, contrast and colour.

USA and Canada: When the camera image of a parking system is switched on by engaging reverse gear, no function buttons are shown for safety reasons. These function buttons can be made visible again by tapping the MENU function button.

Parking mode: parking perpendicular to the road

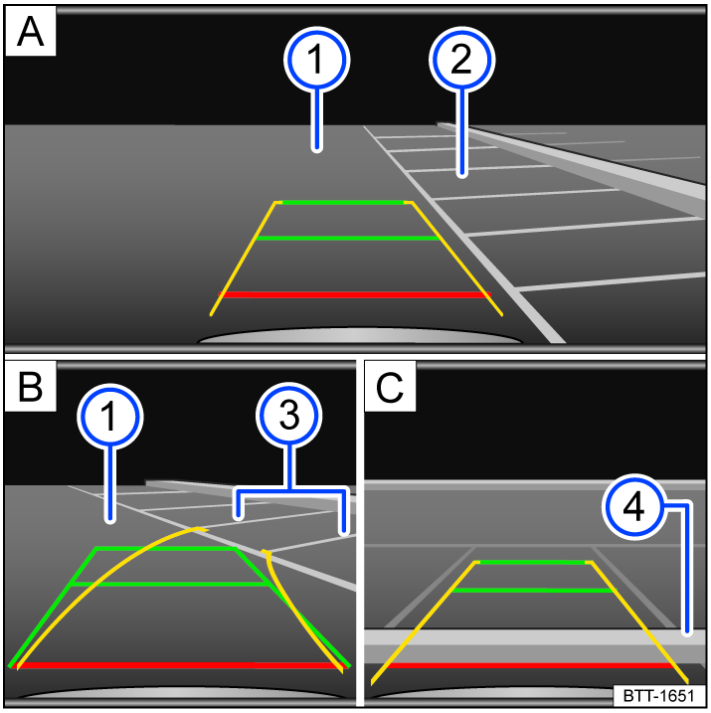

Fig. 1 Infotainment system: parking perpendicular to the road.

(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.

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1. Before driving past the selected parking space, press the touch control for parking functions. If necessary, then tap the function button in the Infotainment system.
2. To select the parking mode, tap the function button in the Infotainment system.
3. Position the vehicle in front of the parking space → *Fig. 1* A 2.
4. 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.
5. Stop when the red line reaches the rear boundary → *Fig. 1* C 4.

Parking mode: trailer support

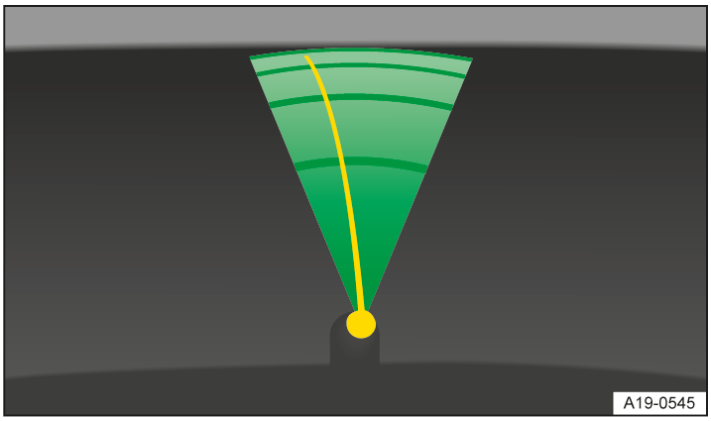

Fig. 2 Infotainment system: trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. To select the parking mode, tap the function button.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guide lines assist the manoeuvring process → *Fig. 2*.

Green lines: distance to towing bracket.

Orange line: predicted path of the towing bracket, depending on the steering angle.

Introduction to the topic

Area View provides an overview of the entire vehicle surroundings in real time. This function can help you to detect obstacles at an early stage in confusing situations.

Function

Area View uses several cameras, e.g. rear view camera system, front camera and cameras in the exterior mirrors, to show the area around the vehicle on the Infotainment system screen →.

The Area View functions and displays may differ depending on the vehicle equipment, for example, if Park Distance Control is available and is also displayed.

⚠ WARNING

Area View cannot replace the driver's attention and operates only within the limits of the system. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that camera lenses can magnify and distort the field of vision.

Switching on and off

Switching on

1. Select reverse gear.

   Or: tap the touch panel (P MENU) in the upper part of the centre console. Then tap the (P) function button on the Infotainment system screen.

Switching off

1. Drive faster than around 15 km/h(around 9 mph).

   Or: tap the function button (P) or (X) on the Infotainment system screen.

   Or: tap the touch panel for parking functions (P MENU).

Changing the camera view

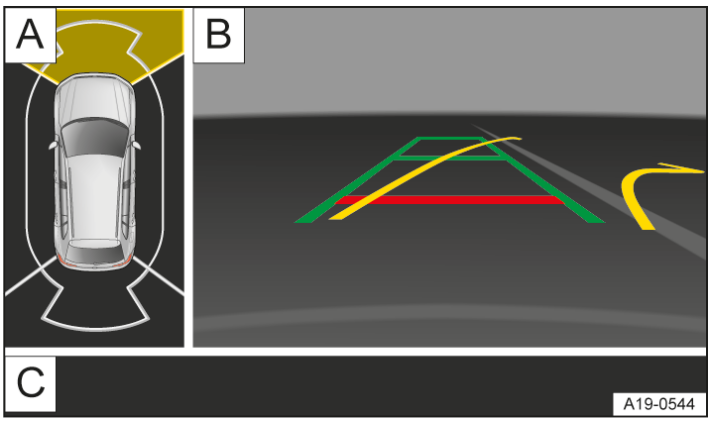

Fig. 1 Infotainment system: Area View in "front bay parking" mode (illustration).

(A) Bird's eye view with selectable screen areas.

(B) Camera image.

(C) Area for the functional areas of Area View.

Switching between camera images

1. Tap the function buttons on the edge of the screen to select a corresponding display→ *Fig. 1* C.

Screen areas

Two screen areas are displayed on the Infotainment system→ *Fig. 1*:

Left-hand screen A
: A bird's eye view of the vehicle is shown. The view in the right area of the screen changes when you tap an individual area.

Right-hand screen B
: The individual camera images are displayed depending on the area selected on the left-hand screen.

Displays

Front perpendicular parking.

Rear perpendicular parking.

Front crossing traffic.

Rear crossing traffic.

Switch to trailer or off-road support(country-dependent).

Introduction to the topic

Park Assist (Park Assist Plus) detects a suitable parking space and manoeuvres the vehicle automatically into the space.

Park Assist Plus is available depending on the vehicle equipment.

Function

Park Assist Plus takes control of the steering, gear changes, acceleration and braking of the vehicle→, →.

Available functions

— Display suitable parking spaces.

— Select or change the parking mode.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a suitable parallel parking space. Bay parking spaces are not supported.

The driver must always monitor the area around the vehicle→.

An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs.

Automatic, hands-free parking with Park Assist Plus may be prohibited or restricted in some regions. Only use Park Assist Plus if this is permitted by the legal requirements.

Driving with a trailer

Park Assist Plus cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist Plus must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

WARNING

Park Assist Plus cannot replace the driver's attention and works exclusively within the system limits. Park Assist Plus cannot detect all driving situations and may not react at all, react too late or react undesirably. If you are careless, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Only park the vehicle if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.
- Do not leave the driver seat during the parking manoeuvre.
- Pay careful attention to the parking procedure and the traffic around you.
- Activate the turn signals yourself.
- Use the foot brake to slow the vehicle in a hazardous situation.
- Do not park in parking spaces without structural boundaries, for example spaces close to the edge of bodies of water or close to slopes without any structural separation.

WARNING

The system can respond only to a limited extent to quickly changing external conditions. This may result in collisions with other road users and vehicle damage as well as serious or fatal injuries.

- Do not use Park Assist Plus in moving traffic above 80 km/h (50 mph).
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure on the opposite side of the road or across several lanes.

WARNING

During the automatic parking process, the vehicle can swing out or move into the path of oncoming traffic. This can

result in accidents and severe or fatal injuries.

- Pay careful attention to the parking procedure and the traffic around you and slow down the vehicle if necessary.

WARNING

In slippery conditions, the parking procedure cannot be carried out correctly and the vehicle may begin to slide. This can cause accidents and vehicle damage.

- Do not use Park Assist Plus when parking on slippery or frozen roads.

NOTICE

Park Assist Plus might suggest parking spaces that are not suitable for parking due to a lack of boundaries or interfering adjacent objects. This can lead to vehicle damage.

- Do not park next to overhangs, e.g. loading ramps and parked trailers or under hanging objects.
- Pay close attention to the parking procedure in multi-storey car parks where the parking space is limited by pillars.

Park Assist Plus may not be available in some areas of a country.

— Observe the display on the Infotainment system.

Looking for a parking space

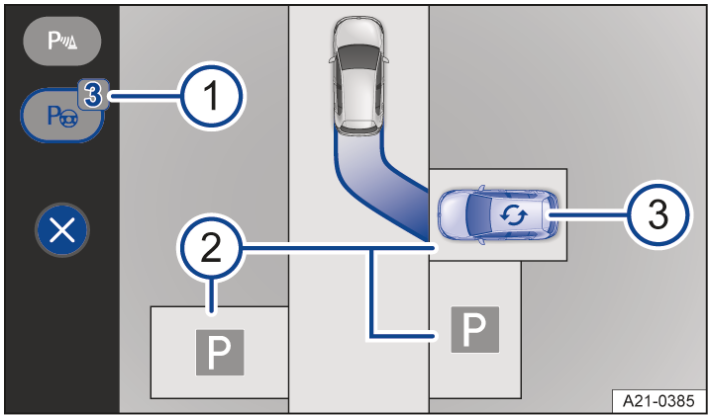

Fig. 1 Infotainment system: selecting a parking space (illustration).

(1) Number of detected parking spaces.

(2) Possible parking modes:

— Forward perpendicular parking.

— Reverse perpendicular parking.

— Reverse parallel parking.

(3) Change the preferred parking space (blue vehicle) and parking mode.

Looking for a parking space

1. Press the touch panel for the parking menu.
2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist Plus automatically searches for possible parking spaces.

   Park Assist Plus automatically selects a parking space and shows this as the preferred parking space (blue

vehicle) in the Infotainment system → *Fig. 1* (2) or (3).

The number of detected parking spaces is displayed on the function button → *Fig. 1* (1).

3. Slow the vehicle to a stop and hold the vehicle with the brake pedal.

Changing the parking space

It is possible to change the parking space if several parking spaces on the road are displayed on the Infotainment system.

1. Tap the desired parking space on the Infotainment system screen → *Fig. 1* (2).

   A new preferred parking space is displayed(blue vehicle).

Changing the parking mode

If the parking mode displayed in the Infotainment system can be changed, the symbol is shown over the parking space → *Fig. 1* (3).

1. Tap the symbol.

   A new parking mode is displayed.

Park Assist Plus can be activated later. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

Prerequisites

✓ Park Assist Plus has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and the path is shown in blue on the Infotainment system.

Driving into a parking space

1. Hold the vehicle with the brake pedal.
2. Tap START in the Infotainment system.
3. Release the steering wheel.
4. Release the brake.

   The parking procedure for driving into a space starts.
5. Observe the Infotainment system displays.

   If necessary, Park Assist Plus will independently change the vehicle's direction of travel.
6. To ensure the best possible result, always wait until Park Assist Plus has finished turning the steering wheel at the end of the parking manoeuvre →.

   When the parking procedure has been completed, a text message will be displayed on the Infotainment system and an acoustic signal will sound.

   The electronic parking brake is switched on.
7. Park the vehicle.

WARNING

When manoeuvring, the steering wheel is turned quickly. Reaching into the steering wheel can cause serious injuries.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering wheel in dangerous situations.

Driving into a parking space after an unfinished manoeuvre

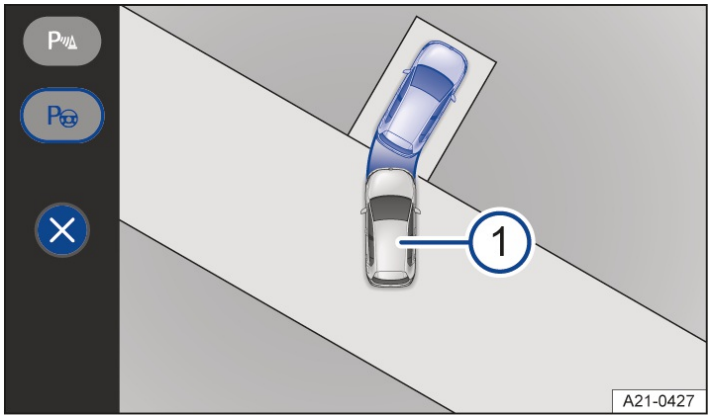

Fig. 1 Infotainment system: taking control of the driver's parking procedure.

(1) Vehicle not fully parked in a parking space.

In a difficult parking situation, such as when the driver has started driving into a space but has not completed the manoeuvre, Park Assist Plus can take control of the parking procedure and guide the vehicle into the parking space *→ Fig. 1*.

Prerequisites

✓ Park Assist Plus is not activated.

✓ The front or rear of the vehicle has been driven into a parking space(the manoeuvre has been started but not completed).

Reverse parking

1. Hold the vehicle with the brake pedal.

   A detected parking space is shown on the function button in the Infotainment system.
2. Tap to switch to Park Assist Plus.
3. Tap START to start the parking procedure for driving into a space.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

Driving forwards into a parking space

1. Hold the vehicle with the brake pedal.
2. Press the touch panel for the parking menu.
3. Tap START in the Infotainment system to start the parking procedure for driving into a space.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

The speed for automatic parking can be reduced by operating the brake pedal.

Driving out of a parking space

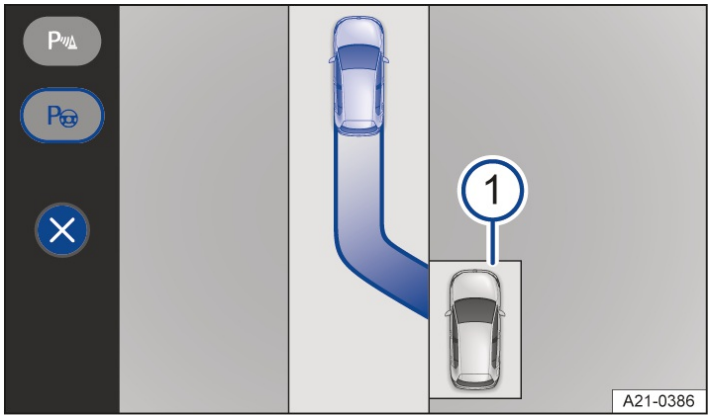

Fig. 1 Infotainment system: procedure for driving out of a parking space (illustration).

(1) Vehicle in a parallel parking space.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist Plus.
4. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
5. Tap START on the Infotainment system screen.
6. Release the steering wheel.
7. Release the brake.
8. Observe the Infotainment system displays.

   Park Assist Plus guides the vehicle completely out of the parking space.

   A text message on the Infotainment system and an acoustic signal indicate that the manoeuvre for driving out of the parking space has been completed.

   Control of the vehicle is transferred back to the driver in the neutral position N.
9. Take control of the vehicle and drive all the way out of the parking space in the direction of travel.

WARNING

When pulling out of a parking space, there is a risk of the vehicle being caught in moving traffic. This can result in an accident and serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

WARNING

Park Assist Plus does not support exiting from bay parking spaces as obstacles in traffic cannot be fully detected. There is a risk of accidents and serious injuries.

- When driving out of bay parking space, park independtly and keep an eye on the traffic.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist Plus.

Introduction to the topic

Park Assist Plus with memory function provides assistance when parking in frequently used parking spaces, such as garages and driveways. The vehicle manoeuvres automatically on a previously stored route to the parking space.

Park Assist Plus with memory function is available depending on the vehicle equipment.

Function

Park Assist Plus with memory function is an extension of Park Assist Plus.

The parking system uses the front camera to detect the surrounding area and stores the path into the parking space, with a maximum distance of about 50 m (about 164 ft). Once the parking procedure has been stored in the Infotainment system, the vehicle can drive the route to or from the parking space automatically.

The driver must always monitor the area around the vehicle→⚠.

An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs.

Automatic, hands-free parking with Park Assist Plus with memory function may be prohibited or restricted in some regions. Only use Park Assist Plus with memory function if this is permitted by the legal requirements.

Prerequisites

✓ GPS coordinates are available for the vehicle position.

✓ Sufficient space to manoeuvre. The vehicle may first drive a few metres to the programmed path.

Driving with a trailer

Park Assist Plus with memory function cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist Plus with memory function must be deactivated manually if you tow a trailer with a towing bracket that was not fitted at the factory.

⚠ WARNING

Park Assist Plus with memory function cannot replace the driver's attention and works exclusively within the system limits. Park Assist Plus with memory function cannot detect all driving situations and may not react at all, react too late or react undesirably. If you are careless, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Only park the vehicle if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.
- Do not leave the driver seat during the parking manoeuvre.
- Pay careful attention to the parking procedure and the traffic around you.
- Use the foot brake to slow the vehicle in a hazardous situation.
- Do not use Park Assist with memory function for parking spaces without structural boundaries, e.g. close to the edge of bodies of water or close to slopes without any structural separation.

⚠ WARNING

The system can respond only to a limited extent to quickly changing external conditions. This may result in collisions with other road users and vehicle damage as well as serious or fatal injuries.

- Do not use Park Assist Plus in moving traffic above 80 km/h (50 mph).
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure on the opposite side of the road or across several lanes.

⚠ WARNING

During the automatic parking process, the vehicle can swing out or move into the path of oncoming traffic. This could cause accidents resulting in vehicle damage and serious or fatal injuries.

- Pay careful attention to the parking procedure and the traffic around you and slow down the vehicle if necessary.

WARNING

In slippery conditions, the parking procedure cannot be carried out correctly and the vehicle may begin to slide. This could cause accidents resulting in vehicle damage and serious injuries.

- Do not use Park Assist Plus with memory function when parking on slippery or frozen roads.

Park Assist Plus may not be available in some areas of a country.

— Observe the display on the Infotainment system.

Programming the parking procedure

Finding a suitable parking space

✓ The parking space is clearly visible and unobstructed→ⓘ. Underground car parks and multi-storey car parks are not suitable.

✓ Visibility is good, meaning no heavy rain, mist, snow or darkness.

NOTICE

If there is not sufficient distance to kerbs or other obstacles in the parking area, the vehicle may be damaged during the parking process.

- Select an obstacle-free parking space.
- Park again if Park Distance Control indicates an obstacle with a continuous tone during programming.

Programming the procedure for driving into a parking space

1. Drive to the selected parking space as usual.
2. Park the vehicle safely.
3. Store the parking procedure as a parking space in the Infotainment system.

Observe the following instructions in order to obtain the best possible parking result.

— Perform the parking procedure as smoothly as possible.

— Avoid corrections to the vehicle path on the last few metres to the parking space.

— Do not turn the steering wheel to full lock or too quickly or change direction too often.

Variant 1: Saving parking space in the Park Assist Plus menu with memory function

1. Tap the touch panel for the parking menu P MENU.
2. Tap P for Park Assist Plus with memory function in the Infotainment system.
3. Tap ⊕.
4. Choose the function button then assign the desired symbol and confirm.

   A new parking space is stored in the menu.

Variant 2: storing parking space in the vehicle Exit menu

When leaving the vehicle, the Exit menu is displayed in the Infotainment system.

1. Tap Save parking procedure.

   The parking procedure is stored as an unnamed parking space with GPS coordinates.

To replace the GPS coordinates with a parking space name, edit the parking space in the parking system menu.

Programming the procedure for driving out of a parking space

This function depends on the vehicle equipment.

✓ The vehicle is in the position for which a parking space with parking procedure is stored in the Infotainment system.

---

1. Switch on ignition and activate the vehicle's drive system.
2. Tap the touch panel for the parking menu.
3. Tap for Park Assist Plus with memory function in the Infotainment system.
4. Select the stored parking space.

   A text message appears on the Infotainment system.
5. Drive out of the parking space.
6. Confirm the end of the parking procedure with the function button in the Infotainment system.

   The parking procedure is also stored to the current parking space in the menu.

The programming process is terminated if the speed is too high or the distance when driving out of the parking space is too long.

Reprogramming a parking procedure for a stored parking space

If you want to reprogram the parking procedure(e.g. to improve the parking result or to drive into the parking space from a different direction of travel), first delete the stored parking space from the menu of Park Assist Plus with memory function.

When a stored parking space is removed, the procedures for driving into and out of a parking space are always deleted.

Displaying and editing parking spaces

Opening the menu

Up to five stored parking procedures are displayed as favourites in the menu for Park Assist Plus with memory function.

1. Tap the touch panel for the parking menu.
2. Tap for Park Assist Plus with memory function in the Infotainment system.

Managing parking spaces

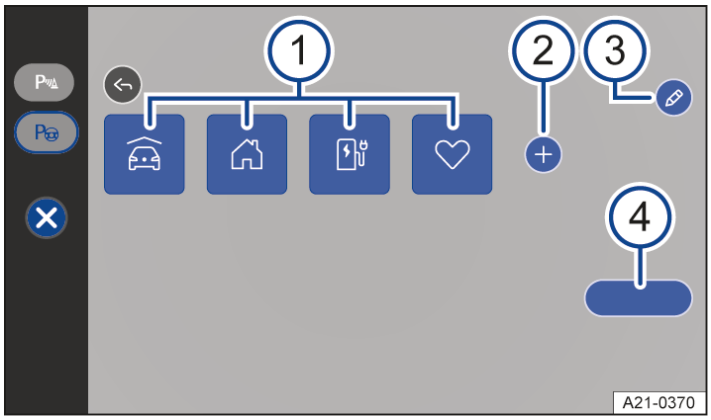

Fig. 1 Infotainment system: menu for Park Assist Plus with memory function.

1. Maximum of five stored parking spaces.
2. Add last parking procedure.
3. Edit stored parking spaces.
4. Start parking procedure.

Editing, sorting or deleting parking spaces

1. Tap → *Fig. 1* 3.

   You can edit all stored parking spaces.
2. To rename a parking space or assign a new symbol, tap on the parking space symbol.

   Or: to reorder the parking spaces, press and hold the function button for a parking space and move it to the new position.

   Or: to delete a parking space, tap on the parking space symbol.

   To delete all parking spaces, tap on the function button for all parking spaces.

Status of stored parking spaces

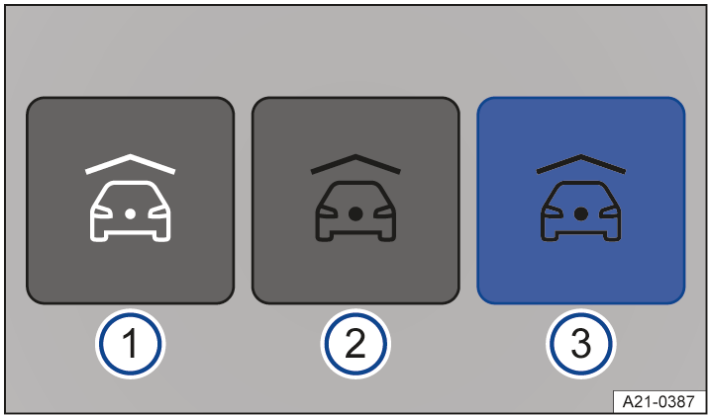

Fig. 2 Infotainment system: parking spaces without navigation.

1. Parking space not available.
2. Parking space available.

(3) Automatic parking procedure selected.

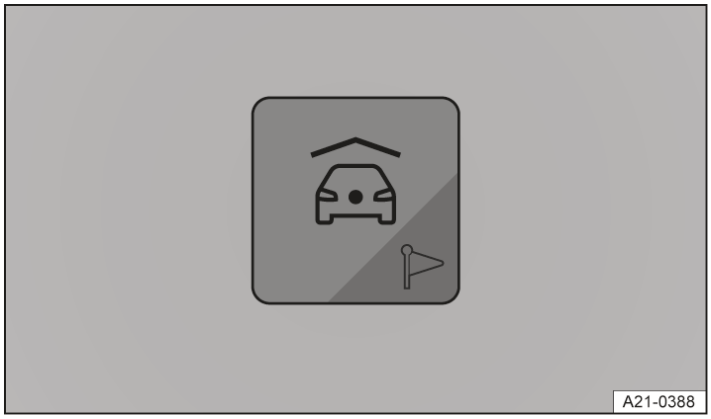

Fig. 3 Infotainment system: parking space with route guidance for the navigation system (depends on the and country).

Driving into and out of parking spaces

Driving into a parking space

When the vehicle approaches a stored parking space, the parking system automatically displays a parking procedure in the Infotainment system.

— Stop as close as possible and at most around 1 m(around 3.28 ft) away from the stored vehicle path.

— Always approach the starting position from the same direction of travel.

There may be restrictions when driving into and out of a parking space in very poor visibility, such as in darkness or snow.

Variant 1: Park Assist Plus menu with memory function

1. Stop the vehicle and hold it stationary with the foot brake.
2. If necessary, tap the available parking space in the parking system menu on the Infotainment system.

   The function button is shown in blue.
3. Tap START.
4. Let go of the steering wheel and release the foot brake.

   The parking system starts the parking procedure →(!).
5. To ensure the best possible result, always wait until Park Assist Plus with memory function has finished turning the steering wheel at the end of the parking manoeuvre →⚠.

   When the parking procedure has been completed, a text message will be displayed on the Infotainment system and an acoustic signal will sound.

   The electronic parking brake is switched on.
6. Park the vehicle.

Variant 2: Infotainment system navigation

A text message appears on the Infotainment system once the destination is reached.

1. Stop the vehicle and hold it stationary with the foot brake.
2. Tap START in the text message.
3. Release the steering wheel.

4. Release the brake.
5. Observe the Infotainment system displays.

   The parking system starts the parking procedure →ⓘ.
6. Follow the instructions for variant 1 from Step 5 onwards.

⚠ WARNING

When manoeuvring, the steering wheel is turned quickly. Reaching into the steering wheel can cause serious injuries.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering wheel in dangerous situations.

ⓘ *NOTICE*

When automatically manoeuvring the vehicle into the stored travel path, damage may occur due to obstacles in the vicinity.

- Make sure you keep a sufficient distance from obstacles as the vehicle makes steering turns and corrections.
- Brake the vehicle if necessary.

Driving out of a parking space

This function depends on the vehicle equipment.

1. Switch on ignition and activate the vehicle's drive system.
2. Open the parking system menu in the Infotainment system.
3. Tap the available parking space with a stored procedure for driving out of a space.

   The function button is shown in blue.
4. Hold the vehicle with the foot brake.
5. Tap START.
6. Release the steering wheel.
7. Release the brake.
8. Observe the Infotainment system displays.

   The parking system starts procedure for driving out of the parking space.
9. To ensure the best possible result, always wait until Park Assist Plus with memory function has finished turning the steering wheel at the end of the parking manoeuvre →⚠.
10. Take control of the vehicle →⚠.

⚠ WARNING

When pulling out of a parking space, there is a risk of the vehicle being caught in moving traffic. This can result in an accident and serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

Navigating to a parking space as a destination

Which parking spaces can be set as navigation destinations?

Stored parking spaces with a navigation symbol⚑ can be transferred to the navigation system as a destination. The function depends on the country.

Starting route guidance

1. To select a destination, tap on a parking space marked with a navigation symbol in the parking system menu on the Infotainment system.
2. Confirm the text message on the Infotainment system.

   Route guidance starts and the parking menu is closed.

   Or: follow the instructions for driving out of a parking space with the parking system.
3. When the vehicle has arrived at its destination, observe the text message in the Infotainment system.

   Park Assist Plus with memory function is ready to park the vehicle automatically.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

WARNING

Rear Traffic Alert cannot replace the driver's attention and works exclusively within the system limits. Not all approaching objects may be detected, including pedestrians or rapidly approaching objects. If you are careless, there is a risk of accidents and serious injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- When pulling out of the parking space, pay attention to the traffic situation and the area around the vehicle.
- Respond in good time to visual and audible warnings from Rear Traffic Alert.

Switching on and off

1. Tap the touch panel for the parking menu .
2. Tap the function button in the Infotainment system.
3. Switch Rear Traffic Alert on or off.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed.

Function

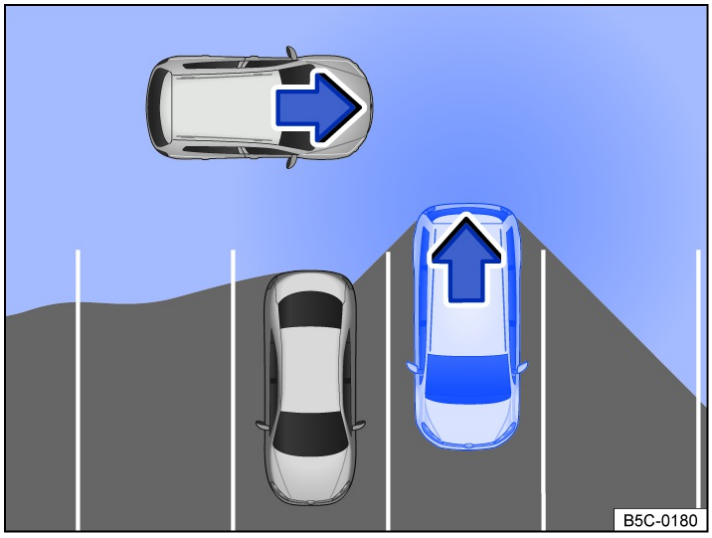

Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

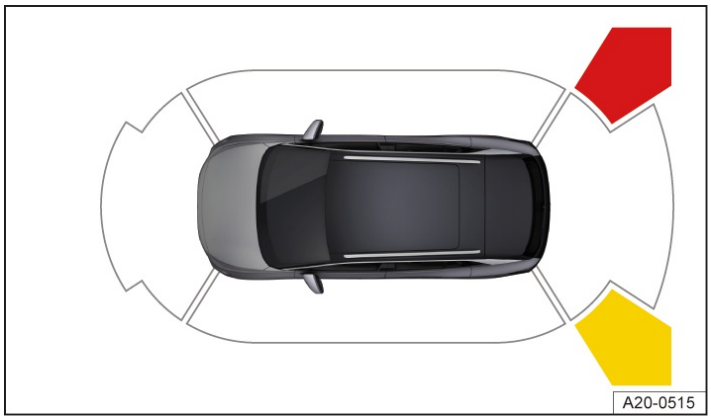

Fig. 2 Infotainment system: Rear Traffic Alert display.

Rear Traffic Alert functions using radar sensors in the rear bumper.

The system detects approaching and moving objects in the rear and side areas around the vehicle and warns the driver about an obstacle → *Fig. 1*, →⚠.

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system → *Fig. 2*.

An automatic braking intervention can take place if the driver does not react.

Automatic braking intervention of Rear Traffic Alert.

1. Press the brake pedal to keep the vehicle stationary.

Fault

If the Rear Traffic Alert system has a fault, the following indicator lamp will light up in the digital instrument cluster:

The Rear Traffic Alert system has a fault, e.g. sensors are dirty or there is a system error.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is electrically connected to the vehicle.

Rear Traffic Alert must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

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 →⚠.

— Continue to brake with the necessary force when a brake support system is performing a control intervention.

— Steer the vehicle if necessary.

⚠ WARNING

Brake support systems cannot replace the driver's attention and operate only within the limits of the respective system. Driving fast on icy, slippery or wet roads as well as driving too close to the vehicle in front can have an adverse effect on vehicle stability and lead you to lose control over the vehicle. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

- Always use suitable tyres because driving stability depends on the grip of the tyres.

— The ESC , ABS and TCS can function properly only if all four wheels are fitted with the correct tyres→⚠.

— If the ABS fails, ESC, TCS and EDL will also cease to function.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up, there is a fault. Go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

⚠ 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. This can result in accidents and serious or fatal injuries.

- Have vehicle conversions and modifications carried out only by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

Electronic Stability Control (ESC)



ESC control intervention to reduce the risk of skidding and improve driving stability →⚠. The indicator lamp flashes yellow.

Traction control system (TCS)



TCS control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills →⚠.

Anti-lock brake system (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can still be steered →⚠.

Brake Assist system

BAS can help to reduce the stopping distance. The brake assist system reinforces the braking force 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

is an extension of the electronic differential lock and improves traction by braking interventions in order to keep the vehicle on its intended course.

Automatic Post-Collision Braking System

The Automatic Post-Collision Braking System automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution (EBD

) regulates the braking force between the front axle and the rear axle outside of any ABS regulation. This avoids excessive braking of the rear axle and keeps the vehicle stable during braking.

Electromechanical brake servo

The electromechanical brake servo (EBS

) supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver →⚠. In the event of a braking intervention by a driver assist system, such as when ACC is performing a control intervention or during emergency braking, the brake pedal may move independently.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still held by means of the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance. This can lead to accidents with serious or fatal injuries.

- Press the brake pedal with more force if the brake servo is not working or if the vehicle is being towed.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Brake blending

The brake blending function regulates between the braking action of the electric drive motor during energy recovery (brake energy recuperation) and mechanical braking by the driver.

Switching TCS Sport and ESC Sport on or off

On vehicles with all-wheel drive, the ESC brake control system can be switched to a Sport mode.

Driving situations

To prevent any safety risk, the braking systems should not be switched off under normal conditions →⚠.

⚠ WARNING

If TCS

is restricted or ESC Sport is switched on, there is a much greater chance of the vehicle breaking away. The vehicle may be difficult to control at high speeds by an inexperienced driver. This can result in accidents and severe or fatal injuries.

- Switch on the ESC

Sport only if you are driving on a closed road or track and have the necessary skills for sporty driving.
●
● Never take any safety risks.

Switching on and off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Activate the function in the ESC system drop-down list.

When the setting is no longer used, the brake support system should be fully switched on again → ⚠.

TCS Sport

Rear wheel drive vehicles: It can help to switch off TCS

Sport when driving on loose terrain or when rocking the vehicle backwards and forwards (if it has become stuck) → ⚠.

This function is available via the TCS off setting in the ESC system drop-down list in the Infotainment system.

TCS Sport switched on. The indicator lamp lights up yellow.

ESC Sport

This function supports a sporty driving style. The ESC

intervenes later to stabilise the vehicle, for example when taking bends in the road at high speed → ⚠.

ESC Sport switched on. The indicator lamp lights up yellow.

Troubleshooting

Electromechanical brake servo failure

Do not drive on!

The warning lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance.

⚠ Electromechanical brake servo fault

The indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Anti-lock brake system failure or fault

The indicator lamp lights up yellow.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The vehicle can be braked withoutABS

.

ESC fault

The indicator lamp lights up yellow.ESC

has been switched off.

There is a fault or a malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approx. 15 km/h(around 9 mph) to 20 km/h (around 12 mph).
3. If the indicator lamp remains lit, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.

1. Continue to brake with the necessary force, and if necessary steer the vehicle.

WARNING

If the brake warning lamp lights up together with the indicator lamp, the control function of theABS may have failed. This can cause the rear wheels to lock when you brake. This can lead to loss of control of the vehicle and cause accidents with serious or fatal injuries.

- Drive at reduced speed to the nearest suitably qualified workshop to have the brake system checked. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.

WARNING

The ABS

is not functioning correctly if the indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only. Any restriction in ABS functioning can cause accidents with vehicle damage and serious or fatal injuries.

- Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- 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 weighing max. 2.5 kg (approx. 5.5 lbs).
- Never leave any heavy, hard or sharp objects in the pockets of clothing.

WARNING

If the glove box is open while driving, objects could be flung through the vehicle interior. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or lit without being noticed by high temperatures, for example. 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.

WARNING

Incorrect use of the drink holders can cause injury. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

- Never place hot drinks in a drink holder.
- 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 and cause serious injuries.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

Objects kept in the vehicle could be damaged or could cause damage to the vehicle when exposed to strong sunlight or the effects of heat or cold.

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle.
- Please note that objects made of translucent materials, e.g. transparent suction pads on the windows, concentrate sunlight.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and connected electrical devices can cause fires and serious or fatal injuries.

- Switch off electrical devices immediately and disconnect them from the power supply if the electrical devices become too warm.
- Please note that sockets and devices connected to them can also be used when the ignition is switched off, e.g. by children in the vehicle.

NOTICE

Unsuitable, non-approved or incorrectly connected electrical devices can cause damage to the vehicle and the electronic components. Do not use faulty devices.

- Never connect electrical devices that supply electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.

- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before activating the vehicle's drive system.
- Observe the operating instructions of the electrical devices.

NOTICE

The vehicle's electrical system can be damaged if the maximum power output is exceeded.

- Never connect electrical devices requiring more than the rated power to a 12-volt socket.

Using electrical consumers with the electric drive activated and the ignition switched on will drain the 12-volt vehicle battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on their type plates.

12-volt socket



Fig. 1 In the luggage compartment on the left-hand side: fold-open 12-volt socket (illustration).

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total *(→ Sockets)*.

The maximum power of a 12-volt socket in the vehicle is a total of 180 watts when the vehicle's drive system is activated.

NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

Charging options for mobile devices

Mobile devices can be charged in the vehicle via the built-in USB-C ports or wirelessly.

Charging via USB-C ports

The following USB

-C ports may be available in the vehicle:

Identification of a USB

port suitable for data transfer and charging.

Identification of a USB

port suitable only for charging.

Available charging capacity

Voltages of up to 20 V are made available via the USB

port. These voltages permit a charging capacity of up to 45 W.

Depending on equipment, the following charging profiles can be supported by theUSB

ports:

— Legacy charging (2.5 W).

— BC1.2 (7.5 W).

— USB

-C charging (15 W).

— USB

power delivery (up to 45 W).

The charging capacity actually tapped by the connected device depends on the following:

— Supported charging profiles.

— Charge level of the device.

— Device temperature.

— Charging cables used.

In the case of double

USB

ports, the charging capacity can be split between both ports.

Wireless charging function

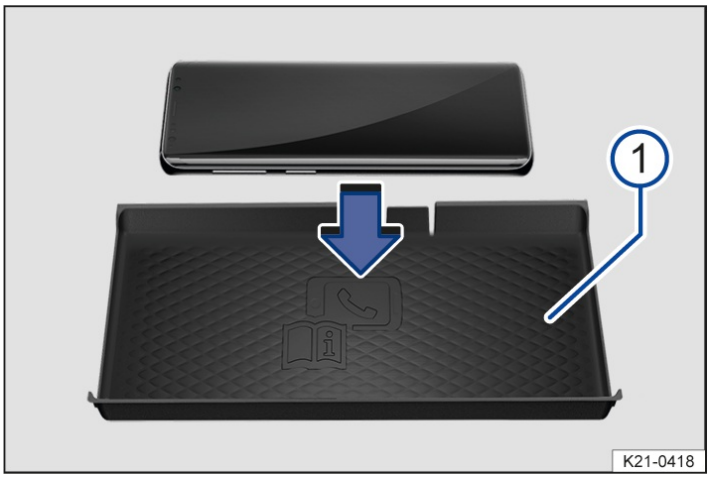

Fig. 1 Illustration: stowage area with mat for the wireless charging function in the centre console.

(1) Stowage area with mat.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance. To use the function, you need a suitable Qi-certified mobile phone. Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. New technologies may not be compatible with the wireless charging function. The manufacturer of the mobile telephone can provide more information on compatibility.

The maximum charging capacity is 5 watts.

The stowage area with lining mat → *Fig. 1* (1) for the wireless charging function is located either in the centre console or in a stowage compartment in the area between the front seats depending on the vehicle.

In some vehicles, the lining mat → *Fig. 1* (1) has a telephone symbol that marks the centre position of the wireless charging function. The symbol on the lining mat may look different in some vehicles.

Always place only one Qi-certified mobile telephone without a protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) flat in the stowage compartment for the wireless charging function.

Qi-certified mobile telephones with larger dimensions cannot be charged wirelessly.

Charging your mobile phone wirelessly

Prerequisite

✓ You have a suitable mobile phone that is no larger than the maximum dimensions and supports the Qi standard.

1. Before charging, remove any foreign objects with metallic components such as coins from the stowage compartment and observe the operating instructions for the mobile telephone.
2. Place the entire surface of the suitable mobile telephone flat in the centre of the stowage area with the display facing upwards.

The charging process starts automatically.

The Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment. Remove foreign objects immediately.

Mobile phone is not recognised

If the mobile telephone has not been positioned correctly in the stowage area or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the Infotainment system will report that there is a foreign object in the stowage compartment.

The fault can be rectified if a suitable mobile telephone is used and its position is corrected. To do this, remove the mobile phone and position it correctly in the tray for the wireless charging function.

Stowage compartment cover



Fig. 2 Illustration: stowage compartment cover (open).

The stowage compartment for the wireless charging function has a cover for the mobile telephone display.

Always place only one mobile telephone with maximum dimensions(width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) in the stowage compartment with cover in accordance with the specifications.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

The cover must always remain closed when driving and the mobile telephone display must be fully covered.

⚠ WARNING

Notifications on the mobile phone display can distract the driver. This can cause accidents and severe or fatal injuries.

- Always place only one suitable telephone, where applicable Qi-certified, without protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) in accordance with the specifications on the shelf in the stowage compartment.
- Remove any objects that impede the cover closing function.
- Always keep the cover closed when driving.

⚠ WARNING

Metallic objects on the shelf can become very hot. This can cause burn injuries or fires.

- Do not place any metal or metallic objects on the shelf for the wireless charging function.

NOTICE

If ID cards or bank or credit cards with a magnetic stripe or chip are placed on the stowage area for the wireless charging function, this may damage the data stored on the magnetic strip or chip and make it unusable.

- Do not place any ID, bank or credit cards or other such cards with magnetic strips or a chip on the shelf for the wireless charging function.

Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an Internet attack on vehicle functions, data and control units.

What are connectivity components?

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.

Connectivity components are the key elements for cyber security. Connectivity components are also equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components that are not included in all vehicles are, in particular:

— Diagnostic port.

— Control unit with embedded eSIM card.

— Mobile phone interface.

— App-Connect.

— NFC radio technology.

— Bluetooth interface.

— USB port.

Security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems.

WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and the vehicle. The malfunctions can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 telephones.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth devices and mobile telephones in the vehicle than do not contain manipulated data or malware.

— Install system updates provided by Volkswagen immediately .

— Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected with viruses by manipulated data or have malware installed on them. This can lead to complete loss of the data or damage to the computer, data medium or mobile telephone.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or updates from the respective provider.

Introduction to the topic

A system update is a preventive measure to optimise functionality and protect against malware, for example.

The software of control units in the vehicle can be updated with a system update.

There are two options, depending on vehicle and country:

— System update by a suitably qualified workshop.

— System update by Volkswagen by means of an over-the-air update.

How can I see that a system update is available?

The switched-on Infotainment system indicates that a system update is available.

If several system updates are available for the vehicle at the same time, one system update must first be completed successfully before the next system update can be executed.

WARNING

It is possible in very rare cases that a control unit will not function properly after a system update. Malfunctions of a control unit and the vehicle can lead to serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual when driving.
- Please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

If the instrument cluster does not function after a system update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

A measure to increase performance or efficiency, e.g. engine tuning, that has not been performed by Volkswagen may be deleted by a system update.

Depending on equipment, release notes may be displayed once before or after a system update which describe the changes to the vehicle status. The release notes cannot be viewed again after this.

System update requirements

The following prerequisites must be met so that a system update can be downloaded and in order for you to install the software.

✓ The system update function is offered in your country.

✓ Your current privacy settings allow data and information to be transmitted and received .

✓ You have assigned the vehicle to your active user account.

✓ A primary user exists.

✓ The vehicle is in an area with sufficient mobile reception.

✓ The 12-volt vehicle battery is appropriately charged.

Download and software installation

Download

Automatic download of a system update takes place without any previous notification and is also possible when driving.

The duration of a download process depends on the network quality, file size and type of system update.

The download process can be interrupted at any time and will be resumed as required when the ignition is switched on.

Prerequisites for download:

✓ The prerequisites for the system update are met *(→ System update)*.

✓ A connection to the internet is possible at the current vehicle location via the embeddedeSIM *(→ Parking)* card.

✓ The vehicle is parked safely in accordance with legal requirements and local conditions *(→ Parking)*.

Software installation

Choose a time for the software installation of a system update when the vehicle does not have to be driven by yourself or other users.

WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Never use your vehicle during a software installation procedure.

Functional restrictions during software installation

Control units, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

— Activation of the vehicle's drive system is prevented by the system.

— The high-voltage battery is not charged.

— The diagnosis AUX-IN socket is deactivated.

— The anti-theft alarm is deactivated.

— SAFELOCK is deactivated.

— Control units, the central computer, functions and displays are not available. Do not use the vehicle during this time.

After software installation

After the software installation and before activating the vehicle's drive system, read the message in the Infotainment system or instrument cluster about completed installation. The vehicle requires up to 1 minute to display the status of the system update.

— The vehicle's drive system can be activated after successful software installation.

— If software installation is unsuccessful: *(→ System update)*.

Software installation was unsuccessful

— If software installation is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.

— Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. Do not use the vehicle. In this case, contact Volkswagen Customer Care.

Should I perform the system update?

It is in your own interests to carry out system updates promptly. If the driver repeatedly rejects the system update, it is then necessary to visit a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Can I interrupt software installation?

No, this is not possible.

What will happen if software installation is interrupted?

If software installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete software installation.

Introduction to the topic

V2X technology, referred to below as V2X, permits close-range communication between several vehicles and between vehicles and the traffic infrastructure, referred to below as “participants”.

Function of V2X

Communication between participants takes place based on manufacturer-independent V2X and Wi-Fi standards.

When V2X is switched on, data is transmitted continuously between the participants, irrespective of whether the vehicle is in online or offline mode.

The availability of V2X is country-dependent.

Does my vehicle have V2X?

If you can activate V2X under the following path, this means that the vehicle is equipped with V2X technology.

1. Tap HOME ▶ ▶ ▶ Privacy settings.

V2X display

Online mode is active and V2X sends data or does not send data, depending on the setting.

Offline mode is active, V2X is sending data.

Data transmission

When V2X is activated, the following data is sent and received:

— Vehicle data, e.g. speed.

— Position data.

— Event data, e.g. for accidents.

The use of constantly changing, temporary IDs for the V2X data minimises the risk of the transmitted data being traced back to you or misused.

Activate online mode in the vehicle at least once a month to update V2X certificates and to ensure that V2X remains activated.

For more information on data processing, see the Infotainment system .

Limits of V2X

Data exchange

V2X in your vehicle communicates only with participants that are equipped with functional and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not detected.

Range

Depending on the weather and surroundings, V2X participants can communicate in a near range of up to around 800 m (244 ft). Not all of the functions based on V2X make full use of the possible range.

⚠ WARNING

V2X cannot replace the driver's attention and operates only within the limits of the system. V2X cannot recognise all dangerous situations and may not issue a warning or may issue a warning with a delay. If you rely exclusively on V2X, there is a risk of accidents and serious injuries or even death.

- Always drive with due care and attention and with an anticipatory driving style and be ready to intervene at all times.
- Observe the system limits *(→ V2X technology)*.
- Always adapt your driving style to the current visibility, weather and road/traffic conditions.

Function limitations

Functioning of V2X may be restricted in the following cases:

— The environmental conditions may prevent data reaching the participant.

— Trailer operation prevents data reaching the participant.

— Vehicle add-on parts prevent data reaching the participant.

— The event is not detected as such by participants.

Activating and deactivating V2X

When you log in as a user in the vehicle for the first time, check whether the V2X setting meets your requirements and deactivate V2X manually if necessary.

Activating V2X

1. Tap HOME ▶ ▶ ▶ Privacy settings.
2. Activate V2X.

WARNING

When V2X is activated, the limits for electromagnetic radiation could be exceeded outside the vehicle. Increased limits for electromagnetic radiation can pose a health risk for persons with active medical implants, such as pacemakers.

V2X aerials are located on the vehicle roof and in some cases in the mirror triangle of the windscreen.

- Keep a distance of 20 cm (approx. 8 in) from the activated V2X aerial outside the vehicle.
- Deactivate V2X if you suspect adverse effects on an active medical implant (e.g. pacemaker) or other medical device.

Deactivating V2X manually

1. Tap HOME ▶ ▶ ▶ Privacy settings.
2. Deactivate V2X.

Deactivating V2X automatically

V2X can deactivate itself automatically in some cases *(→ V2X technology)*.

V2X is activated again when the reason for automatic deactivation has been remedied.

1. To check the activation status of V2X, tap HOME ▶ ▶ ▶ Privacy settings.

Traffic hazard alert



Fig. 1 Traffic hazard alert by day or moving road works (illustration).

The traffic hazard alert function uses the switched-on V2X system and warns about nearby traffic hazards based on the current situation. This can prevent accidents and improve traffic flow.

Depending on the type of traffic hazard, the driving speed and the degree of vehicle deceleration, a warning about a relevant traffic hazard is provided as follows:

— Acoustic warning.

— Symbol.

— Text message on the instrument cluster display and, depending on equipment, in the head-up display.

WARNING

Failure to observe traffic hazard alerts can lead to serious accidents and fatal injuries.

- Never ignore traffic hazard alerts.

Red symbols

Red symbols warn of traffic hazards in the immediate vicinity.

Accident ahead.

Emergency vehicle on active call.

End of traffic jam ahead.

Intervention of an assist system in a vehicle ahead, such as by Autonomous Emergency Braking(Front Assist).

Yellow symbols

Yellow symbols warn when a traffic hazard is detected.

Accident ahead.

Emergency vehicle on active call.

End of traffic jam ahead.

Stationary car or breakdown ahead.

Road works ahead.

Hiding a displayed traffic hazard alert

1. Press OK on the multifunction steering wheel.

Troubleshooting

V2X deactivates itself automatically

— V2X is not permitted in the country in which the vehicle is currently being driven.

— The vehicle was offline too long so that certificates were not updated.

Adapt the privacy settings so that an online connection is established in order to allow the certificates to be updated.

— System fault.

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No V2X data is displayed

— Functioning of V2X is restricted.

— There are no participants transmitting data in the vicinity.

— There are transmitting participants in the vicinity, but they are not relevant for your vehicle.

— V2X aerials are blocked by add-on parts or covers.

Keep the areas around V2X aerials clear.

— Data exchange between participants is impaired or not possible due to the weather conditions.

— There is already a driver reaction to the hazard ahead.

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 the vehicle equipment and country. 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 of unsuitable or damaged connecting cables and insertion of the plugs at the incorrect position or with great force can lead to malfunctions and damage to the devices.

- Use only suitable and undamaged connecting cables.
- 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.

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.

USB port

The USB port allows data transfer and device charging or only device charging.

USB-C port



Fig. 1 USB-C port in the vehicle(illustration).

The following USB
-C ports may be available in the vehicle:

Identification of a USB
port suitable for data transfer and charging.

Identification of a USB
port suitable only for charging.
For information on charging options and charging capacity, see *(→ Sockets)*.

Possible fitting locations of USB ports

The number and fitting locations of USB
ports depend on the vehicle and equipment and the ports are not available in all countries.

— In the centre console.
— On the interior mirror base.
— In the centre console stowage compartment.
— In the compartment under the centre armrest.

USB
ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB
data transfer functions are available, depending on equipment.

— App-Connect .
— Media playback .
— Update function, e.g. for navigation data *(→ Navigation)*.

Notes and restrictions

— Use only suitable USB
connecting cables. The USB connecting cable must match the USB port installed in the vehicle.
— 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.
— If USB
extension cables, USB plug adapters or USB hubs are used, this can lead to faults or failure of the USB functions.

Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source, e.g. mobile telephone, that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is delivered from the factory with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or different version:

— HFP
1.7.
— Telephony and handsfree mode.
— A2DP
1.3.
— Music playback.
— AVRCP
1.6.
— Display and operation of music playback.
— Transmission of Cover Arts.
— PBAP
1.2.
— Access to phone book and call lists.
— MAP
1.4.
— Access to SMS
and e-mail.
— SPP
1.2.
— Serial data transmission via Bluetooth.

Starting Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired with and connected to the Infotainment system *(→ Mobile phone interface)*.
✓ The Bluetooth audio source supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP
).

1. Reduce the volume on the Infotainment system.
2. Activate Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open Media menu.
4. Tap Source and select BT audio.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what 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. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using 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.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some devices, the Bluetooth audio connection will be disconnected automatically if an external media player is simultaneously connected to the Infotainment system with Bluetooth and the USB port.

Introduction to the topic

The Wi-Fi

hotspot function is country-dependent and is not available in all vehicles.

Some Infotainment systems can be used as a Wi-Fi

hotspot to provide Internet 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.

As default, the Wi-Fi

connection is encrypted using WPA2 encryption 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 device 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.

When you cross the border into countries that have different permitted radio frequencies than in your own country, operation of the wireless function/Wi-Fi

must be deactivated due to legal requirements. Operation of functions that are connected by cable is not affected by this restriction, and these functions can still be used.

Opening the Wi-Fi settings

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Make corresponding entries or tap function buttons.

   Changes are automatically stored when a menu is closed.

Setting options

— Set up the Infotainment system as aWi-Fi
hotspot.
— Connect to the Infotainment system via a fast connection.
— Connect to the Wi-Fi
.

Setting up a data connection

Wi-Fi

— Wi-Fi
in accordance with IEEE 802.11 a/b/g/n/ac.
— Transfer in 2.4 GHz and 5 GHz.
— Three Wi-Fi
modes simultaneously:
  — Tethering (2.4 GHz or 5 GHz).
  — 2.4 GHz access point.
  — 5 GHz access point.
— Wi-Fi
aerial.
  — One multiband aerial each for 2.4 GHz and 5 GHz.
— Up to eight Wi-Fi
devices can be connected simultaneously.
— Internet connection via Wi-Fi
:
  — Tethering via mobile telephone or eSIM
  .
  — Wi-Fi
  hotspot for clients in the vehicle.
— Apple CarPlay™ via Wi-Fi
.
— Android Auto™ via Wi-Fi
.
— Simplified pairing process via Wi-Fi Protected Setup (WPS
) or Quick Response Code (QR code).

Possible types of data connections

External Wi-Fi device:

use the Wi-Fi

hotspot of an external Wi-Fi device, e.g. mobile telephone *(→ Wi-Fi)*.

eSIM (embedded SIM):
the vehicle has a control unit with embedded eSIM

card. To use the Wi-Fi hotspot, you need to purchase data plans via our external mobile telephone partner's web shop.

The available data connection types depend on the country and the vehicle equipment level.

Prerequisites

✓ Network settings ▶ Allow internet connection is activated in the settings menu.

Or: Data connection ▶ Integrated data connection is activated.

Setting up and deactivating a Wi-Fi hotspot

Depending on the vehicle equipment and in some countries, the Infotainment system can be used as a Wi-Fi

hotspot for internet access of up to eight Wi-Fi devices, e.g. mobile telephone.

In order to establish a connection to the internet, a data connection is additionally required, for example by using an internal eSIM

card or an external Wi-Fi device.

The types of data connections possible depend on the country and the Infotainment system used.

Configuring a Wi-Fi hotspot

Inputs must be made both on the Wi-Fi

device and in the Infotainment system.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Use as hotspot and activate.
3. Search for the name of the Wi-Fi

   hotspot on the Wi-Fi device.
4. Enter the displayed network key on the Wi-Fi

   device and confirm.

   The Wi-Fi

   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
5. *Optional:* repeat the procedure to connect further Wi-Fi

   devices.

The name and network key of the Wi-Fi

hotspot are generated automatically. You can then define the name and the network key for the Wi-Fi hotspot yourself.

Deactivating the Wi-Fi hotspot

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Mobile hotspot and deactivate.

Configuring a Wi-Fi client

The Infotainment system can use the Wi-Fi

hotspot of an external Wi-Fi device, such as a mobile telephone, to establish an internet connection to use online services.

Setting up the Wi-Fi connection

1. Activate the Wi-Fi

   hotspot on the Wi-Fi device; refer to the manufacturer's operating instructions.
2. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Wi-Fi: .
3. Tap Wi-Fi search.

   The Infotainment system searches for Wi-Fi

   hotspots nearby. The search process may take a few seconds.
4. Select the Wi-Fi

   network of the desired Wi-Fi device.
5. Enter the Wi-Fi

   hotspot network key on the Infotainment system and confirm.

   The Wi-Fi

   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

ℹ Due to the large number of possible Wi-Fi

devices, it is not possible to guarantee fault-free operation of all functions.

ℹ The availability of the Wi-Fi

function is country-specific and may vary.

WPS with Infotainment system as client

✓ The Wi-Fi

device supports WPS.

---

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Wi-Fi: .
2. Tap WPS quick connection (WPS button).
3. Activate WPS

   on the external Wi-Fi device.

   The Wi-Fi

   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

ℹ WPS

is not supported by all Wi-Fi devices. Establish the connection manually in this case:

— Set up the Infotainment system as a Wi-Fi

hotspot .

— Or: connect the Infotainment system as a client to the Wi-Fi

hotspot of an external Wi-Fi device *(→ Wi-Fi)*.

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 by scanning a QR code

.

WPS with Infotainment system as Wi-Fi hotspot

Prerequisites

✓ The Wi-Fi
hotspot of the Infotainment system is activated.
✓ The Wi-Fi
device supports WPS.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Activate WPS
on the Wi-Fi device that is to be connected.
The Wi-Fi
connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
4. Repeat the procedure to connect furtherWi-Fi
devices.

It is possible to establish only oneWPS
connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

Carrying out Wi-Fi pairing via NFC

Wi-Fi
pairing can be carried out via NFC using the stowage area of the wireless charging function.

Whether Wi-Fi
pairing via NFC is available or not depends on the mobile telephone used, its operating system and the Infotainment system used.

Prerequisites

✓ The NFC
technology and the shelf for the wireless charging function are installed in the vehicle.
✓ NFC
is activated in the Wi-Fi device.
✓ The Wi-Fi
hotspot of the Infotainment system is activated.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Unlock the Wi-Fi
device and place it on the shelf of the wireless charging function *(→ Sockets)*.
The Wi-Fi
device is connected as a client to the Wi-Fi hotspot of the Infotainment system.

While the Infotainment system is in theWi-
Fi

settings menu, the wireless charging function is deactivated. Wireless charging is reactivated when you exit the settings menu.

In the case of older Wi-Fi devices, the function may be restricted or may not work. Make sure you are using the latest software version for your Wi-Fi device.

Wi-Fi pairing via QR code

The Wi-Fi connection can also be established by scanning the corresponding QR code.

Prerequisites

✓ The Wi-Fi hotspot of the Infotainment system is activated.
✓ A suitable application for scanning QR codes is installed on the Wi-Fi device.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Scan the QR code on the Infotainment system screen with the Wi-Fi device.
   The Wi-Fi device is connected as a client to the Wi-Fi hotspot of the Infotainment system.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using a USB interface with data transfer function.

Some technologies can also be accessed using App-Connect Wireless via the Bluetooth interface.

The following technologies may be available:

— Apple CarPlay™.
— Apple CarPlay™ Wireless.
— Android Auto™.
— Android Auto™ Wireless.
— MirrorLink®.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone.

MirrorLink, Apple CarPlay or Android Auto are technologies that are operated by third parties and made available by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For more information, please visit the Volkswagen website.

Wireless function of App-Connect after crossing a border

Please note the following if you cross borders into countries that have other permitted radio frequencies than in your own country:

— The wireless function of App-Connect is restricted or is not possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system.
— The wireless function of App-Connect must be deactivated due to legal requirements. TheWi-Fi hotspot must be deactivated.

This does not apply to the function connected by cable.

Opening the App-Connect main menu

The navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap HOME ▶ .

Setting up App-Connect Wireless

You must first pair the mobile telephone with the Infotainment system to useApp-Connect Wireless.

Connecting the mobile telephone for the first time

1. Unlock the mobile telephone.
2. Activate Wi-Fi reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using aUSB cable or Bluetooth.
4. Open the App-Connect main menu if it does not appear automatically.
5. Select the mobile telephone and the required technology.
6. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.
7. Disconnect the USB connection and connect to the Infotainment system again using Wi-Fi or Bluetooth.
   App-Connect Wireless is now set up.
   Pairing is complete. In future, the connected mobile telephone will also be able to useApp-Connect Wireless without a USB connection.

App-Connect Wireless will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

App-Connect Wireless may not be supported by all technologies.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.
- Use apps and functions only when the vehicle is stationary.
- Drive with your full attention and with responsibility.

WARNING

Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle, accidents with serious injuries or even death.
- Protect the mobile telephone with its apps against misuse.

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

Applications (apps)

Volkswagen App-Connect allows content from Volkswagen apps and third-party apps on mobile telephones 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 telephones and all operating systems.

The apps offered by Volkswagen can also 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 .

Symbols 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.

 Select Apple CarPlay technology.

 Select Android Auto technology.

 Select MirrorLink technology.

Possible settings in the App-Connect settings menu

The setting options depend on the Infotainment system installed.

Mobile devices:
Open Device Manager.

☑ Allow MirrorLink information to be shown:
information is displayed in MirrorLink mode.

Apple CarPlay™

Prerequisites

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.

✓ If Apple CarPlay Wireless is not possible, the iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used must be an original cable from Apple.

Apple CarPlay Wireless: in addition, Bluetooth and Wi-Fi must be activated on the iPhone.

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 Volkswagen and Apple CarPlay websites 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.

Launching Apple CarPlay

1. To open the App-Connect main menu, tap HOME ▶ .
2. To start Apple CarPlay, tap .

Disconnecting

1. To access the App-Connect main menu when in Apple CarPlay mode, tap .
2. Tap to disconnect 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 between the iPhone and the Infotainment system will be ended automatically.

— Telephone functions are possible only via Apple CarPlay for the iPhone that is connected to the Infotainment system via Apple CarPlay.

— 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.

Voice control

1. Tap briefly to start voice control of the Infotainment system.

   Or: long-tap to start voice control (Siri) of the connected iPhone.

Android Auto™

Prerequisites

✓ The mobile telephone, referred to below as a smartphone, must support Android Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system using a USB
connection with data transfer capability.

✓ The USB
cable used must be an original cable from the smartphone manufacturer.

Android Auto Wireless: in addition, Bluetooth and Wi-Fi
must be activated on the smartphone.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability is available on the Volkswagen and Android Auto websites 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.

1. To open the App-Connect main menu, tap HOME ▶ .
2. Tap Android Auto to establish a connection with the smartphone.

Disconnecting

1. To open the App-Connect main menu when in Android Auto mode, tap .
2. Tap to disconnect 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 (hands-free profile, HFP
).

— Telephone functions are possible via Android Auto. If the Android Auto 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 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.
— There is no media mode display on the instrument cluster display.

Voice control

1. Tap briefly to start voice control of the Infotainment system.
   Or: long-tap to start voice control of the connected smartphone.

MirrorLink®

Function buttons

Goes back to the App-Connect main menu. Here you can end the MirrorLink connection, connect another mobile telephone or select another technology.

Tap to display the screen of the mobile telephone on the screen of the Infotainment system.

Tap to open the list of apps supported by MirrorLink.

Tap to close any open apps. Then tap apps to be closed or tap the function button Close All to close all open apps.

Prerequisites

✓ The mobile telephone must support MirrorLink.
✓ The mobile telephone must be connected to the Infotainment system using a USB port with data transfer capability.
✓ The USB cable used must be an original cable from the mobile telephone manufacturer.
✓ Depending on the mobile telephone used, a suitable Car Mode app for using MirrorLink must be installed on the device.

Information on technical requirements, compatible mobile telephones, certified apps and availability is available on the Volkswagen and MirrorLink websites or from your Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile telephone when establishing a connection for the first time.

The prerequisites for using MirrorLink must be met.

1. To open the App-Connect main menu, tap HOME ▶ App-Connect .
2. Tap to establish a connection with the mobile telephone.

Disconnecting

1. Tap ♡ to go to the MirrorLink main menu.
2. Tap to disconnect 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, the telephone function on the Infotainment system can also be used.

— An active MirrorLink device cannot be used as a media device in the Media 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.

Introduction to mobile online services

Mobile online services, referred to below as services, allow you to connect your vehicle to the internet. This makes it possible for you to extend the scope of various services. A description of all available services can be found on the internet at:

www *https://connect.volkswagen-we.com/connectivity.html*

You can find the myVolkswagen customer area on the internet at:

www *https://www.myvolkswagen.net/start/en.html*

To use We Connect, it must first be activated online by concluding a We Connect contract with Volkswagen and is subject to a restricted, country-dependent period of validity.

Both the service portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

The provision and availability of services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

⚠ WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls or phone calls can be made and no data can be transmitted.
- Move to a different location.

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

An overview of your activated services and their contract terms is available in your user account.

Execution of services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the services.

Data processing

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

When using the services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. about driving behaviour. You can find the Privacy Policy for use of the Volkswagen mobile online services in the Infotainment system under MENU ▶ Legal information or HOME ▶ Legal information.

Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, mobile online services may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via mobile online services.

In addition, mobile keys for your vehicle may be active .

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 permanently delete the previous user as the primary user directly in the Infotainment system. You can also set the vehicle to offline mode and thus restrict communication of your vehicle with the data server of Volkswagen and processing of vehicle-related and personal data.

Prerequisites for using the services

In order to be able to use the full scope of the services, the following prerequisites must be met.

✓ We Connect was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile telephone is compatible with the app.

✓ The privacy settings in the Infotainment system permit data transmission by the services.

✓ The settings in the mobile telephone permit data transmission by the services.

✓ A personal user account, Volkswagen ID, has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract for use of the services.

✓ A vehicle has been added to the user account *(→ Virtual vehicle)*.

✓ Neither the online connectivity unit nor individual services are deactivated or decommissioned.

✓ Certain technologies that are operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

⚠ WARNING

Using apps, services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.
- Use apps, services and functions only when the vehicle is stationary.

⚠ WARNING

If services are used without due care or without supervision, this can lead to persons in or at the vehicle suffering serious or even fatal injuries. For example, if they are accidentally locked inside the vehicle.

- Always carry out the services carefully and responsibly.

The vehicle added in the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

Do not disclose your login data, your password, the registration code or theS-PIN to others and keep them safe from access or viewing by other persons.

Change your password at regular intervals.

Interference

Even when the prerequisites for using the services are met, the provision of the Volkswagen services can be impaired or interrupted due to factors that are beyond the control of Volkswagen. Such factors include in particular:

— Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.

— A change in the mobile communication standard for transmission of mobile data by the telecommunications providers, e.g. from LTE or UMTS to EDGE or GPRS.

— An existing mobile telecommunications standard has been switched off by the telecommunications provider.

— Disturbance, interference or interruption of 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, states and regions where mobile online services are not available.

Volkswagen Customer Support

Free hotline:

00800-43347328 / 00800-IDDIRECT

E-mail: IDDIRECT@volkswagen.de

We will gladly answer your questions about digital services.

Europe-wide. 24 hours a day. 7 days a week.

If your telephone provider does not support the number 00800-43347328, please call +49 5361 3790510. The costs depend on the applicable tariff of your provider. Roaming charges may apply for calls made from outside Germany.

Activation-free services

The following services can also be used if the vehicle is not added to a user account.

Maximum possible scope. Not all services are available in all vehicles and countries.

— Information Call.

— Emergency Call Service .

— eCall Emergency System.

— Breakdown Call without transmission of vehicle data.

— System apps or In-Car Apps pre-installed in the Infotainment system.

— Digital owner's manual, if available.

In Europe, further information is available on the internet and on the Volkswagen website.

Setting up a Volkswagen ID

The Volkswagen ID provides personal access to the digital world of Volkswagen. It enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID in order to use the services. You can carry out registration for the Volkswagen ID via myVolkswagen or the We Connect ID. app, referred to below as app.

Registering via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a user account in the Login or register area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the We Connect ID. app.
2. Follow the instructions in the app.

Managing vehicles

After you have set up yourVolkswagen ID and thus created your user account, you must add your vehicle by entering the 17-character vehicle identification number (VIN).

Adding via myVolkswagen

1. In the myVolkswagen customer area, click on My vehicles ▶ Add vehicle.
2. Enter and confirm the vehicle identification number (VIN
).

Adding a first vehicle via app

1. Launch the app and then open theAdd vehicle area.
2. Enter or scan the VIN
   and confirm.

Adding additional vehicle via app

1. Launch the app and then open themy Garage area.
2. Select the vehicle and tap⊕.

Removing a vehicle via the app

1. In the app, open the vehicle view and tapDelete vehicle.

Ordering services and activating them in the vehicle

Ordering services via myVolkswagen

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the myVolkswagen customer area, confirm your Approval of the Terms and Conditions and Terms of Use
2. Click Order now for €0.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do, this follow the further instructions.

You can extend contracts that will expire in the near future via theExtend contract function button in the vehicle overview. If your contract has only just begun or still has a long period to run, this function button will not be visible.

You receive only basic services as the primary user in the case of pre-owned vehicles whose services have already expired. The services can then be renewed via the portal and the In-Car Shop.

Ordering services via the app

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the app, confirm your Approval of the Terms and Conditions and Terms of Use
2. Tap Order now for €0.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions in the app.

Activating services in the vehicle (becoming the primary user)

A mobile telephone that supports scanning aQR code is helpful for activation of the services in the vehicle.

The following steps are necessary for activation:

Prerequisites

✓ You have created a user account *(→ Volkswagen ID)*.

✓ You have added a vehicle to your user account *(→ Virtual vehicle)*.

✓ You have ordered the desired services.

✓ The ignition is switched on.

✓ The Infotainment system is switched on.

✓ The Infotainment system has an active internet connection via the mobile telephone hotspot or the factory-fitted control unit with an eSIM card.

Activating services

1. If you have not already done so, download theWe Connect ID. app.
2. In the Infotainment system, tap System settings ▶ Connect to We Connect.
3. Scan the QR code with the app.
4. *Optional:* provide proof of identity *(→ Volkswagen Ident process)*. This is necessary only if security-relevant services are to be activated.

After successful registration, you are the primary user of the vehicle and the services are activated.

Setting, changing and resetting the S-PIN

Input of the security PIN (S-PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

The security PIN

, S-PIN, is a multi-digit number sequence that can be freely selected during the registration process.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates.

You must treat the S-PIN

as strictly confidential. For security reasons, you should change the S-PIN if the S-PIN is disclosed to a third party.

Setting the S-PIN via myVolkswagen and via the app

— In myVolkswagen, you can set the S-PIN
in your user account.
— In the app, you can set the S-PIN
during the registration process.

The S-PIN
should consist of four non-identical digits that are not sequential in either ascending or descending order.

Changing the S-PIN via myVolkswagen and via the app

— In myVolkswagen, you can change the S-PIN
in your user account.
— In the app, you can change the S-PIN
in your user profile. To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

If you enter the S-PIN
incorrectly several times, the input field will be blocked for a certain period.

Resetting the S-PIN via myVolkswagen and via the app

— In myVolkswagen, you can reset the S-PIN
in your user account.
— In the app, you can reset the S-PIN
in your user profile.

After the S-PIN
has been reset, the services can no longer be used until the vehicle keeper has verified themselves in the vehicle. You must enter an activation PIN in the vehicle for verification. You can use the services again in full after renewed ordering and activation.

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at the Volkswagen dealership or through Volkswagen Ident, a video chat in the app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap Start.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

vTAN procedure

If, for example, a mobile key is downloaded and installed for the first time on the main user telephone from the user area of www.myVolkswagen.net, the vTAN

procedure must be performed:

1. In the vehicle, switch on the ignition and, if necessary, the Infotainment system.
2. Follow the instructions in the We Connect app and the Infotainment system.
3. Enter the vTAN

   from the app in the Infotainment system and confirm.

   The vTAN

   procedure has been completed.

If the vTAN

message windows are not displayed automatically, manually request a vTAN under Mobile key or User.

Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen

Information on registration, the individual services and frequently asked questions (FAQ) is available in the Help area.

Short help texts and videos are available for you in many areas via myVolkswagen. You can display help texts by clicking on the ⓘ icon.

Using the chatbot, you can search directly for a certain question or keyword after tapping Start chat. The chatbot shows several possible answers for the respective topic.

Help via the app

Information on the service portfolio and individual services, frequently asked questions (FAQ) and also tutorials on the app are available in the Account area. You can display this information by clicking on the ⓘ icon.

Manage services

The following functions are available for deactivating and activating the services:

— Preventing or allowing data transfer via the Infotainment system .

— If possible: individual activation and deactivation via your user account on the website or in the app.

The respective services can be run again only after the corresponding deactivation is cancelled.

In Europe, further information is available online at:

www *https://connect.volkswagen-we.com/connectivity.html*

If you deactivate all services individually, the control unit with embedded eSIM
card can still transmit data.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated (e.g. “eCall Emergency System”).

Introduction to the topic

Opening user management

1. Tap Users or User management on the Infotainment system start screen.

Setting options

These setting options may be available, depending on the vehicle equipment:

— Me (primary user).

— Others (secondary users).

— Key.

— Mobile key.

— Settings.

Description of the user role

The services can be ordered and activated for a specific vehicle by the registered keeper or a user who is not just temporarily authorised to use the vehicle, such as a lessee or company car driver. This person has the role as primary user.

Primary user

— The “primary user” role is intended for the vehicle keeper or for users who do not just have temporary authorisation to use the vehicle (e.g. a lessee or company car driver).

— There is only one primary user per vehicle. If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role. The previous primary user will be informed about this.

Managing users

After successful registration and verification, you can assign rights to the vehicle users.

In addition to the primary user, there are also registered guest users and anonymous users. It is not possible to manage the anonymous users. As the primary user, you can view and manage registered guest users via the myVolkswagen customer area.

Creating guest users via myVolkswagen

The primary user has unrestricted rights and can transfer rights to other vehicle users.

1. Open the Vehicle administration area.
2. Click Invitations and enter the email address and username of the guest user.
3. Click Send.

   The guest user receives an email with their invitation. You can activate the services for the guest user as soon as the guest user accepts the invitation.

   You can withdraw invitations again if necessary in theSecondary user.

Removing guest users via myVolkswagen

1. Open the Vehicle administration area.
2. In the Secondary user area, click on Revoke secondary user permission next to the corresponding secondary user.

Deleting the primary user

If you sell your vehicle or transfer the services to another user, you should reset the Infotainment system to the factory settings. This will also delete the primary user and the service-specific data that is stored in the vehicle.

When you restore the system to factory settings, a pop-up window appears in the Infotainment system asking whether you also want to reset the primary user. Carrying out this function will delete the link with the primary user and with the services in the relevant vehicle. Resetting the Infotainment system to the factory settings (delivery state) permanently deletes entries, settings and the stored data according to the selection you make.

Changing and deleting user data

You can change or delete your user and login data. Any changes to your login details will simultaneously also apply to the all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. In the myVolkswagen customer area, open the user account and settings and open one of the following areas:
   — Personal details.
   — Account settings.
   — Vehicle administration.
2. Click on Volkswagen ID and then Adapt data.
3. Change and save the user data.
4. Follow the further instructions on the screen.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on User data and settings ▶ Adapt data.
2. Click on Delete data and confirm.

   Your data will be deleted. Your Volkswagen ID will not be deleted.

Introduction to the topic

Using the “Privacy settings” function, it is possible to allow or prevent data transfer between the vehicle and internet in several levels.

Data transfer by external devices and communication by these devices with the vehicle or legally required services (e.g. the legally required “eCall Emergency System”) cannot be suppressed or deactivated by settings made for the “Privacy settings” function.

Please note that every vehicle user can adjust individual settings in the “Privacy settings” function. These settings may be different from those preferred by the vehicle keeper.

Opening the Privacy settings **menu**

1. Switch on the ignition.

   The set “Privacy settings” mode is displayed on the Infotainment system *(→ Privacy settings)*.
2. Tap HOME ▶ ▶ .
3. Tap Privacy settings.

Selecting online or offline mode

1. Open the Privacy settings menu.
2. Activate Vehicle/Usage data in the menu with the same name.

   Depending on the mode, either or will be displayed.

Selecting online mode with location data

1. Open the Privacy settings menu.
2. Activate Send location data in the menu with the same name.

   is displayed.

Status display

The following symbols show the respective status of the “Privacy settings” function in the Infotainment system.



Offline mode:

Your vehicle is offline. The mobile online services are not available. An additional communication unit is installed due to the equipment feature “Preparation for mobile keys”. This unit may continue to transmit data in offline mode for theft protection reasons. You can find further information on this in the Privacy Policy for the mobile key.



Online mode (currently no connection):

Online mode is selected but it is not currently possible to connect to the internet.



Online mode:

Your vehicle can transmit and receive data for activated services.



Online mode with location data:

Your vehicle is in online mode and can transmit additional location data for use of other activated online services.

Online mode with signal strength display:

Your vehicle is connected to the internet with the displayed mode and signal strength.



Offline mode (V2X technology active).

Your vehicle is in offline mode and is continuing to transmit data via the “V2X technology” function *(→ V2X technology)*.

There is no signal strength display in offline mode and in the event of faults in the eSIM
card.

Even if offline mode is activated, online mode can be activated briefly by services that are security-relevant and legally required.

No services are activated and no data of these services is transmitted during this time. Offline mode will be reactivated and the eSIM
card deactivated again after successful transfer of the security-relevant or legally required data.

Effects on online vehicle functions

If data transfer is restricted, online vehicle functions such as system updates cannot be executed.

The restrictions also apply to new online vehicle functions that are provided for the vehicle in future.

Offline mode

— All We Connect services are deactivated and do not transmit any data.

— The eSIM card is deactivated.
All vehicle functions that require an online connection are deactivated *(→ Privacy settings)*.

— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers. This can restrict functions and services or mean that they are not available.

— It is not possible to display the signal strength of theeSIM card.

Legally required services cannot be deactivated and still transmit data.

Online mode

— All We Connect services can transmit and receive data depending on their settings in the user account.

— The eSIM card is activated.
Data transmission is possible for all vehicle functions that require an online connection.

— It is possible to display the signal strength of theeSIM card.

Online mode with location data

— All We Connect services can transmit and receive data depending on their settings in the user account.

— The primary user can access the location data of the vehicle via themyVolkswagen customer area or the We Connect ID. app.

— The eSIM card is activated.
Data transmission is possible for all vehicle functions that require an online connection.

— Signal strength display of the eSIM card is available.

Introduction to the topic

The personalisation function allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in a user account. User identification takes place when logging into the Infotainment system. Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the user account via an existing internet connection.

Personalised vehicle settings

The vehicle functions that can be configured depend on the equipment level. Some personalisable functions are not stored online, but are only assigned to the user account locally in the vehicle.

The following functions can be personalised:

— Wiper settings.

— Seat settings.

— Light and vision (dipped beam switch-on times, convenience turn signal).

— Air conditioning system settings.

— Driving data display and selection of displays in the digital instrument cluster.

— Driver assist system settings.

Synchronising vehicle settings

Vehicle settings changed in the vehicle are automatically assigned to the active user account and are stored online on a cyclical basis. The vehicle settings are also automatically synchronised with the data stored online in the following situations when an Internet connection has been established:

— When the ignition and Infotainment system are switched on: synchronises all user accounts stored in the vehicle that have recently been used.
— When switching to another user account: synchronises the newly activated user account and the user account that has now been deactivated.
— At the end of the journey and when the ignition is switched off: synchronises the last active user account.

You can also start the synchronisation manually in the user management menu at any time, e.g. if automatic synchronisation fails when logging in. Synchronisation cannot take place automatically if the online status of the vehicle is impaired, e.g. in underground garages, or if you have activated the “maximum privacy settings” mode.

If an inactive user account is active in another vehicle and settings are synchronised from there, these settings are also transferred to your vehicle and assigned to the corresponding user account.

Introduction to the topic

With Upgrades, the vehicle can be permanently or temporarily extended by new functions.

Functions

Depending on the vehicle model, you can permanently or temporarily activate convenience and Infotainment system functions and also driver assist systems for a fee.

Activation of Upgrades functions depends on the country and vehicle.

Some Infotainment systems contain a list of activated functions.

Activated functions are not linked to the duration of theWe Connect user account.

Inform the user or buyer about permanently activated and time-limited functions when renting or selling the vehicle.

WARNING

Activating functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Only activate functions when the vehicle is stationary.
- Drive with your full attention and with responsibility.

If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the required software for the activatable function is not available in the vehicle, the software can be retrofitted . Retrofitting may be subject to charge, depending on the type of software.

Status of the function

Function activated.

Function faulty or temporarily not available.

Viewing and activating functions

Viewing functions

Prerequisites

✓ The vehicle is assigned to a user account.

✓ The electrical system in the vehicle is ready for use.

✓ The 12-volt vehicle battery is appropriately charged.

1. Tap HOME ▶ ⚙ ▶ We Upgrade.

All functions offered for the vehicle can also be viewed in the In-Car Shop.

Activating functions

All activatable Upgrades functions for the vehicle are displayed in the In-Car Shop of the Infotainment system.

Prerequisites

✓ You have the “primary user” role for the vehicle *(→ Virtual vehicle)* *(→ Manage users)*.

✓ You have a valid We Connect contract with Volkswagen.

✓ The vehicle is assigned to your user account.

✓ Sufficient mobile reception is available at the current location of the vehicle.

✓ The electrical system in the vehicle is ready for use.

✓ The 12-volt vehicle battery is appropriately charged.

✓ Tethering via mobile telephone or eSIM is available.

1. To open the In-Car Shop, tap HOME ▶ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Follow the instructions in the Infotainment system during and after activation.

If you have the “primary user” role for the vehicle *(→ Manage users)*, you can also view activated Upgrades functions in the app.

Where can I obtain functions?

Functions are available from a web shop accessible via yourWe Connect user account.

Depending on the vehicle equipment, functions can also be activated directly via the Infotainment system in the In-Car shop.

Are there any function restrictions during activation?

The function is not available during activation.

Where is successful activation shown?

Successful activation is displayed in the Infotainment system.

When will the activated function be available?

Depending on the function activated, it will be available either immediately or only after the next driving cycle, in other words after deactivation and renewed activation of the vehicle's drive system.

Introduction to the topic

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using for the first time

Before using the Infotainment system for the first time, please observe the following points so you can make full use of the available functions and settings:

— Observe the safety instructions *(→ First steps in the Infotainment system)*.

— Reset the Infotainment system to the factory settings *(→ First steps in the Infotainment system)*.

— Find your favourite radio stations(also referred to below simply as “stations”) and store them to station buttons for quick access .

— Use only suitable audio sources and data media .

— Use current map data for the navigation system.

— Pair a mobile telephone to make calls using the mobile phone interface .

— Register with We Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements to the vehicle wallet of your vehicle.

— The operating instructions for the mobile telephone or audio sources.

— The operating instructions for external data media and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Digital instructions in the Infotainment system, where available.

Safety notes

— Some functions may contain links to websites that are operated by third parties. Volkswagen does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain external information supplied by third parties. Volkswagen is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations or owners of the data storage media and audio sources are responsible for the content provided.

— Mobile, GPS

and radio signals can also be impaired by multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers.

— Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. If the central computer is not repaired correctly or is not removed and installed correctly, there is an increased risk of accidents and injuries due to a control unit that does not function or does not function properly.

- 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 specialist company qualified to perform this work. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

⚠ 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. Drive with your full attention and with responsibility.

⚠ WARNING

If the volume is set too loud, this will prevent you from hearing acoustic signals. If you do not hear acoustic signals from outside, this can lead to accidents.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

⚠ WARNING

A volume that is too loud can damage the hearing, even if the hearing is exposed to loud volumes only for a short time.

- Adjust the volume so that it is pleasant for all vehicle occupants.
- Avoid volumes that are too loud.

⚠ WARNING

Sudden changes in volume, e.g. when changing or connecting an audio or media source, can distract the driver and lead to accidents and injuries.

- Reduce the volume before switching the audio or media source or connecting a new source, for example.

⚠ 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.
- 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 telephone is flat or has insufficient charge level.

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.
- 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.

WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for all vehicle occupants.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant, e.g. a pacemaker, since mobile telephones may impair the function of active medical implants.
- Do not carry a mobile telephone that is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant, e.g. a pacemaker, or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are loose, unsecured or not properly secured can be flung though the vehicle interior and cause accidents and serious injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile telephones and accessories outside the deployment zone of the airbags.
- Always secure or stow mobile telephones, external devices, audio sources and accessories securely in the provided stowage areas and holders in the vehicle so that they cannot be flung through the vehicle interior and hinder the driver.
- Never leave any heavy, hard or sharp objects in the pockets of clothing.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

The driving recommendations and displayed road signs of the navigation system can differ from the current traffic situation and must not cause you to take safety risks.

- Always drive with due care and attention and be ready to intervene at all times.
- Always observe the fact that road signs, traffic signals, traffic regulations and local conditions have priority over the driving recommendations and displays provided by the navigation system.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile telephones is forbidden.

NOTICE

The loudspeakers can be damaged if the volume is set at too high a level and by playback which is too loud or distorted.

- Choose the volume setting so that the loudspeakers are not damaged.

Notes on use

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.

— The Infotainment system must start up completely before all displays are available and before it is possible to execute 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.

— When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.

— To ensure that the Infotainment system functions correctly, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

— A missing function button on the screen does not constitute a fault in the unit; It reflects the equipment that is available in the country in question.

— Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the driving mode selector must be additionally turned to neutral position N or the (P) button for the electronic parking brake pressed on the driving mode selector. 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.

— Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

— If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

— The Infotainment system is automatically switched off when the vehicle's drive system is deactivated and when the charge level of the 12-volt vehicle battery is low.

— In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.

— Information on the software and the licence conditions is stored in the Infotainment system Settings ▸ 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.

— Some Infotainment system functions require a We Connect user account for the vehicle and an Internet connection. The data transfer must not be restricted for the execution of the functions.

Overview and controls of the 12" version

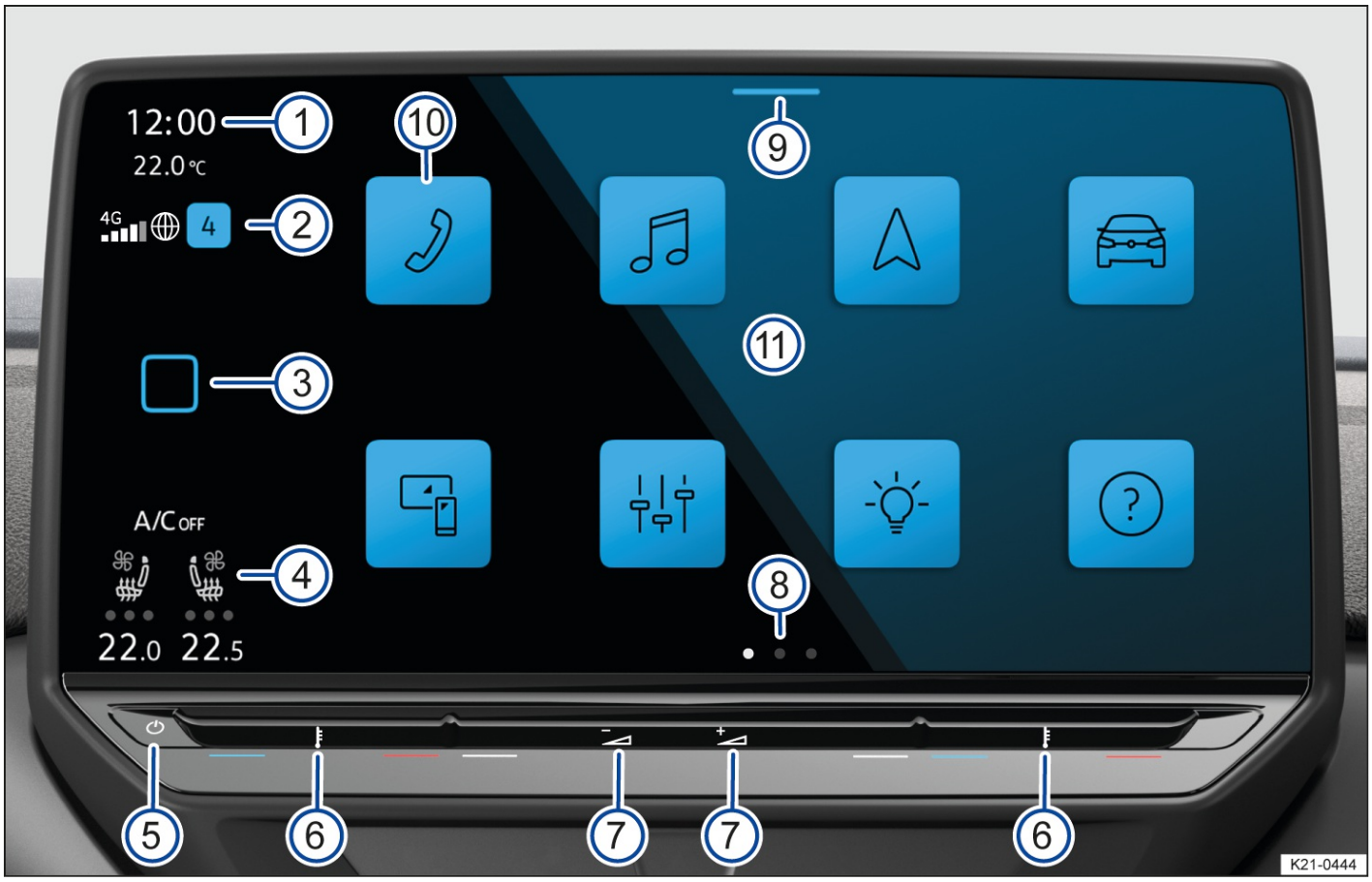

Fig. 1 Overview: display and operating unit of the 12" version.

(1) Time.

(2) Status display of the "Privacy settings" function with signal strength display of theeSIM (availability is country-dependent) and display showing number of notifications.

(3) Home button: ▢ (referred to below as HOME).

(4) Temperature display (adjustment via (6)) and status display for seat heating and seat ventilation (available depending on vehicle equipment).

(5) Sensor field (Infotainment system on or off).

(6) Touch slider for temperature.

(7) Touch slider for volume.

(8) Views (current view is highlighted).

(9) Control centre.

(10) Function buttons for main menus.

(11) Screen (touchscreen).

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ First steps in the Infotainment system)*.

(3) Home button: ▢ (referred to below as HOME)

In some countries, the home button can be modified *(→ First steps in the Infotainment system)*. The home button is referred to below as HOME.

1. Tap HOME to open the start screen.

(5) Sensor field (Infotainment system on or off)

1. Tap the sensor field to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe to the left to lower the temperature.

— Swipe to the right to increase the temperature.

(7) Touch slider for volume

— Swipe to the left to lower the volume.

— Swipe to the right to increase the volume.

(8) Views (current view is highlighted)

Some menus and functions have several views with different content. The current view is highlighted.

— Tap the marking to change to a view.

— Swipe your finger to the left or to the right across the screen to switch between views.

(9) Control Centre

There are additional function buttons in the Control Centre for functions and notifications, e.g. the Auto Hold function can be switched on and off here. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the marking and slide it down to open the control centre.

(10) Function buttons for main menus

The position of the function buttons can be configured *(→ First steps in the Infotainment system)*.

1. Press the corresponding function button to open a main menu, e.g. for the navigation.

(11) Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available *(→ First steps in the Infotainment system)*.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.

1. Tap HOME ▸ ⚙ ▸ Screen ▸ Hand gesture.

Overview and controls of the 10″ version



Fig. 1 Overview: display and operating unit of the 10" version.

1. Time.
2. Status display of the "Privacy settings" function with signal strength display of theeSIM (availability is country-dependent) and display showing number of notifications.
3. Home button: ▢ (referred to below as HOME).
4. Temperature display (adjustment via 6) and status display for seat heating and seat ventilation (available depending on vehicle equipment).
5. Sensor field (Infotainment system on or off).
6. Touch slider for temperature.
7. Touch slider for volume.
8. Views (current view is highlighted).
9. Control centre.
10. Function buttons for main menus.
11. Screen (touchscreen).

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ First steps in the Infotainment system)*.

3 Home button: ▢ (referred to below as HOME)

In some countries, the home button can be modified *(→ First steps in the Infotainment system)*. The home button is referred to below as HOME.

1. Tap HOME to open the start screen.

(5) Sensor field (Infotainment system on or off)

1. Tap the sensor field to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe to the left to lower the temperature.

— Swipe to the right to increase the temperature.

(7) Touch slider for volume

— Swipe to the left to lower the volume.

— Swipe to the right to increase the volume.

(8) Views (current view is highlighted)

Some menus and functions have several views with different content. The current view is highlighted.

— Tap the marking to change to a view.

— Swipe your finger to the left or to the right across the screen to switch between views.

(9) Control Centre

There are additional function buttons in the Control Centre for functions and notifications, e.g. the Auto Hold function can be switched on and off here. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the marking and slide it down to open the control centre.

(10) Function buttons for main menus

The position of the function buttons can be configured *(→ First steps in the Infotainment system)*.

1. Press the corresponding function button to open a main menu, e.g. for the navigation.

(11) Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available *(→ First steps in the Infotainment system)*.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.

1. Tap HOME ▸ ⚙ ▸ Screen ▸ Hand gesture.

Operating the Infotainment system

Opening the digital instructions for the Infotainment system (if available)

The digital instructions for the Infotainment system provide further information and tips for operation of the system.

1. Tap HOME ▸ ⓘ ▸ .

Switching the Infotainment system on and off

The Infotainment system switches on automatically when the driver gets into the vehicle. The Infotainment system switches off automatically when the driver leaves the vehicle.

If the Infotainment system was not manually switched off before, the Infotainment system will start up when the ignition is switched on.

If the Infotainment system freezes, it will restart automatically. If the restart does not work, tap and hold the sensor field for switching the Infotainment system on and off for around 15 seconds.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

The Infotainment system switches off automatically when you leave the vehicle 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.

Opening the start screen

1. Tap HOME.

Main menus on the start screen

The following main menus may be included as function buttons on the start screen:

Background lighting, Background lighting .

App-Connect .

Assist systems .

Vehicle .

Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide *(→ First steps in the Infotainment system)*.

ID. software: you will find information on the software version here.

Sound *(→ First steps in the Infotainment system)*.

Charging .

Navigation .

Users, User management *(→ Manage users)*.

Radio/Media , .

Legal.

Settings *(→ First steps in the Infotainment system)*.

Shop.

Stationary air conditioning.

Telephone .

Configuring the start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Tap a function button and hold until the function button is visibly highlighted.
2. Move the function button to the desired position and release.

Scrolling through lists, switching tracks

Use the touchscreen or menu control to select the desired function, setting or track.

Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise function buttons and views(this depends on the vehicle equipment level)*(→ First steps in the Infotainment system)*.

Enlarging or reducing images and maps on the screen

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the screen and keep your fingers on the screen.
   — To enlarge the display of images and maps, slowly move your fingers apart.
   — To reduce the display of images and maps, slowly move your fingers together.

Short-term interruption of operation

If the Infotainment system is operated frequently within a short period of time while driving, a short-term interruption of operation may occur. This interruption is cancelled automatically after a short time.

Personalising the Infotainment system

Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing further menus and functions on the Infotainment system displays.

Configuring tiles

Configure the tiles by removing or adding views.

1. Tap a tile and hold until an additional window opens.
2. Tap ✎ to open the configuration function.
   — To add a new view with tiles, tap ⊕ and the desired template. New tiles are created without functions.
   — To remove a view with tiles, tap 🗑.
3. Tap ✎ to close the configuration function.

4. To return to the view, tap ⊗ or a free area on the screen.

At least two views are always available. These cannot be removed. Depending on equipment, you can add two more views. In total, a maximum of four views can be displayed.

Adapting tiles

Adapt the tiles and the displayed tile functions in the Infotainment system views in order to customise the Infotainment system to suit your needs.

1. Tap a tile and hold until an additional window opens.
2. To add functions to a tile, tap the desired tile.
3. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
4. To remove a function from a tile, tap the desired tile and then tap.
5. To return to the view, tap ⊗ or a free area on the screen.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Adapting the control centre

Personalise the Control Centre of the Infotainment system to permit faster access to favourite or frequently used functions such as the Auto Hold function.

1. Tap a function and hold until an additional window opens.
2. Tap the desired function in the additional window and hold until the function is visibly highlighted.
3. Move the function to the desired position and release.

   The active function is automatically removed from the control centre and added to the additional window.

More functions are available for the control centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening tips for personalisation (if available)

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.

1. Tap HOME ▶ ? ▶ ▶ Custom.

System and sound settings

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑ or ◉ The setting is selected and activated or switched on.

☐ or ○ The setting is not selected and is deactivated or switched off.

▽ or ∨ 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).

System settings

Due to system updates, some of the system settings listed here may have been omitted or new ones may have been added.

The following functions, information and setting options may be available in the system settings:

— Offline mode.
— V2X technology.
— Screen.
— Time and date.
— Language.
— Additional keyboard languages.
— Units.
— Voice control.
— Wi-Fi
.
— Data connection.
— Mobile devices.
— Connect We Connect.
— Reset to default settings.
— System information.
— Copyright.
— Configuration assistant.

Opening system settings

1. Tap HOME ▶ Settings.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

Opening sound settings

1. Tap HOME ▶ Sound.

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

Observe this checklist when cleaning the screen:

✓ The Infotainment system is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: use a cleaning cloth available from Volkswagen dealerships.

✓ In the case of stubborn dirt:

✓ Moisten dirt with only a little water and allow to soak in.

✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can be damaged if it is cleaned with the wrong cleaning agents or when dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the device and dull the screen.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

Marks, licences, copyright

Marks and licences

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Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

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 modes and frequency bands are dependent on the equipment level and are not available in all countries. Frequency bands may be discontinued, 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.

Functions and radio symbols

Radio

The available functions and possible reception modes and frequency bands depend on the vehicle equipment and are not present in all countries.

— FM
dual tuner (antenna diversity).
— Combined station list.
— Combination of FM
- and DAB stations in one list.
— Combined preset list.
— Combination of all stations stored to station buttons in one list.
— Up to 36 station buttons as storage locations for favourites.
— Station logos.
— Aerial amplifier.
— DAB
/DAB+.
— DAB
slide show.
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

General symbols in radio mode

1. To open the main menu, open the start screen and tap ♫▶📻.

FM Select FM reception mode.

FM/DAB Select FM /DAB reception mode.

Internet radio Select Internet Radio reception mode.

Select frequency band or reception mode.

Show favourites that are saved to station buttons.
Small in a station list: station already saved as a favourite to a station button.

Open the current playback content.

Open the settings.

↑ 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.

Mute radio.

Display frequency band for manual selection ofFM frequency.

Possible only if the combined station list is switched off in the settings in Radio mode.

Switch between radio and media mode.

My playlist.

Add station as favourite.

TP
Traffic Programme function (TP function) for Traffic Programme monitoring is activated.

No TP
The selected traffic news station is not available.

AF Off
Automatic station tracking (AF) is switched off.

RDS Off
Radio Data System (RDS) is switched off.

Symbols in the FM and FM/DAB frequency band

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for theDAB station.

Symbols in Internet Radio mode

Open full-text search.

No internet radio reception possible.

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.

Display station selection.

Display podcast episodes.

Display associated stations and podcasts.

Skip forward 15 seconds in podcast episode.

Skip back 15 seconds in podcast episode.

Selecting a frequency band or reception mode

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. The available frequency bands and reception modes are dependent on the equipment level and are not available in all countries.

1. Tap ∨ to open the list of frequency bands and reception modes.
2. Select a frequency band or reception mode, e.g. FM

   .

Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on frequency band and reception mode.

Selecting via multifunction steering wheel

You can select stations from the station list or from the favourites via the multifunction steering wheel.

— To select the previous station, press ↑ on the multifunction steering wheel.

— To select the next station, press ↓ on the multifunction steering wheel.

Selecting via frequency band (FM)

You can select frequencies and save them as favourites.

Prerequisite:

✓ The combined station list is switched off in the settings.

1. Tap .
2. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap 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 (FM/DAB)

The station list shows the stations that can currently be received. The station list is updated automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set. The best reception mode is selected automatically according to availability of the station.

Searching for and filtering stations (Internet Radio)

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. Tap ○ to start the full-text search.
2. Enter the name of the desired station.

   The list of found stations is automatically updated during input.
3. Tap the desired station.

SCAN Searching in SCAN mode (FM/DAB)

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case. SCAN mode is possible only in the additional window in which the current playback content is displayed.

1. Tap SCAN to start the SCAN function.

   The SCAN function starts and the currently set station is shown on the display.

   The SCAN function button is shown.
2. To select a station, tap SCAN.

   The SCAN function button is no longer highlighted.

   The SCAN function stops and the station is set.

Storing stations to station buttons

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. Tap ♡.

   Or: tap and hold a station in the station list.

   The station buttons are displayed.
3. Tap ⊕.

   Or: tap a previously assigned station button and hold it for around 3 seconds.

   The station is stored to the selected station button.

   If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

Special functions in radio mode

The special radio mode functions listed below may not be available on all Infotainment systems, or in all countries, depending on the equipment.

Traffic Programme function (TP function)

The Traffic Programme function (TP

function) monitors the traffic announcements from a set traffic news station for Traffic Programme monitoring and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible for this.

In media mode, the system will always automatically tune to a traffic news station in the background if one is available.

Some stations that do not broadcast their own traffic news support theTP

function through a corresponding traffic news station (EON).

No TP will be shown on the display if no traffic news station can be received. 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.

The TP

function must be activated in the settings in order to receive traffic announcements.

Traffic news stations are not available in all countries.

Switching on the TP function

1. In radio mode, tap ⚙ ▸ Radio and activate ☑ Traffic Programme (TP).

   Or: in media mode, tap ⚙ ▸ Media and activate ☑ Traffic Programme (TP).

Internet radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent ofFM

and DAB. Due to transmission via the internet, reception is not regionally restricted.

Internet radio is available only when the Infotainment system has an active internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

In some countries, functioning of Internet Radio depends on the privacy settings in the vehicle.

Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

The station logos will be assigned automatically to the stations ifAutoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

Manually assigning station logos

1. In radio mode, tap ⚙ ▸ Radio ▸ Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select station logo.
4. Repeat the process for further stations if desired.
5. Tap ⮌ to finish assigning station logos.

Online functions in radio mode

With some equipment levels, the Infotainment system has online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include Internet Radio, for example.

Prerequisites for using online functions in radio mode:

✓ The vehicle is equipped with We Connect or We Connect Plus.

✓ We Connect or We Connect Plus is activated and the vehicle is assigned to your user account.

Introduction to the topic

In media mode, you can play media files from data media on the Infotainment system.

With some equipment levels, the following data media can be used:

— USB
  data medium, e.g. USB stick.
— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music.

— Video files.

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.

No liability can be accepted for damaged, modified or lost files on data media.

Functions and media symbols

Audio, media, connectivity

The available functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via Bluetooth.

— Audio playback in the following formats:

  — AAC

  .

  — APE

  .

  — ALAC

  .

  — FLAC

  .

  — MP2

  .

  — MP3

  .

  — MP4

  .

  — Vorbis.

  — OPUS

  .

  — WMA

  .

  — WAV

  .

— Video playback in the following formats:

  — MPEG

  -1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO

  MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO

  MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database:

  — The data of all media sources connected to the Infotainment system is stored in a media database.

— Media search.

General symbols in media operation

1. To open the main menu, open the start screen and tap♫▶ ▷ .

♫ Open the current playback content.

 Start playback.

 Pause playback.

 Go to previous track.

 Go to next track.

 Repeat current track.

 Repeat all tracks.

 Activate shuffle mode.

 Show favourites list.

 Add media file as favourite.

 Top right: select media source.

 Open the settings.

 Open search.

 Go back to higher-level folder of the media source.

Symbols for media sources

 Select My media as the media source. Connected USB devices can be selected under My media.

 Select a device connected via Bluetooth as media source.

Symbols for categories and groups of media files

 Music tracks.

 Videos.

 Playlists.

 Albums.

 Artists.

 Genre.

 Podcasts.

 Audio books.

Symbols for video playback

 Play video in full-screen mode.

 Minimise playback.

Selecting and playing a media source

Selecting a media source

1. Connect an external media source if you require playback from an external media source.
2. Select the connected media source that is to be used for playback.

▷ Playing audio and video files

You must connect and select a media source before playing media files.

You can search for and play media files from an available media source in various ways.

♪≡ Searching in the folder structure

All media files of USB

devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in theMy media folder.

1. Tap the desired folder.

   The folder structure of the selected media source is displayed. IfMy media is selected, categories, e.g. music, and connected media sources are displayed first.
2. Search through the folder structure for the desired track.

   Or: tap ○ 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. Tap 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×.

♡ Selecting favourites

You can save individual tracks, albums, artists and genres as favourites for playback.

1. Open favourites.
2. Tap the desired favourite.

   Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

♡ Saving favourites

Only media files that are displayed underMy Media in the Music and Video folders can be saved as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.
2. Tap ♡.
3. Tap ⊕.

   Or: tap an already assigned favourite location and hold for around 3 seconds.
4. Make a selection from the selection list, e.g. music track.

   The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

If a video file is currently being played, only this video can be saved as a favourite.

Entertainment playback via the Infotainment system

You can play music and videos on the Infotainment system.

Video mode

In video mode, the Infotainment system display can play a video from a data medium .

The video soundtrack is played on 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.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. To enable optimal navigation to the destination, all readings and possible traffic information are compared with the available map material.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

In certain countries, some Infotainment system 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

If settings, destination inputs and changes for the navigation system are made while the vehicle is in motion, this can distract the driver and cause accidents and injuries.

- Drive with your full attention and with responsibility.
- Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

The navigation may recalculate the route if the driver misses a turning.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

Depending on country, activate “Online mode” and “Location data” in the privacy settings before using the online functions and mobile online services of the navigation system *(→ Privacy settings)*.

The corresponding We Connect service must be activated in order to use the online functions and online services, e.g. traffic information.

Restrictions during navigation

When the Infotainment system cannot receive any data fromGPS

satellites, e.g. in a tunnel, 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 is 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 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.

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, information 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 disruption or changed driving style.

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

Navigation announcements are not given if the Infotainment system has been muted.

Adapting the navigation map

For optimal viewing, you can also adapt the navigation map and map view with advanced finger gestures.

Moving the navigation map

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

Enlarging or reducing the map view

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

Enlarging or reducing the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

Tilting the map view

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

Rotating the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Turn your fingers clockwise or anticlockwise to rotate the map view.

Route plan

The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. Tap the route plan to open the route plan.
2. Tap › to close the route plan.
3. To stop route guidance to the destination or stopover, tap⊗ next to the destination in the route plan.

Editing route guidance

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release.

   The route will be recalculated.

Additional window on the route plan

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry touched.

Functions in the additional window:

Display on map
: Display the selection on the map.

Direct route
: Start direct route guidance.

Add stopover
: Add a stopover to the route guidance.

Delete
: Delete stopover from route guidance.

Bypass
: Avoid a traffic disruption. The route will be recalculated.

Stop route guidance
: End the current route guidance.

Closing the additional window on the route plan

1. Tap a free area outside the additional window.

Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under ⚙ ▸ Basic functions ▸ Define preferred POI categories.

Stored data

The Infotainment system stores certain data, e.g. frequently driven routes, so that you can enter destinations quickly and enjoy the most efficient route guidance.

Deleting stored data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes.

1. Tap 🔍 ▸ Suggested to display the suggested routes.

Route guidance begins when one of the suggested routes is selected.

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 a direct alternative.

Relevant traffic disruptions are taken into account in the route guidance. Relevant traffic disruptions will be avoided if an alternative route and the navigation data is available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating or deactivating “Learn usage pattern”

1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Learn usage pattern.

Deleting stored data for “Learn usage pattern” function

1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Delete usage pattern.

Navigation functions and symbols

Navigation

The navigation functions and symbols depend on the equipment and are not available in all countries.

Functions

— Destination input and route calculation.

— Personal POIs.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

— 360° range display.

General navigation symbols

1. To open the main menu, open the start screen and tap .

Enter and search for destinations.

Display the navigation map.

Open saved addresses (contact list of the connected mobile telephone).

Open the settings.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic information, e.g. traffic disruptions, and POIs, e.g. filling stations, when navigation data is available *(→ Traffic information)*.

Display current position.

Align the map.

Map scale.

Display information on the route.

Fully automatic map mode (alignment in direction of travel, position, zoom and tilt).

Display additional window with route options.

Display additional window with further options.

Additional window with active filter for charging station.

Symbols in the additional window

1. To open the additional window showing further options, tap .

Display route overview and alternative routes for current route guidance when route guidance is active.

Repeat the previous navigation announcement.

Mute navigation announcements and adjust volume for navigation announcements.

360° range display.

Other symbols

 Destination search: detailed destination input for an address.

 Save as favourite.

 Work (company).

 Home (private).

Route plan symbols

 Display current position.

 Destination of the current route guidance.

 Add a destination as a stopover or start direct route guidance to the destination.

 Save destination as a favourite.

 Close the route plan.

 Forecast distance to the destination.

 Forecast time of arrival at the destination.

 Forecast time needed to reach the destination.

Charging station symbols

Charging stations are displayed on the map when navigation data is available.

Tap the required charging station to start route guidance .

 E-charging station on the map.

 Number of planned charging stops on the complete route.

 Charging time at the E-charging station.

 Filter/preference settings for displaying e-charging stations on the map.

 Current availability of the charging station.

Red status: charging station is occupied or out of order.

Green status: charging station is free and available.

 Status of the high-voltage battery.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available *(→ Traffic information)*.

Tap a traffic disruption to open an additional window showing details *(→ Navigation)*.

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Entering a destination and starting route guidance

Depending on the vehicle equipment, different functions are available for destination input. Certain functions are available only in some countries.

The different functions for destination input can be found in the main menu of the navigation system *(→ Navigation)*.

You can more precisely limit the search by indicating preferences in the results list, such as “nearby”.

Further information about the symbols on the Infotainment system display can be found in this owner’s manual *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap .

   Or: tap .
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap .
2. Enter the address of the destination and tap and hold the desired destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Recommended destinations

The navigation system uses stored data such as the last and learned destinations, favourites, and home and work

addresses so it can use this data for route guidance.

Selecting a destination and starting navigation

1. Tap ◯ ▸ Suggested.
2. Tap the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap ◯ ▸ Last destinations.
2. Tap the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Last destinations.
2. Tap the desired destination and hold for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ♡ in the additional window.

Selecting a destination and starting navigation

1. Tap ◯ ▸ Favourites.
2. Tap the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Favourites.
2. Tap the desired destination and hold for a few seconds.

Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To enter a destination, tap the desired position or location on the map. You can start route guidance if map data is available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

Use the offroad navigation function to enter a destination point with unknown data.

Offroad navigation

The offroad navigation function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start offroad navigation, tap a free area without positioning data.

Starting navigation

1. Tap .
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended tap gestures *(→ Navigation)*.
3. Tap the desired destination or any destination point on the map without positioning data.
4. Tap Start.

   Or: tap .

Using the address data of a contact

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .
2. Tap the desired contact and address data.
3. Tap Start.

   Or: tap .

NOTICE

If the address data of a contact is out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date.

Adjusting the 360° range display and Electric Vehicle Route Planner

360° range display

The 360° range display shows the possible range with the current charge level of the high-voltage battery.

The display shows only an estimated range calculated on the basis of the current consumption figures. The display may change during the journey, and the figures shown in the margins must also be taken as an estimate.

Activating and deactivating the 360° range display

1. Tap .

To show the complete range display on the map, you may need to adjust the map view *(→ Navigation)*.

Electric Vehicle Route Planner

A maximum of five charging stations can be automatically added as charging stops.

You can enter your preferred payment method for charging stations in the additional window with route options *(→ Navigation)*. If your preferred payment method is not available at one or more charging stations, an acoustic message will be played. Depending on the selection and the available data, suitable charging stations will be displayed on the map and prioritised in the route plan.

In the additional window showing route options, you can also set the remaining range that you would like to have when you stop at charging stations along the route and at your destination *(→ Navigation)*. Entering this information affects the automatic planning of required charging stations along the route.

The settings in the "Charge to upper battery charge limit" menu may be overwritten temporarily by the "Electric Vehicle Route Planner" function *(→ Charging settings)*.

The settings in the "Charge to upper battery charge limit" menu will be used again after the end of route guidance.

The current occupancy status of the charging stations is displayed in the Infotainment system when an Internet connection is available *(→ Navigation)*. The current status is indicated by a coloured dot at the edge of the edge of the symbol.

Adding charging stops automatically

1. In order to activate automatic planning of necessary charging stations on the route, tap and activate *(→ Navigation)* Route guidance ▸ Route options ▸ Add charging stops automatically in the navigation settings.

Selecting alternative charging stations

Instead of the automatically planned charging stations, you can also select alternative charging stations for the planned routes.

1. Enter or select the desired destination.
2. Tap Start.
3. Open the route plan.
4. Tap a planned charging station in the route plan.

   Details of the planned charging station are displayed.
5. Tap Show more charging stations.

   The locations of additional nearby charging stations will be shown on the map.
6. Tap an alternative charging station nearby on the map or in the list.

   Details of the alternative charging station are displayed.
7. Tap Add as stopover.

   The previously planned charging station will be replaced by the newly selected charging station and the route adjusted accordingly.

If you select Add as stopover, the selected charging station will be kept if the route is changed.

Search for charging stations using filter

You can set various criteria when searching for charging stations on the map and in the search results for the "Charging station" category. Setting these criteria affects the map display. Only charging stations that meet the criteria will be displayed. The search results in the "Charging station" category are filtered according to the selected criteria. You can change the criteria again at any time. An active filter does not have any influence on route planning. Adapt the settings if you want to take charging stops into account in route planning .

An active filter is indicated by a coloured dot at the additional window *(→ Navigation)*.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Online navigation data – expansion

Regions in the navigation data that are not used by the user may be removed from the system under certain circumstances, e.g. if there is limited memory space in the navigation data memory. If these regions should be needed again at a later point in time, the navigation system will download them again on request. No We Connect contract or We Connect Plus contract is required for this. The service depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this does not already exist.
3. Depending on country, also select "Online mode with location data" in the privacy settings *(→ Privacy settings)*.

Users that use the vehicle as an anonymous guest must set the privacy settings again each time the vehicle is started *(→ Privacy settings)*.

Updating navigation data online

Regions in which the user drives frequently can be automatically updated regularly in the background if there is an active, fee-based We Connect Plus contract *(→ Privacy settings)*. The service depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this does not already exist.
3. Register for We Connect Plus .
4. Depending on country, also select "Online mode with location data" in the privacy settings *(→ Privacy settings)*.

No update is carried out in offline mode *(→ Privacy settings)*.

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at www.volkswagen.com and stored on a suitableUSB

data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on aUSB

   data medium.
2. Switch on the vehicle ignition.
3. Connect a USB

   data storage device to the Infotainment system when the vehicle is stationary.

   The navigation data for regions that are currently frequently travelled is automatically updated in the

background.

No message appears in the Infotainment system while the navigation data is being updated, or once the update is complete.

When you update navigation data manually, the USB data medium must remain continuously connected. No message appears to indicate that the update has been completed.

Leave the USB data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Failure to do so will cancel the update.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB data storage device nor an Internet connection.

Displaying map data version

1. Tap HOME ▸ ⚙ ▸ System information.

Traffic information

Depending on equipment, reception of traffic information is not available in all Infotainment systems and not in all countries.

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.

Reception of traffic information depends on the privacy settings in some countries. No traffic information is received in offline mode .

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map *(→ Navigation)*.

The route plan displays current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the route plan. You can bypass these traffic disruptions by editing the route plan.

Bypassing a traffic disruption

1. Tap the traffic disruption.
2. Tap Bypass.

   The route will be recalculated.

Only one traffic disruption can be bypassed in this way for each route.

Local warnings, e.g. about severe weather, can be output as a pop-up message via the Infotainment system.

Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by colouring of the road network.

Orange Slow-moving traffic.

Red Traffic jam.

Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers. You can connect up to two mobile telephones to the Infotainment system simultaneously *(→ Mobile phone interface)*.

Functions depend on the vehicle equipment and are not available in all countries. Their availability also depends on the mobile telephone used and its operating system.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or Wi-Fi
can be restored at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, 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 must be switched off, the vehicle's drive system deactivated or the mobile telephone switched off.

WARNING

In places where there is an explosion hazard, e.g. in the vicinity of filling stations and locations where special regulations apply, ignition sparks that are produced by electrostatic discharges or mobile telephones, for example, can lead to an explosion or fire and cause serious or fatal injuries.

- Switch the mobile telephone and mobile phone interface off in places where there is an explosion hazard, e.g. in the vicinity of filling stations, and locations where special regulations apply.
- Do not use the mobile telephone and mobile phone interface in places where there is an explosion hazard, e.g. in the vicinity of filling stations, and locations where special regulations apply.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile telephones is forbidden.

Types of mobile phone interface

Depending on country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic equipment of the mobile phone interface.

The mobile phone interface uses the Bluetooth hands-free Profile (HFP

) for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

— Comfort mobile phone interface.

The Comfort mobile phone interface uses the HFP

Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function *(→ Sockets)*. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. If you place a suitable mobile telephone in the stowage compartment, the mobile telephone will be connected to the vehicle aerial, depending on the vehicle equipment. This improves the reception and call quality.

Functions and symbols of the mobile phone interface

The available functions and symbols depend on the vehicle equipment and are not available in all countries. The available functions depend on the mobile telephone used and its operating system.

Functions

— Hands-free function.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write an SMS

, including templates.

— Have SMS

read out loud.

— Message history.

— Email functions via Bluetooth:

— Read emails.

— Write emails.

Symbols in the main menu

1. To open the main menu, open the start screen and tap .

Opens the contact list.

Open call lists for incoming and outgoing calls.

Dial phone number.

Open text messages (SMS

and email, depending on country).

Select the active device from two or more connected mobile telephones.

Open the settings.

Symbols for phone calls

Make or answer and display call.

End or reject call.

Mute hands-free system.

Hold call.

Reject call with SMS template.

Add a participant to a conference or start conference.

Make emergency call (SOS).

Obtain help in the event of breakdown.

Voicemail.

Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Symbols in the contact list

1. Tap to open the contact list.

Input to search for contacts.

Address.

Edit favourites.

Add favourites.

Remove favourites.

Symbols for call lists

1. Tap to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone, if supported by the mobile telephone.

Phone number (work).

Phone number (private).

Mobile telephone number.

Fax.

Fax (business).

Fax (private).

Symbols for text messages

1. Tap ✉ to open the text messages.

Top left: select active input.

Received text message.

Sent text message.

Template for text messages.

Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system to use the functions of the mobile phone interface.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

The available functions depend on the mobile telephone used and its operating system.

The function is available only for mobile telephones that support Bluetooth in Version 2.1 or higher.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system → *User profiles*. The pairing process can take a few minutes.

Prerequisites:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated in the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. *Optional:* confirm message for data transfer on the mobile telephone.

⚠ WARNING

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.

Connecting a mobile telephone

Prerequisite:

✓ A mobile telephone is paired with the Infotainment system.

1. Activate Bluetooth on the mobile telephone.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Tap HOME ▸ ⚙ ▸ Mobile devices.
2. Tap the technology desired for the connection.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones 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 telephone.

Difference between the connection types

Active	Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.
Passive	Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Changing the connection type (passive to active)

Prerequisite:

✓ Several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap ∨.

   The mobile telephone with an active connection is highlighted.
2. Tap the name of the mobile telephone you require.

   Other mobile telephones then automatically have a passive connection.

User profiles

An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

1. Tap ▸ .

   The user profiles are located in the areaSelect mobile telephone or Mobile devices.

2. Tap the desired user profile and tap to delete.

Making phone calls and sending text messages

Using the telephone

Select a telephone number to start the call. Different functions are available for selection of a phone number.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap .
2. Tap and enter the name of the contact to search for a contact.

   Or: tap Favourites to call a favourite.

   Or: tap All.

3. Tap a contact in the list to start the call.

When searching for a contact, enter the surname and first name separated by a space.

Using the call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

1. Tap and filter entries in the call list, e.g. missed calls.
2. To start the call, tap a number or, where applicable, a contact in the list.

Entering a phone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receiveSMS text messages and emails via the mobile phone interface in some countries.
The ability to send and receive emails also depends on the app being used on the mobile telephone.

Sending text messages

1. Tap ▸ Text message ▸ New message and enter the message.
2. Enter the desired contact in the search bar.
3. Tap OK to send the message.

Sending emails

1. Tap ▸ E-Mail and enter the message.

2. Enter the desired contact in the search bar. If necessary, you can search for a contact using Search for contact.
3. Tap OK to send the message.

Switching between text messages and email

Activate the corresponding option to send SMS or emails. The active option is displayed on the screen, e.g. Text message.

1. Tap ✉.
2. Tap the required option.

Telephone book, favourites and speed dial buttons

Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

Depending on equipment, up to 5,000 contact entries can be stored in the telephone book.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call and a further participant added to the call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Favourites and 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, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)*.

Assigning a speed dial button

1. Tap ⊕.
2. Tap a contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Editing a speed dial button

1. Tap and hold the speed dial button until the telephone book is opened.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Calling a favourite

1. Tap the assigned speed dial button.

Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

Deleting favourites from the speed dial button

1. Tap Favourites ▸ ✎.
2. Tap 🗑 on the desired speed dial button to delete a favourite.

Introduction to voice control

The voice control allows you to perform certain functions by spoken commands.

Types of voice control

Depending on the language set in the Infotainment system, one of the following voice control types is available in the vehicle:

— Command-based voice control (standard).

— Advanced voice control (offline or online).

Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to open seat-related functions in the supported languages, e.g. switching on the seat heating.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel or if your vehicle understands the activation word.

In black with blue background: voice control is active and will recognise spoken words.

Test voice control before starting a journey in order to familiarise yourself with the function.

Differences in voice control systems

Command-based voice control (standard)

Only grammatically correct voice commands will be recognised by the voice control. Voice commands must follow a defined syntax in order to be recognised correctly, e.g.: “Navigate to [*Town, Street name, House number*]”. You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language.

Advanced voice control (offline or online)

Voice commands can be freely formulated and colloquial. For example, the statement “I’m cold” will lead to the set temperature in the vehicle being increased. Suggestions for voice commands depend on the set language and can be found in the Infotainment system.

Advanced voice control works online and offline. In online mode, the voice commands are evaluated to provide an enhanced search for POI

s, media and online radio stations. Messages can also be dictated. For online mode, you need a valid We Connect or We Connect Plus contract for the vehicle.

If advanced voice control is available for your language, this will be used when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by speaking the activation word available in your country *(→ Voice control)*.

Starting and stopping voice control

Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.

✓ Avoid excessive emphasis or strong dialect.

✓ Do not leave long pauses when speaking.

✓ Avoid exterior and background noise.

✓ Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ? ▸ .

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 the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

— Starting with your voice: say the activation word *(→ Voice control)*.

— Starting via multifunction steering wheel: press the voice control button .

Depending on the mobile telephone and operating system, voice control of a connected mobile telephone can be started by tapping and holding .

Ending the voice control function

Depending on the vehicle equipment, you can end voice control in different ways:

— Ending with your voice: to open suggestions for a voice command for ending voice control, tap HOME ▸ ? ▸ ▸ General.

— Ending with multifunction steering wheel: press the voice control button .

— Ending automatically: voice control is ended automatically if you use functions in the Infotainment system, activate the parking system, telephone calls are received or if there are voice outputs and warnings from the navigation system.

Activation word

The words spoken in the vehicle are checked for the activation word in the Infotainment system circular buffer. Voice control starts if the Infotainment system recognises the activation word. The circular buffer is overwritten approximately every 15 seconds. There is no transmission of data or words spoken in the vehicle. The circular buffer is not active if the activation word is deactivated.

Switching activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▶ ⚙ ▶ Voice control ▶ Activation word.

Speaking activation word and activation word recognition

Prerequisite:

✓ The Activation word is switched on in the settings.

BG Здравей ID.

BR Olá ID.

CDN Bonjour ID.

CZ Ahoj ID.

D Hallo ID.

DK Hej ID.

E Hola ID.

F Bonjour ID.

FIN Hei ID.

GB Hello ID.

GR Γεια σου ID.

I Ciao ID.

J ノ\□ー ID.

MEX Hola ID.

N Hallo ID.

NL Hallo ID.

P Olá ID.

PL Cześć ID.

ROK 안녕 ID.

RUS Привет ID.

S Hej ID.

TR Merhaba ID.

USA Hello ID.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct system language in the Infotainment system.

— Start voice control using the activation word or the voice control button on the multifunction steering wheel.

— Voice commands are not recognised due to a system error. Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Speak the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

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 in the luggage compartment to the fastening rings using suitable 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. 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)*.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal 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.

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- 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 inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

If an incorrect sitting position is assumed due to stowed objects, serious or fatal injuries can occur in the event of sudden driving and braking manoeuvres and in accidents.

- Never stow objects on a seat if this is to be occupied and used by a person.

⚠ 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 can change the vehicle handling, e.g. as a result of the load slipping. This can lead to loss of control over the vehicle and cause serious or fatal injuries.

- Never overload the vehicle. 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.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Secure loose objects to prevent them from slipping.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual if the vehicle is heavily loaded.

NOTICE

Rubbing objects on the rear windows can cause damage(e.g. to the heating wires of the rear window heating)

- Load the luggage compartment only up to a height where no objects are in contact with the rear windows.

NOTICE

Carrier systems that are fixed on the rear spoiler can damage the vehicle.

- Do not secure any luggage carriers or other carrier systems such as bicycle carriers on the vehicle's rear spoiler.

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.

The luggage compartment cover is not suitable as a shelf for objects, not even for light pieces of clothing→ ⚠.

WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious or fatal injuries in the event of sudden driving and braking manoeuvres or accidents.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

NOTICE

Incorrect handling of the luggage compartment cover may result in damage.

- Do not load the luggage compartment to such a height that the luggage compartment cover can press on the load when the boot lid is closed.
- Never close the boot lid when the luggage compartment floor is open or locked in position.

Installing and removing the luggage compartment cover

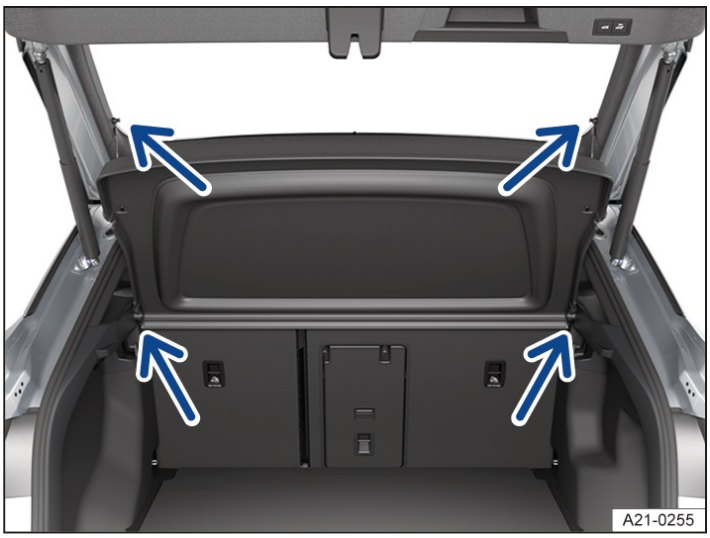

Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

Removing the luggage compartment cover

1. Unhook the retaining straps at the top on the boot lid → *Fig. 1* (upper arrows).
2. Lift the boot lid.
3. Press the luggage compartment cover out of the side holders in the luggage compartment → *Fig. 1* (lower arrows).

Fitting the luggage compartment cover

1. Push the luggage compartment cover into the side holders in the luggage compartment → *Fig. 1* (lower arrows).
2. Hook the retaining straps onto the boot lid → *Fig. 1* (upper arrows).

Opening and closing the luggage compartment floor



Fig. 1 In the luggage compartment: luggage compartment floor (illustration).

The rear part of the luggage compartment floor can be folded forward. A stowage compartment, e.g. for the vehicle toolkit, can be found under the luggage compartment floor.

Opening the luggage compartment floor

1. Grasp the handle recess in the luggage compartment floor and lift the rear part of the luggage compartment floor in the direction of the arrow → *Fig. 1*.

Closing the luggage compartment floor

1. Fold the luggage compartment floor down in the opposite direction to the arrow.

NOTICE

Incorrect use can damage the luggage compartment floor or the trim of the luggage compartment.

- Do not allow the luggage compartment floor to fall when closing it, but always guide it downwards carefully.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

Second luggage compartment floor – Functions

Depending on the vehicle equipment, the vehicle may have a height-adjustable second luggage compartment floor.

Opening the second luggage compartment floor



Fig. 1 In the luggage compartment: opening the second luggage compartment floor.

1. Grasp the handle → *Fig. 1* (1) and fold the rear part of the luggage compartment floor forward in the direction of the arrow.

When the luggage compartment floor is in the lower position, the rear part touches the sides of the luggage compartment when opened and must overcome a slight resistance when pressed.

Closing the second luggage compartment floor

1. Fold back the luggage compartment floor and carefully lower it into position.

Adjusting the height of the second luggage compartment floor

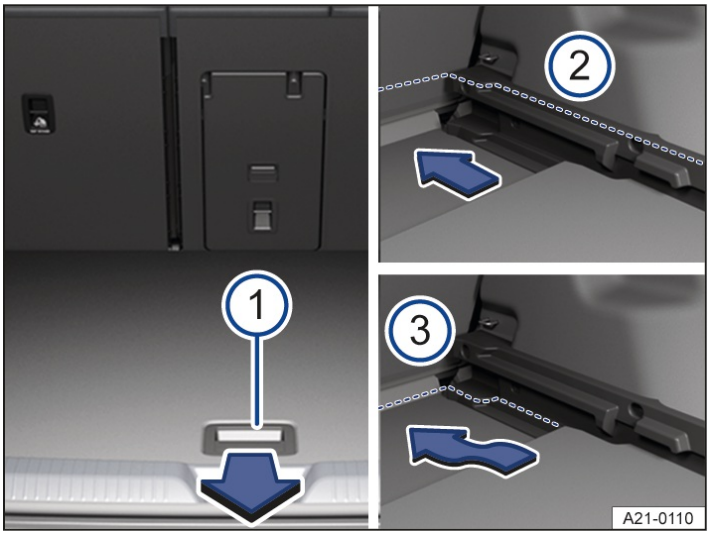

Fig. 2 In the luggage compartment: adjusting the height of the second luggage compartment floor.

(1) Handle recess on the luggage compartment floor.

(2) Upper guides at the side of the luggage compartment.

(3) Lower guides at the side of the luggage compartment.

The second luggage compartment floor can be fitted in upper and lower positions:

1. Lift the luggage compartment floor by the handle → *Fig. 2* (1) and pull it out of the guides on the sides of the luggage compartment in the direction of the arrow.
2. Insert the luggage compartment floor into the guides at the required height → *Fig. 2* (2) or (3) and push it forwards as far as it will go.

NOTICE

Incorrect use can damage the second luggage compartment floor or the trim of the luggage compartment.

- Do not allow the second luggage compartment floor to fall when closing it, but always guide it downwards carefully.
- Always distribute loads (maximum 50 kg (110 lbs)) over as wide an area as possible on the luggage compartment floor in order to avoid point loads.
- Transport heavy loads only when the luggage compartment floor is in the lower position.

Volkswagen recommends that you secure items to the fastening rings with the aid of fixing or securing straps.

Fitting and removing the net partition behind the rear bench seat

A fitted net partition can help to prevent objects from being flung from the luggage compartment into the passenger compartment, e.g. when braking.

The net partition can be optionally installed behind the rear bench seat → *Fig. 1* or behind the front seats *(→ Net partition behind the front seats)*.

Installing the net partition

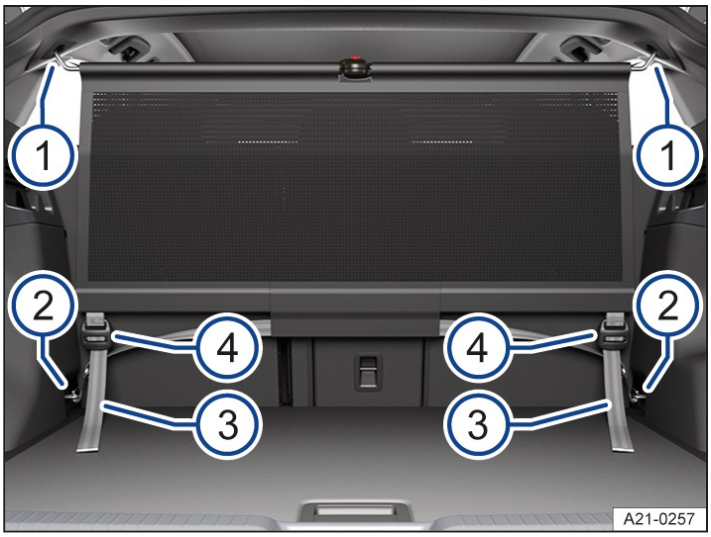

Fig. 1 In the luggage compartment: net partition installed behind the rear bench seat.

(1) Mountings in the roof.

(2) Fastening rings at front of luggage compartment.

(3) Securing straps.

(4) Strap buckles.

1. Take the net partition out of the bag, unroll and fold open. The net partition hinge must audibly engage.
2. Adjust the front seats to an upright and engaged position.
3. Adjust the backrests in the second row of seats to an upright position and engage as close as possible to the net partition.
4. Hook one of the retaining hooks of the upper transverse rod into one of the mounts in the roof→ *Fig. 1* (1).
5. Press both ends of the upper transverse rod together slightly and hook the second retaining hook into the opposite mount in the roof.
6. Let go of the transverse rod and check that both retaining hooks of the net partition are correctly engaged.
7. Hook the bottom retaining hooks into the fastening rings at the front of the luggage compartment→ *Fig. 1* (2).

Tensioning the net partition

1. Pull the ends of the securing straps towards the rear until the net partition is securely tensioned→ *Fig. 1* (3) → ⚠.
2. Check the tension of the net partition again if the seat position of the backrests in front of the net partition has been changed.

Removing the net partition

1. Undo the securing straps of the net partition → *Fig. 1* (3) by lifting the belt buckles→ *Fig. 1* (4).
2. Unhook the bottom retaining hooks from the fastening rings at the front of the luggage compartment→ *Fig. 1* (2).
3. Press both ends of the top transverse rod together and hold until the net partition has been removed.
4. Pull the net partition to the rear slightly and then carefully remove from the mounts in the roof by pulling downwards → *Fig. 1* (1).
5. Press the release button on the transverse rod joint and fold up the net partition.
6. Roll up the net partition and stow in the bag.

⚠ WARNING

In the event of a sudden braking manoeuvre or accident, objects could be flung through the interior of the vehicle and lead to severe or fatal injuries.

- Check that the net partition is not damaged.
- Never use a damaged net partition.
- Adjust all backrests in front of the net partition so that they are upright and engaged in position.
- Always check after installation to make sure that the retaining hooks of the net partition are correctly engaged.
- Check to make sure that the net partition is tensioned at regular intervals.
- Additionally secure all objects in the luggage compartment even when the net partition is installed.
- Make sure that there are no persons behind the fitted net partition when the vehicle is in motion.

NOTICE

If the net partition is not secured at the mounting points provided for this purpose, this may result in damage.

- Always secure the net partition only to the designated mounting points.

Fitting and removing the net partition behind the front seats

The net partition can help to prevent loose objects from being flung from the luggage compartment into the passenger compartment, e.g. in the event of a sudden braking manoeuvre.

The net partition can optionally be installed behind the rear bench seat *(→ Net partition behind the rear bench seat)* or behind the front seats *→ Fig. 1*.

Installing the net partition

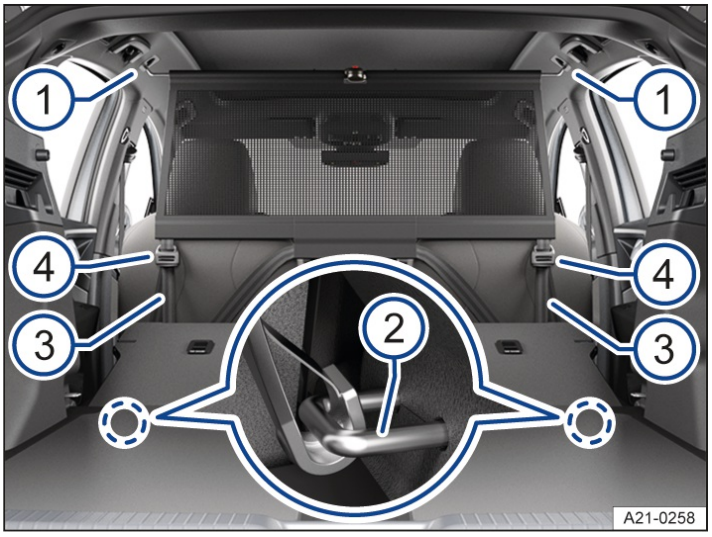

Fig. 1 In the luggage compartment: net partition installed behind the front seats.

(1) Mountings in the roof.
(2) Securing rings for hooking in the retaining hooks.
(3) Securing straps.
(4) Strap buckles.

1. Take the net partition out of the bag, unroll and fold open. The net partition hinge must audibly engage.
2. Fold the rear seat backrests forward.
3. Adjust the front seats to an upright position and engage as close as possible to the net partition.
4. Hook one of the retaining hooks of the upper transverse rod into one of the mounts in the roof *→ Fig. 1* (1).
5. Press both ends of the upper transverse rod together slightly and hook the second retaining hook into the opposite mount in the roof.
6. Let go of the transverse rod and check that both retaining hooks of the net partition are correctly engaged.
7. Hook the bottom retaining hooks into the anchor points in the B-pillar next to the front seats *→ Fig. 1* (2).

Tensioning the net partition

1. Pull the ends of the securing straps towards the rear until the net partition is securely tensioned → *Fig. 1* (3) → ⚠.
2. Check the tension of the net partition again if the seat position of the front seats has been changed.

⚠ WARNING

The securing rings on the B-pillar next to the front seats are not fastening rings and must be used only for securing the net partition. Fatal or serious injuries may result if the anchor points are used to secure loads.

- Use the securing rings on the B-pillar next to the front seats only to secure the net partition.

Removing the net partition

1. Undo the securing straps of the net partition → *Fig. 1* (3) by lifting the belt buckles → *Fig. 1* (4).
2. Unhook the bottom retaining hooks from the anchor points on the B-pillar next to the front seats → *Fig. 1* (2).
3. Press both ends of the top transverse rod together and hold until the net partition has been removed.
4. Pull the net partition to the rear slightly and then carefully remove from the mounts in the roof by pulling downwards → *Fig. 1* (1).
5. Press the release button on the transverse rod joint and fold up the net partition.
6. Roll up the net partition and stow in the bag.
7. If necessary, fold back the backrests of the second seat row and let them engage.

⚠ WARNING

In the event of a sudden braking manoeuvre or accident, objects could be flung through the interior of the vehicle and lead to severe or fatal injuries.

- Check that the net partition is not damaged.
- Never use a damaged net partition.
- Adjust all backrests in front of the net partition so that they are engaged in an upright position.
- Always check after installation to make sure that the retaining hooks of the net partition are correctly engaged.
- Check to make sure that the net partition is tensioned at regular intervals.
- Additionally secure all objects in the luggage compartment even when the net partition is installed.
- Make sure that there are no persons behind the fitted net partition when the vehicle is in motion.

NOTICE

If the net partition is not secured at the mounting points provided for this purpose, this may result in damage.

- Always secure the net partition only to the designated mounting points.

Fastening rings

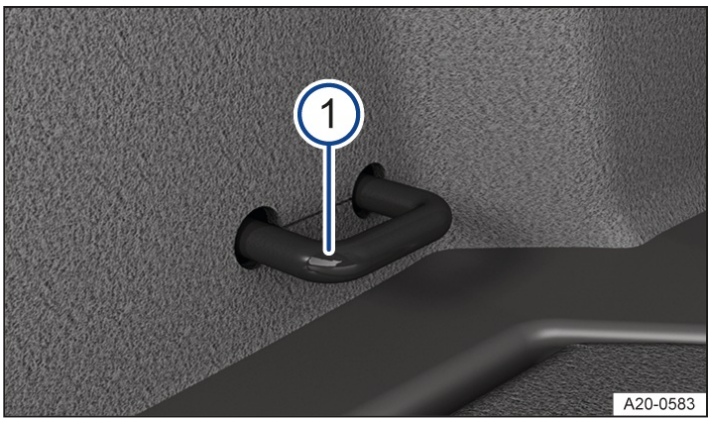

Fig. 1 In the luggage compartment: fastening ring (illustration).

(1) Fastening ring.

There are fastening rings in 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 load on the luggage compartment floor and attach the lashing, retaining and securing straps 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.
- Observe the signs on stowing loads that may be affixed in the luggage compartment depending on the vehicle equipment.
- Never secure a child seat using the fastening rings.

WARNING

Elastic tensioning straps must be stretched in order to secure them at the fastening rings and are therefore under tension. If elastic tensioning straps slip off and “snap” towards the body, the hooks attached to them can cause serious injuries.

- Protect your eyes and face when attaching and unhooking.
- Always hold the luggage net hooks tightly to prevent them from jumping out of the fastening ring during installation or removal.
- Always first secure the elastic tensioning straps to the fastening rings in the front area of the luggage compartment. Then pull the elastic tensioning straps towards the load sill. Secure the elastic tensioning straps to the fastening rings so that they “snap” away from the body if they slip.

Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Luggage net

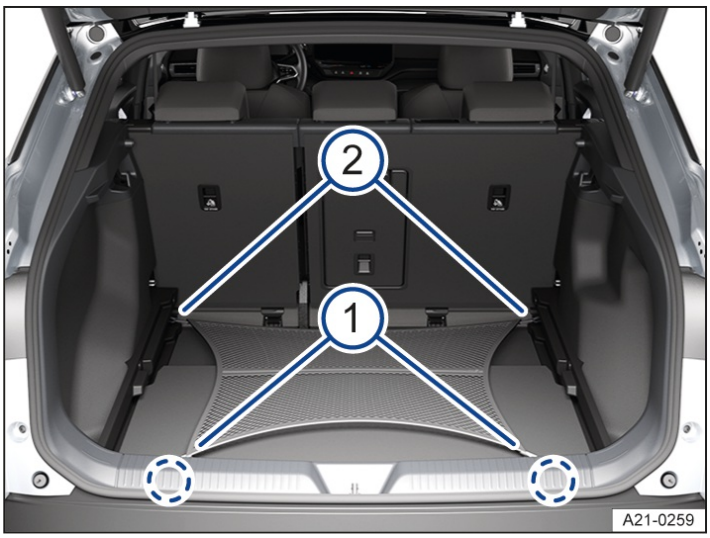

Fig. 1 In the luggage compartment: luggage net fitted flat (illustration).

(1) Rear fastening rings.

(2) Front fastening rings.

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

1. Hook the hooks of the luggage net into the fastening rings→ *Fig. 1* (2) →⚠.

   The luggage net zip must face upwards.

2. 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)*.

Removing the luggage net

When fitted, the luggage net is held taut→⚠.

1. Unhook the hooks of the luggage net.
2. Stow the luggage net in the luggage compartment.

⚠ WARNING

An elastic luggage net must be stretched in order to secure it at the fastening rings and is therefore under tension. If an elastic luggage net slips off and "snaps" towards the body, the hooks attached to the net can cause serious injuries.

- Protect your eyes and face when installing and removing the luggage net.
- Always hold the luggage net hooks tightly to prevent them from jumping out of the fastening ring during installation or removal.
- Always attach the luggage net hooks in the described order so that the luggage net "snaps" away from the body if it slips.

WARNING

If they are not used correctly, the luggage net hooks can tear off 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.

- Use the luggage net hooks only for securing a luggage net.
- Never secure a child seat using the luggage net hooks.

Bag hook

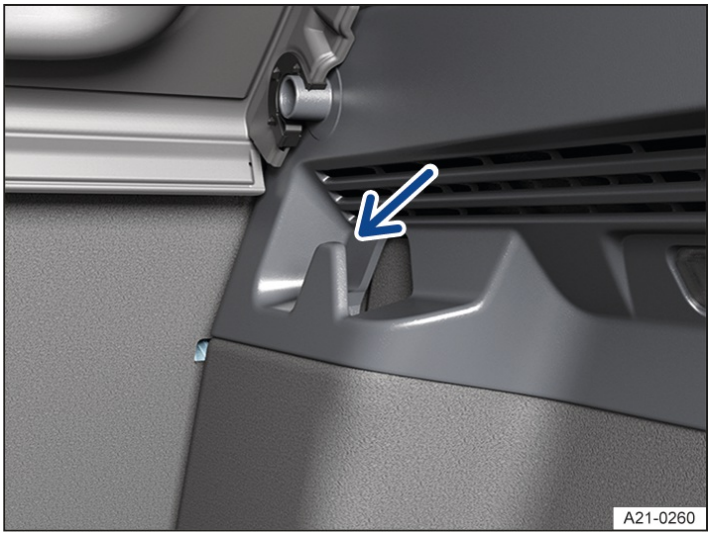

Fig. 1 On the left and right in the luggage compartment: bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

WARNING

Items of luggage or other objects that are fastened to the bag hooks can tear off in the event of a braking manoeuvre or accident and be flung through the vehicle interior. This can lead to a loss of control over the vehicle and serious or fatal injuries.

- Never use the bag hooks to lash down items of luggage or other objects.
- The bag hooks in the vehicle should only be used for lightweight object weighing max. 2.5 kg (approx. 5.5 lbs).

Load-through hatch



Fig. 1 Load-through hatch in the rear seat backrest.



Fig. 2 Load-through hatch in the luggage compartment.

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 from the vehicle interior

1. Fold the centre armrest forwards *(→ Centre armrest)*.
2. Pull the release lever in the direction of the arrow→ *Fig. 1* and fold the flap for the load-through hatch all the way towards the front →⚠.
3. Open the boot lid.

Opening the load-through hatch from the luggage compartment

1. Push down the release lever in the direction of the arrow → *Fig. 2* and fold the flap forwards.
2. Push long objects through the load-through hatch from the luggage compartment.
3. Secure the objects with the seat belt as required.
4. Close the boot lid.

Closing the load-through hatch

1. Fold back the flap of the load-through hatch until it engages in position.

   There may be a red marking on the luggage compartment side. This must not be visible→ ⚠.
2. Close the boot lid.
3. If necessary, fold back the centre armrest.

⚠ WARNING

Objects in the deployment zone of the centre airbag can prevent it from functioning properly and cause serious or fatal injuries.

- Never push objects forward into the deployment zones of the centre airbag *(→ Central airbag)*.

⚠ WARNING

Serious or fatal 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 or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.
- Always make sure that the red mark on the locking indicator is never visible when the load-through hatch is in the upright position. The load-through hatch is not engaged properly if you can see a red marking.
- Never transport a person, particularly a child, on this seat if the load-through hatch is folded forward or not securely engaged.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

The additional trailer load will affect the amount of wear, consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

If the vehicle is driven under high loads, certain functions, e.g. the output of the air conditioning system, may be reduced or switched off to stop the vehicle from breaking down.

The load that a vehicle can actually pull decreases under the following conditions:

— Driving on uphill gradients.

— Driving at high altitudes.

— Driving at high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— Driving at high speeds.

Trailer with function check for lighting

No trailer with tail lights and brake lights must be operated with this vehicle that requires a function check of the tail and brake lights in its approval. Please ask the trailer manufacturer about the approval that is valid for your trailer.

Unused ball coupling

Swivel in the ball coupling or remove it if there is no trailer, bicycle carrier or similar attached to the ball coupling.

This applies in particular if the unused ball coupling covers the number plate or the lighting at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

Points to note

Before driving with a trailer, pay attention to possible functional restrictions of the assist and parking systems.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious or fatal injuries.

- Attach and use the trailer in accordance with the instructions supplied by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.

⚠ WARNING

When the ball coupling is swivelled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists when vehicles are parked and also in the event of rear-end collisions.

- Swivel in the ball coupling or remove it when it is not in use.

⚠ WARNING

The vehicle was not designed for "weight-distributing" or "load-compensating" towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle. This can result in accidents and severe injuries.

- Never install a weight-distributing or load-balancing towing bracket on the vehicle.

⚠ WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Please note that a trailer with a high centre of gravity can tip over more easily than a trailer with a low centre of gravity.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Accelerate particularly carefully and gently.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Do not drive faster than 80 km/h(50 mph) when towing a trailer, or also 100 km/h (60 mph)in exceptional cases. This also applies to countries where higher speeds are permitted.
- Reduce speed, particularly on uphill gradients and when driving downhill.
- Keep to country-specific speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Due to the higher load for the towing vehicle, pay attention to possible messages and to any warning and indicator lamps that light up in the instrument cluster.

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

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered *(→ Anti-theft alarm)*.

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.

Hitching 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 a 7-pin plug you will need to use a suitable adapter.

1. Lift up the closure cap of the socket and insert the plug.
2. Turn the plug by quarter of a turn in clockwise direction until it completely engages in the socket.
3. Release the closure cap to lock the plug in position.
4. Check that the entire lighting system is working before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

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 that 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 or fatal injuries.

- Have all work on the electrical system carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- 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 or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen

dealership.

NOTICE

If a trailer hitched to the vehicle is parked using the support wheel or on the trailer supports, the vehicle height may be lowered or raised due to any changes in the load or tyre damage. Powerful forces then act on the towing bracket and the trailer. This can cause damage to the vehicle and trailer.

- Please note that a trailer that is parked using the support wheel or the trailer supports must not remain hitched to the vehicle.

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

Basic information

Always make sure that the vehicle and trailer are well-balanced. Do not load the trailer with more weight either at the front or rear. Always stow heavy items as close as possible to or over the axle. Always secure the load on the trailer properly →⚠.

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 ball coupling of the towing bracket.

Volkswagen recommends always making full use of the maximum permitted drawbar load . The handling of the vehicle and trailer will be impaired if the drawbar load is too small. However, the maximum permitted load exerted by the trailer drawbar on the ball coupling of the towing bracket must not be exceeded →⚠.

The actually present drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

A higher drawbar load can be used in some countries subject to certain conditions. Observe the country-specific information and regulations.

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 correspondingly qualified workshop to find out about suitable trailers. Volkswagen recommends using a Volkswagen dealership.

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

Moving loads can severely impair the stability and driving safety of the vehicle and trailer, which can cause accidents and serious or fatal injuries.

- Always load the trailer correctly.
- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

WARNING

Accidents and serious or fatal 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.

Driving with a trailer

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.

— Select a higher brake energy recuperation level on downhill gradients. This will make use of the electric drive braking effect and relieve the load on the brakes. The brake system could otherwise overheat and fail.

— 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:

1. Depress and hold the brake pedal.
2. Select position D/B.

   The electronic parking brake is switched off.
3. Press and hold the (P) button to hold the vehicle and trailer with the electronic parking brake.
4. Release the brake pedal.
5. Pull away slowly.
6. Release the (P) button only when the electric drive has sufficient power to move off.

WARNING

Incorrect trailer towing can cause loss of vehicle control and serious or fatal injuries.

- Please note that the vehicle handling changes when towing a trailer and when transporting heavy or bulky objects.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Accelerate particularly carefully and gently.
- Brake earlier than usual because the braking distance may be longer than normal.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Reduce speed particularly when driving downhill.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

WARNING

If there is insufficient visibility to the rear when towing a trailer, this can lead to accidents and serious or fatal injuries.

- Make sure that you have an adequate view to the rear.
- Fit suitable additional rear view mirrors so that there is sufficient visibility to the rear.

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.

System limits

The trailer stabilisation system cannot react or will react in a restricted way in the following driving situations.

— 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).

WARNING

The trailer stabilisation system cannot replace the driver's attention and operates only within the limits of the system. The trailer stabilisation system therefore cannot recognise all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits → *System limits*.
- Accelerate carefully on slippery surfaces.
- Ease off the accelerator if a system is performing a control intervention.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

Swivelling out the ball coupling

The ball coupling of the towing bracket is located in the bumper. The electrically released ball coupling is swivelled out mechanically for use and cannot be removed.



Fig. 1 On the right of the luggage compartment: button for releasing the ball coupling.

(1) Button for releasing the ball coupling.

Releasing and swivelling out the ball coupling

1. Park the vehicle .
2. Open the boot lid.
3. Briefly pull the button → *Fig. 1* in the luggage compartment.

   The ball coupling is released electrically and swivels out automatically. The indicator lamp in the button flashes.
4. Continue swivelling the ball coupling until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
5. Close the boot lid.

Swivelling in the ball coupling

1. Park the vehicle .
2. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted,

remove the adapters from the trailer socket.

3. Open the boot lid.
4. Briefly pull the button → *Fig. 1* in the luggage compartment.

   The ball coupling is released electrically.
5. Swivel the ball coupling under the bumper until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
6. Close the boot lid.

Meaning of indicator lamp in the button

— Indicator lamp in the button → *Fig. 1* lights up continuously when the boot lid is open: the ball coupling has engaged correctly in swivelled out or swivelled in position.

— The indicator lamp in the button flashes: the ball coupling has not engaged properly or the ball coupling is damaged →.

— The indicator lamp in the button goes out approximately 1 minute after the boot lid is closed.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

Observe the country-specific regulations on using a safety cable.

1. Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling.
2. Guide the cable through the eye and hook in the snap hook→.

WARNING

Improper use of the towing bracket can cause accidents and serious or fatal injuries.

- Never use the towing bracket if the diameter of the ball at the smallest point is less than 49 mm (1.9 in).
- Use the ball coupling only if it is properly engaged in position and if there are no faults in the electrical system or on the towing bracket itself.
- Make sure that no people, animals or items are in the path of the ball coupling.
- Never interrupt the swivel movement of the ball coupling with items or tools.
- Never press the button if a trailer is attached or if a luggage carrier or other add-on parts are fitted to the ball coupling.
- Have the ball coupling checked by a suitably qualified workshop if it cannot be fitted or if there are faults in the electrical system or on the towing bracket itself. Volkswagen recommends using a Volkswagen dealership.

WARNING

If the trailer is not properly secured, this could cause accidents and serious or fatal injuries.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

If vehicle cleaning is not performed correctly, seals could be damaged or the grease required for lubrication could be washed off.

- Never direct the jet of a high-pressure or steam cleaner directly at the swivelling ball coupling or the built-in trailer socket.

At extremely low outside temperatures, it may not be possible to swivel the ball coupling in or out. If this happens, it is sufficient to place the vehicle in a warmer room, e.g. a garage.

Dimensions and mounting points for retrofitting a towing bracket

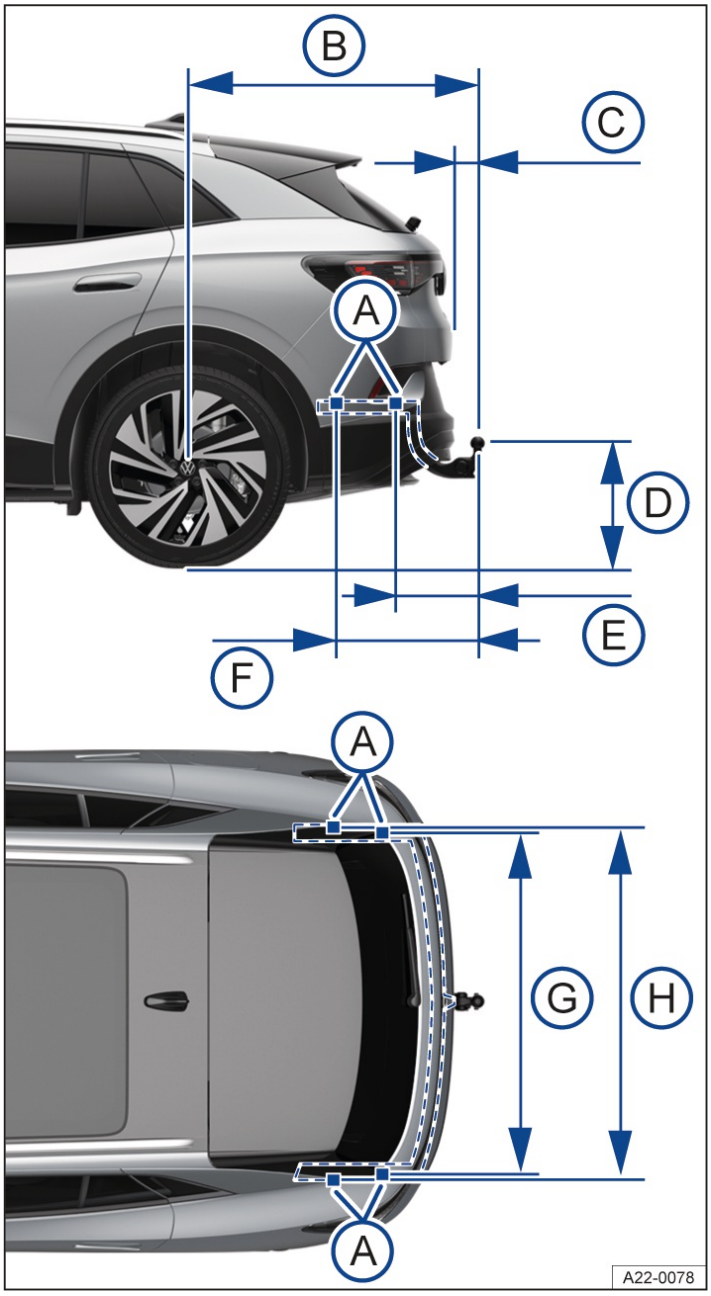

Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

The distance dimensions → *Fig. 1* must be observed in all cases when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball coupling to the surface of the road (D). This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Attachment points.
(B) 1,045 mm (approx 41.1 in)
(C) at least 65 mm (approx. 2.6 in)
(D) 350 to 420 mm (approx. 13.8 to 16.5 in)
(E) 357 mm (approx. 14 in)
(F) 577 mm (approx. 22.7 in)

(G) 994 mm (approx. 39.1 in)

(H) 998 mm (approx. 39.3 in)

Volkswagen recommends having the towing bracket retrofitted by a correspondingly qualified workshop. It may be necessary to perform conversion work on the cooling system or to fit heat shields, for example. Volkswagen recommends using a Volkswagen dealership.

Mount the towing bracket in accordance with the supplied installation instructions.

A retrofitted, non-removable towing bracket must not cover either the number plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket.

Due to legal and technical requirements, the vehicle may not be approved for trailer towing in some countries.

In this case, it is also not allowed to retrofit a towing bracket.

Consult a suitably qualified workshop if you have any questions about retrofitting a towing bracket. Volkswagen recommends using a Volkswagen dealership.

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 or fatal injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources.
- Use only suitable connectors to connect the trailer.
- Have retrofitting of a towing bracket on the vehicle performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

If the towing bracket is incorrectly fitted or unsuitable, the trailer can become detached from the towing vehicle while driving, causing serious accidents and serious or fatal injuries.

- Have work on the towing bracket or the retrofitting of a towing bracket carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Ball coupling of the towing bracket is not locked

The indicator lamp lights up yellow.

1. Do not use towing bracket. Check the towing bracket locking mechanism *(→ Ball coupling, electric)*.
2. If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fitting a rear carrier system or bicycle carrier on the ball coupling

Rear carrier systems include equipment such as bicycle carriers or hunters' boxes, for example, which are installed on the ball coupling.

Use only rear carrier systems that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version →⚠.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Mount the rear carrier system in accordance with the manufacturer's assembly instructions.

Maximum load of the rear carrier system

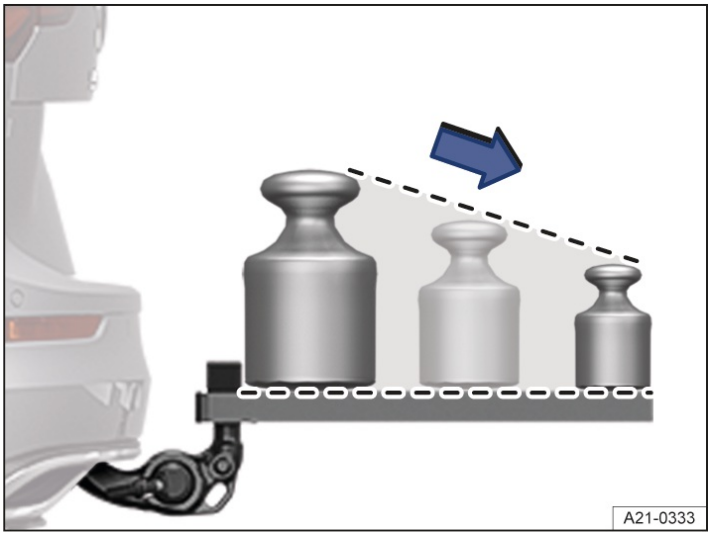

Fig. 1 Recommended weight distribution on the rear carrier system.

The load is made up of the rear carrier system and the items transported on it.

The maximum recommended load of the rear carrier system installed on the ball coupling can deviate from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

Due to the lever effect, the load capacity decreases the further the centre of gravity of the rear carrier system is away from the ball head.

Position heavy items as close as possible to the ball coupling→ *Fig. 1*.

Vehicle-specific maximum load

In order to find out the recommended maximum load for your vehicle, check the drawbar load of your vehicle . The corresponding maximum load can then be read from the following table. Volkswagen recommends observing the specified number of bicycles on the rear carrier system in accordance with Regulation UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
from 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

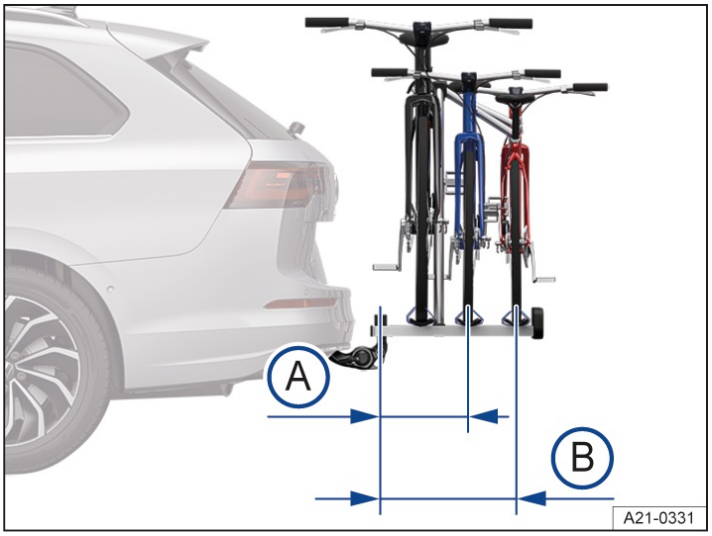

Fig. 2 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With a load of up to 55 kg (121 lbs): 500 mm (approx. 19.7 in).

(B) With a load of 75 kg (165 lbs): 700 mm (approx. 27.6 in).

For bicycle carrier systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 in) → *Fig. 2* (A) from the middle of the ball head to the middle of the rail of the last bicycle carrier. The overhang must not exceed 700 mm (approx. 27.6 in) → *Fig. 2* (B) for bicycle carrier systems with three bicycles.

WARNING

Incorrect use of a rear carrier system mounted on the trailer coupling of the towing bracket can lead to accidents and serious or fatal injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and observe the fitting instructions of the rear carrier system's manufacturer.
- Never secure a rear carrier system on the ball neck below the ball head. The rear carrier system could slip due to the shape of the ball neck.

Volkswagen recommends that you remove all add-on parts of the load on the rear carrier system before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only use roof carriers that have been approved by Volkswagen for your vehicle type.

If the vehicle is not approved for use with a roof carrier, do not use or retrofit a roof carrier.

WARNING

When transporting large, heavy, long or flat loads on the roof carrier, the vehicle's handling and aerodynamics will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds. This can cause accidents

and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

If the vehicle is not approved for use of a roof carrier or a roof carrier is fitted that is not approved for the vehicle, this can become detached while the vehicle is in motion and fall off the vehicle roof. This can cause accidents and serious or fatal injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Do not fit a roof carrier if the vehicle is not approved for this.

NOTICE

Securing a roof carrier of any kind to a vehicle that is not approved for use with a roof carrier can lead to severe damage.

- Do not fit a roof carrier if the vehicle is not approved for this.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This reduces the possible range of the vehicle considerably. This applies to all roof carriers and the objects transported on them, e.g. bicycles and skis.

Fitting a roof carrier

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely.

Use only roof carriers that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Fitting the roof carrier on the roof railings

Fit the roof carrier in accordance with the supplied installation instructions.

Once you have fitted the roof carrier, you can then secure the respective load carrier on this→ ⚠.

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. The vehicle can be severely damaged if the clearance height is insufficient, e.g. in the case of underpasses and garage doors.

- Check and compare the height of the vehicle with clearance heights.

NOTICE

The vehicle may be damaged if the roof carrier and the load interfere with equipment-dependent components on the vehicle roof, e.g. roof aerial, and the movement path of the boot lid.

- Make sure that the roof carrier is positioned correctly on the roof and that there is no interference with any

components.

WARNING

The luggage and the entire structure can become detached from the vehicle roof if the roof carrier and carrier structure are not secured and used correctly. This can cause accidents and serious or fatal injuries.

- Always fit the roof carrier and carrier structure correctly and in accordance with the manufacturer's assembly instructions.
- Attach the roof carrier only at the specified mounting points.
- Always fit special carrier attachments for bicycles, skis, surfboards etc. correctly and in accordance with the manufacturer's assembly instructions.
- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- 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 roof carrier or the load carrier.

Fitting a roof carrier increases air resistance and may reduce the vehicle's range.

Loading a roof carrier

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 roof load if you are using a roof carrier with a lower weight 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→⚠.

Checking mounting

After fitting the roof carrier, drive a short distance and then check all mounting elements. Check again at regular intervals →⚠.

WARNING

Accidents, vehicle damage and serious or fatal injuries 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 capacity of the roof carrier, even if the maximum roof load has not been reached.

WARNING

If loose or improperly secured loads fall off the roof carrier, this can cause accidents and serious or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

The vehicle can be damaged if the boot lid collides with the roof load.

- When opening the boot lid, make sure that it does not collide with the roof load.

Introduction to the topic

DANGER

The components of the high-voltage system are under a high electrical voltage. Contact with live components of the high-voltage system will cause burns, serious injuries or a fatal electric shock.

- You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange-coloured high-voltage cables. Damage to high-voltage components is not visible in all cases.
- Never remove the orange-coloured high-voltage cables and never damage or modify these cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never open or modify the cover of the high-voltage battery and never remove this cover.
- Never carry out repair and maintenance work on orange-coloured high-voltage cables or high-voltage components. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work. Volkswagen recommends using a Volkswagen dealership.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables.

DANGER

Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. The emitted gases could potentially cause a fire. There is a risk of serious or fatal injuries.

- Do not breathe in the gases that are emitted by the high-voltage battery.
- Never touch fluids that leak out of the high-voltage battery.
- In the event of a fire, leave the danger area with all vehicle occupants and call the fire service.
- Always inform the attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

NOTICE

The high-voltage battery may be damaged after an accident or if the bottom of the vehicle hits an obstacle.

- After an accident or if the bottom of the vehicle has hit an obstacle or the ground, have the high-voltage battery checked by suitably qualified and trained specialist personnel. Volkswagen recommends using a Volkswagen dealership.
- If the high-voltage system has been switched off, secure the vehicle and seek expert assistance. The vehicle is no longer ready to drive.

Warning signs for the high-voltage system

Where can warning signs be located?

— Covers and caps over high-voltage components.

— All high-voltage components including the high-voltage battery.

— Under the bonnet.

Warning signs

The illustrations below may differ slightly from the warning signs in the vehicle.



Fig. 1 Warning sign on the battery charger and other high-voltage components.



Fig. 2 Warning sign on high-voltage components.



Fig. 3 Warning sign in the bonnet space.

These warning signs indicate the presence of high voltage → *Fig. 1*, → *Fig. 2*, → *Fig. 3*.



Fig. 4 Warning sign on the battery charger.

This warning sign indicates that parts of the high-voltage system can become very hot and must not be touched → *Fig. 4*.

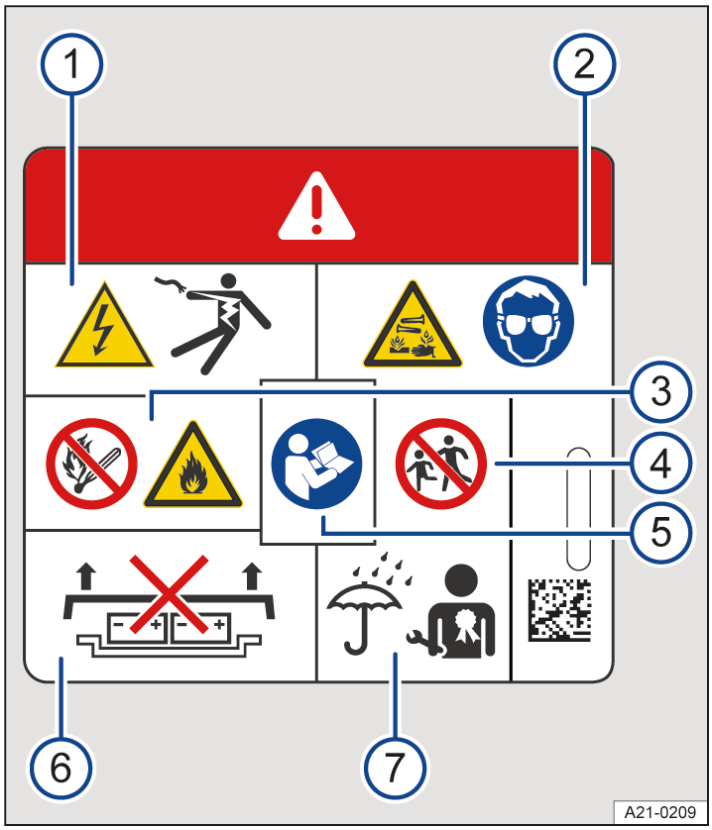

Fig. 5 Warning sign on high-voltage battery.

1. High voltages can cause serious injuries or death. Never touch the battery terminals with your fingers, tools, jewellery or any metal objects.
2. The high-voltage battery contains dangerous liquid and solid substances. Serious chemical burns and blindness can be caused if it outgasses. Suitable eye protection and protective clothing should always be worn when performing work on the high-voltage battery to prevent the battery fluid coming in contact with skin and eyes. If skin or eyes come into contact with battery fluid, rinse the affected areas with clean flowing water for at least 15 minutes and seek a doctor immediately.
3. The high-voltage battery can burn. The high-voltage battery must never be exposed to fire, sparks or naked flames. Always handle the high-voltage battery with care to avoid damage and fluid leaks.
4. Always keep children away from the high-voltage battery.
5. You will find further information and warnings in the owner's manual and in the workshop literature.
6. Incorrect handling of the high-voltage battery can cause serious injuries or death. Under no circumstances remove the lid from the high-voltage battery nor disassemble the high-voltage battery.
7. Incorrect handling of the high-voltage battery can cause serious injuries or death. Have maintenance work on the high-voltage battery performed exclusively by properly qualified and trained specialist staff. Never make modifications to the high-voltage battery. An open high-voltage battery must not come into contact with water or other liquids. Liquids can cause short-circuits, electric shocks and burns.

Introduction to the topic

Prerequisites

✓ The vehicle's drive system has been deactivated.

✓ The charging cable and charging infrastructure are in fault-free and tested condition→ ⚠.

Charging modes

— AC (alternating current) charging at a charging station or wall box *(→ Charging operations)*.

Charging is performed with a high charging capacity. The maximum achievable charging capacity depends on the type of charging station and charging cable used and the charging unit equipment.

— AC (alternating current) charging at a mains socket *(→ Charging operations)*.

The domestic electrical installation must have been tested and must be fault-free→⚠. A longer charging time should be planned, e.g. overnight.

— DC (direct current) charging at a charging station or wall box *(→ Charging operations)*:

Charging is performed with a very high charging capacity. This significantly shortens the duration of charging. Please observe the information on frequent charging with direct current (DC) →ⓘ.

NOTICE

Fast charging with direct current (DC) uses a very high charging capacity. Frequent fast charging can permanently reduce the battery capacity of the high-voltage battery.

- You should primarily charge the high-voltage battery using alternating current (AC) at a charging station or wall box.
-

For AC charging, it is recommended to carry out charging at a charging station or wall box with maximum charging capacity. This results in higher efficiency compared with charging using a mains socket.

Please observe the technical information on charging capacity for your vehicle. Consult a Volkswagen dealership for further information.

WARNING

Failure to observe the operating and safety instructions and incorrect handling of the high-voltage battery and charging cable can cause a short circuit, electric shock, explosions and fire. There is a risk of damage, as well as serious or fatal injuries.

- Always end charging before removing the mains plug so that you do not come into contact with residual energy in the charging storage device.
- Observe the safety and operating instructions for the supplied charging cable.
- Carry out home charging only at a connection that is suitable for electric vehicles and that has been installed and checked by qualified personnel.
- Never charge the vehicle in areas at risk of explosion. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- Always protect electrical connectors against direct ingress of water, moisture and other liquids.
- For safety reasons, do not carry out any work in or on the vehicle during charging.

WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle breaking down in traffic. This can result in accidents and severe injuries.

- Always charge the high-voltage battery sufficiently before starting your journey.

The high-voltage battery can only be charged at charging stations that meet the requirements of the corresponding country and at least the following standards:

— IEC 61851 and IEC 62196 (Europe).

— GB/T 18487 and GB/T 20234 (China) in the 2015 version.

— SAE J1772 (Japan).

— SAE J1772 (USA and Canada).

Sticker for correct charging connection

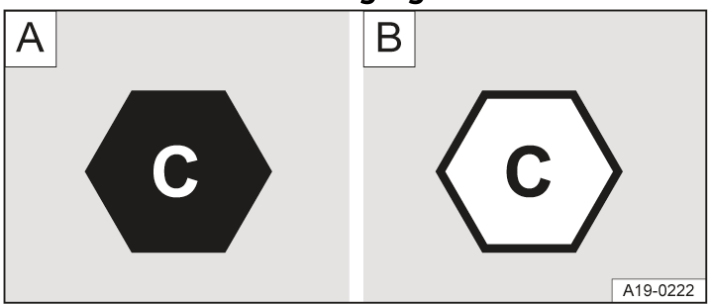

Fig. 1 Sticker for AC charging and Type 2 connector A on the vehicle and B on the charging station.

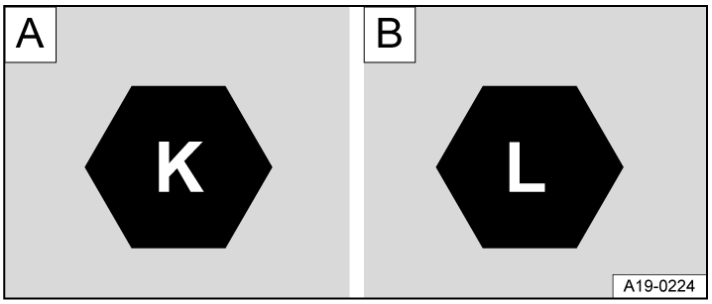

Fig. 2 Sticker for DC charging and CCS connector on the vehicle A with a voltage up to 500 volts and B up to 920 volts.

The symbols on the sticker indicate whether the vehicle's charging system is compatible with the local charging connection →⚠.

The labels may be located on the vehicle's charging socket, components of the local charging infrastructure (charging station) and on the charging cable.

Handling the high-voltage battery

Reliability and capacity of the high-voltage battery

Lithium-ion batteries are subject to a physical and chemical ageing and wear process during their useful life. Correct handling of the high-voltage battery makes a significant contribution to maintaining its reliable condition and a high useful capacity and range in the long term. It is therefore all the more important to observe the following care instructions for the high-voltage battery. These care instructions form the basis for long value retention of the vehicle.

Please also observe the valid Volkswagen warranty and guarantee terms for the high-voltage battery. Please contact your Volkswagen dealership for further information.

Charging recommendations

Volkswagen recommends observing the following charging recommendations:

— For everyday use, set the upper battery charge limit to 80% in the Infotainment system *(→ Battery charge limits)*.

— Charge the high-voltage battery when the charge level is below 20%. Avoid complete discharge of the high-voltage battery if possible →ⓘ.

— Fully charge the high-voltage battery before long journeys. Set a departure time in the Infotainment system *(→ Timer-controlled charging)* and drive off as soon as possible after charging.

— Avoid regular fast charging with direct current (DC).

NOTICE

Tampering with the high-voltage battery is not permitted and it must not be used as a stationary power source. This can cause irreversible damage to the high-voltage battery.

- Never perform technical modifications or interventions on the high-voltage battery and high-voltage components.

Battery Care Mode

The upper battery charge limit is automatically limited to 80% for the next charging operation.

1. Tap HOME in the Infotainment system.
2. Tap Charging.
3. Tap Settings.
4. Activate function.

Volkswagen recommends using the Battery Care Mode function during everyday use in order to conserve the high-voltage battery.

The function cannot be used if charging is activated for a departure time.

Vehicle standing times

— Park the vehicle with a charge level of between 40% and 70% if the vehicle will be left standing for a long time.

— In the case of long standing times, avoid high outside temperatures if possible, particularly with exposure to direct sunlight.

— Use the stationary air conditioning in good time before your journey to improve comfort and performance (depending on vehicle equipment), particularly at temperatures below around -15 °C (around +5 °F) *(→ Stationary air conditioning)*.

NOTICE

If the vehicle is parked for an extended period with discharged high-voltage battery, it is possible that the high-voltage battery will no longer be charged or the vehicle will no longer start. In the long term, irreversible damage can be caused to the high-voltage battery.

- Charge the high-voltage battery at regular intervals.

The high-voltage battery provides less power at very low temperatures. If the charge level is also low, power may be significantly restricted for a short time after driving off.

Charging

The high-voltage battery can be charged with alternating current at a charging station or mains socket (AC charging) or with direct current at a quick-charging station (DC charging).

Connecting the charge cable



Fig. 1 Behind the charging socket flap at the rear right: charging socket.

1. Charging process display.
2. Charging socket with AC port (top) and DC port (bottom).
3. Protective cap on the hanger.

1. Unlock the vehicle.
2. Open the charging socket flap by lightly pressing on the flap.
3. Remove the charging cable from the charging station or connect the charging cable to the power supply and fully unwind.

   Charging cable for mains sockets: The protective device of the charging cable will carry out a self-test *(→ Charging cable for mains sockets)*.
4. Plug the charging connector straight into the charging socket and check to make sure that it is inserted completely *→ Fig. 2*.

   The charging connector is locked automatically.

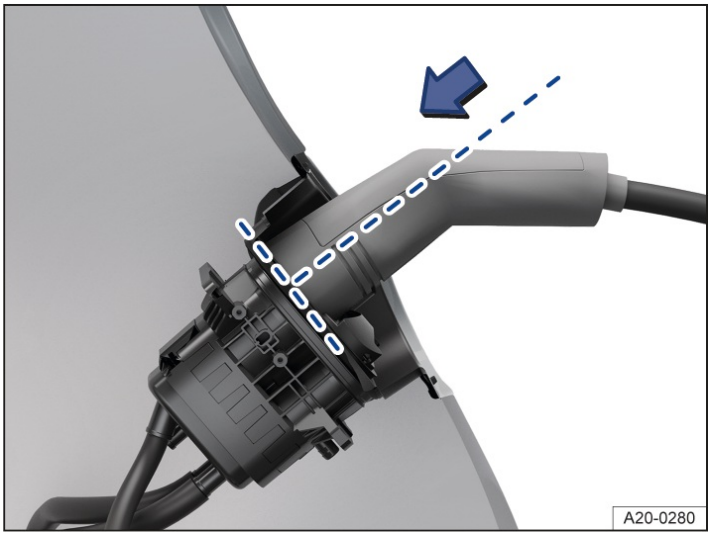

Fig. 2 Fully inserted charging connector (illustration).

The indicator lamp in the instrument cluster lights up white when the charging connector is plugged in.

Starting the charging process

1. Adjust the upper battery charge limit on the screen with charging information to obtain the desired range with immediate charging.
2. If necessary, activate the charging station.

   Charging starts immediately or is timer-controlled based on the settings in the stored charging location.

The indicator lamp in the instrument cluster flashes green while the high-voltage battery is charging.

Interrupting the charging process

The charging process can be interrupted at any time.

1. Tap STOPP in the Infotainment system.

   Or: press the central locking button when carrying out AC

   charging at a charging station or mains socket.

   If Release AC charging cable automatically is selected in the Infotainment system, the charging connector will be released automatically.
2. Tap START to restart the charging process.
3. It may be necessary to activate the charging station again.

After charging

The charging process display on the charging socket lights up green when the high-voltage battery is charged.

Charging station or mains socket (AC charging):

1. Unlock the vehicle.

   Or: if Release AC charging cable automatically is selected in the Infotainment system, the charging connector will be released automatically.
2. Disconnect the charging connector from the socket within 30 seconds.
3. Disconnect the charging cable from the power supply and fit protective caps.
4. Close the charging socket flap so that it engages audibly.

Quick-charging station (DC charging): the charging connector is released automatically from the charging station when charging has ended and can be removed.

Charging the vehicle if it has not been used for a long time

If the high-voltage battery is new or has not been charged for a long time, the maximum charge of the high-voltage battery will probably not be reached until after several charging cycles. This is for technical reasons and does not represent a vehicle malfunction.

If the vehicle is not used for a long period, the high-voltage battery must be charged after four months at the latest *(→ Battery capacity)*.

The charging cable of the

DC

charging station may have a maximum length of around 30 m (around 98 ft).

Charging of the high-voltage battery can be subject to limitations in very low and very high temperature conditions.

Charging process display



Fig. 1 Behind the charging socket flap: charging process indicator.

An LED

light unit on the charging socket shows the charging process status → *Fig. 1* (arrow).

LED displays

A sticker on the charging socket provides information about the displays of theLED

light unit → *Fig. 2*.

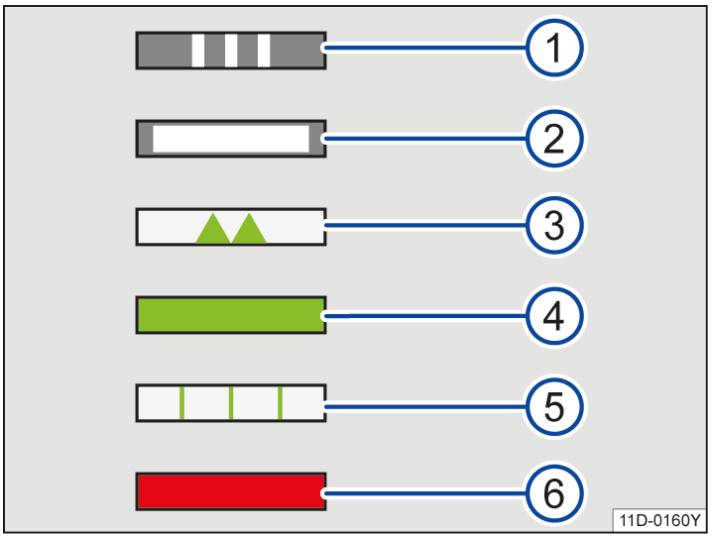

Fig. 2 LED light unit displays (illustration).

1. Blinking: charging connector has been detected.
2. Flashing white: vehicle is establishing the connection with the charging infrastructure. Charging process is being prepared.

   Lit up: no charging function is active.
3. Pulsating green: the high-voltage battery is being charged.
4. Lit up green: charging completed successfully.

   Lights up green alternately with red display: charging is taking place with a reduced charging current to prevent the vehicle from breaking down. A fault is present, e.g. charging connector not fully inserted.
5. Blinking green: a timer-controlled charging operation has been activated but has not yet started.

(6) Lit up red: charging system is faulty.

If the charging process display continually indicates a fault in the power supply or in the charging system if the vehicle, contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Illumination of the charging socket

If one of the following conditions applies, the side lighting of the charging socket will be switched on in darkness:

— The vehicle has been unlocked.

— The charging connector has been unplugged from the charging socket.

The illumination goes out automatically after some time when the vehicle is unlocked or locked.

Troubleshooting

⚠ and Danger of fire

The central warning lamp ⚠ lights up red and is displayed together with a text message on the instrument cluster display A continuous acoustic warning sounds.

The temperature of the high-voltage battery is too high→⚠.

1. STOP Do not drive on! Get out of the vehicle and notify the fire service immediately.

If the message is hidden, the warning lamp is displayed.

⚠ DANGER

If there is a risk of fire in cells of the high-voltage battery, poisonous gases can escape or high-voltage components can be live. There is a risk of serious injury, burns, or lethal electrical shock.

- Safely park the vehicle as soon as possible.
- Exit the vehicle and maintain an appropriate distance from it.
- Call the fire service immediately.

Consult the checklist on how to respond to a fire *(→ What to do in the event of an accident or a fire)*.

The constant acoustic warning can only be turned off by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in high-voltage system

The warning lamp lights up red. A message is shown on the instrument cluster display.

There is a fault in the high-voltage system. High-voltage components may be damaged→⚠.

It is not possible to charge the high-voltage battery.

⚠ DANGER

In the event of a fault in the high-voltage system, high-voltage components including the high-voltage battery and high-voltage cables may be damaged and live. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not touch the high-voltage components and high-voltage cables.

1. STOP Do not drive on! Park the vehicle outdoors as soon as it is possible and safe.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance immediately.

High-voltage battery is empty and total discharge is possible

The indicator lamp lights up red. A message is shown on the instrument cluster display.

The high-voltage battery can be damaged by total discharge after the vehicle has been standing and not used for a long time.

1. Charge the high-voltage battery immediately.

High-voltage battery is empty

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Charge the high-voltage battery immediately.

Charge level of the high-voltage battery low

The indicator lamp lights up yellow. A text message with the remaining range is shown on the instrument cluster display.

The reserve range of the high-voltage battery has been reached.

1. Charge the high-voltage battery.

Fault in high-voltage system

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

There may be faults in high-voltage components.

You can continue to drive.

1. Have the high-voltage system checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in range calculation

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

There is a fault in range calculation.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Emergency charging of the high-voltage battery

The indicator lamp lights up white. A message is shown on the instrument cluster display. The charging process display on the charging socket lights up alternately green and red.

Charging takes place with a reduced charging current and a fault is present, e.g. charging connector not plugged in correctly or fault in the connection to the charging station.

1. Connect the charging cable again.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Manually releasing the charging connector

Charging not possible or aborted

The charging process display on the charging socket lights up red.

1. Connect the charging cable again.

   Or: check whether the charging connector is inserted correctly.

   Or: check whether a fault is displayed on the charging station.

2. If the fault cannot be remedied, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Charging connector cannot be removed

1. In the case of AC

   charging, unlock the vehicle via the central locking system. Remove the charging connector immediately.

   Or: to release the charging connector early during DC

   charging, tap STOPP on the Infotainment system screen.

2. Release the charging connector manually if necessary in order to prevent the vehicle from breaking down *(→ Charging connector)*.

   Then go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Protective device of charging cable for the mains power socket switches off

If external electrical devices are used on the vehicle at the same time, e.g. refrigerator box, a fault will be detected during the self-test of the protective device.

1. Observe the correct order. Always connect the charging cable with the external power supply first and then with the charging socket.

Charging time changes for DC charging

In order to protect the high-voltage battery against overheating, the charging current is automatically reduced in the case of several successive DC

charging operations, e.g. if the vehicle is driven continuously.

When can the charging connector be released?

✓ The charging connector has been plugged in correctly and not at an angle.

✓ The vehicle is unlocked.

✓ The charging process has been completed or interrupted.

✓ When charging with alternating current (AC

), the setting Release AC charging cable automatically is selected.

Manually release the charging connector if the prerequisites are met and the charging connector still cannot be removed → ⚠.

⚠ DANGER

If the charging connector remains locked unexpectedly, the cause may be a fault in the vehicle or the charging station. Live contacts may become accessible as a result of the manual unlocking procedure. In this case, touching the contacts in the charging socket will lead to burns, other injuries or a fatal electric shock.

- Never touch the contacts in the charging socket or charging connector.

Only release the charging connector manually in the event of a malfunction on the vehicle.

Electrically releasing the charging connector

To avoid manually releasing the charging connector in the luggage compartment, try to release it electrically via the vehicle's central locking system.

1. End the charging process by pressing the STOPP function button in the Infotainment system or on the charging station.
2. Press the button on the vehicle key three times in quick succession.

   The turn signal must flash three times.
3. Remove the charging connector.

Manually releasing the charging connector (variant 1)

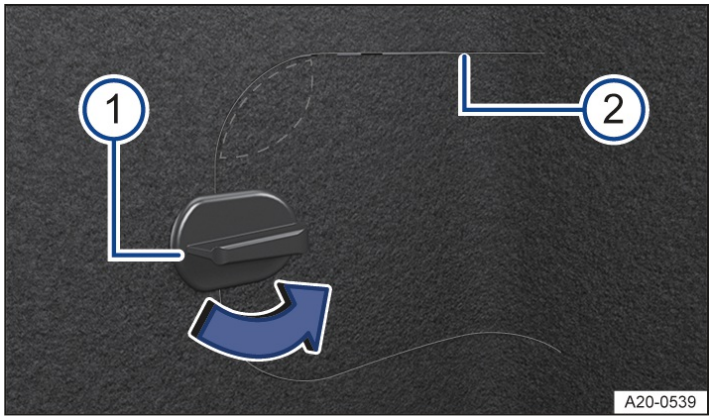

Fig. 1 Lower right-hand side of the luggage compartment trim: flap for the manual release.

1 Catch.
2 Separation points.

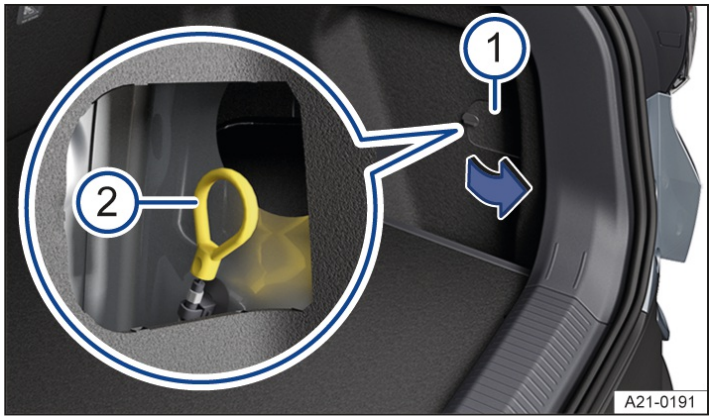

Fig. 2 Behind the flap in the right-hand luggage compartment trim: manual release mechanism for the charging connector.

1 Flap with catch.
2 Loop for manual release.

There is a flap with a catch on the bottom right-hand side of the luggage compartment→ *Fig. 2*.

1. Open the luggage compartment.
2. Turn the catch on the flap by 90°→ *Fig. 1* (1) (blue arrow).
3. Press in the area above the catch → *Fig. 1* (highlighted area).
4. Reach into the opening and release the flap by pulling. If necessary, use a suitable tool at the separation points → *Fig. 1* (2).
5. Open the flap.
6. Pull the loop for manual release→ *Fig. 2* (2).

   The charging connector can now be removed → ⚠.
7. Close the flap with the catch in the luggage compartment trim.
8. Have the charging socket checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Manually releasing the charging connector (variant 2)

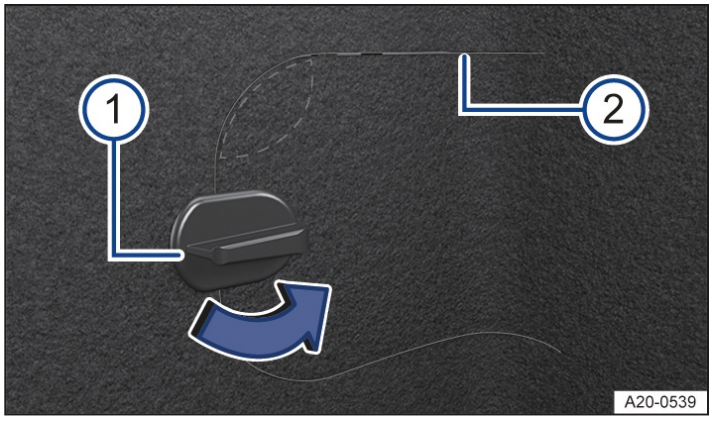

Fig. 3 Lower right-hand side of the luggage compartment trim: flap for the manual release.

(1) Catch.
(2) Separation points.

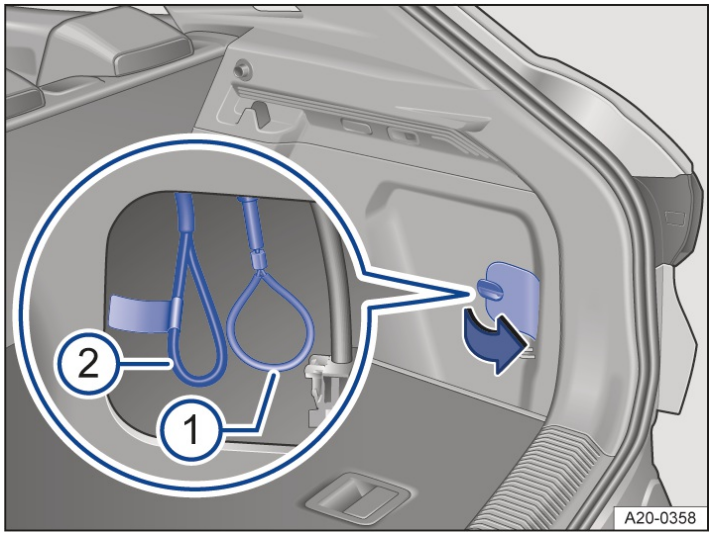

Fig. 4 Behind the flap in the right-hand luggage compartment trim: manual release mechanism for the

charging connector.

(1) Loop for manual release.

(2) Loop for the emergency cut-out connection.

There is a flap with a catch on the bottom right-hand side of the luggage compartment→ *Fig. 4*.

1. Open the luggage compartment.
2. Turn the catch on the flap by 90°→ *Fig. 3* (1) (blue arrow).
3. Press in the area above the catch → *Fig. 3* (highlighted area).
4. Reach into the opening and release the flap by pulling. If necessary, use a suitable tool at the separation points → *Fig. 3* (2).
5. Open the flap.
6. Pull the loop for manual release→ *Fig. 4* (1). The loop does not have a tag→ ! The charging connector can now be removed → ⚠.
7. Close the flap with the catch in the luggage compartment trim.
8. Have the charging socket checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

High-voltage system fuse (emergency cut-out connection)

Depending on the equipment, there is a fuse loop for the high-voltage system for use by emergency services directly next to the loop for manual release → *Fig. 4* (2). The fuse is marked with a yellow tag→ !.

NOTICE

The fuse loop for the high-voltage system(emergency cut-out connection) is designed to be used exclusively by fully qualified emergency services personnel. Damage will lead to the deactivation of the high-voltage system.

- When manually releasing the charging connector, always make sure that the fuse loop with the tag is not damaged.

Introduction to the topic

You can adjust charging settings in the Infotainment system. Advanced charging settings for AC charging are available in the menu for the stored charging location.

Opening charging settings

1. Switch on Infotainment system.
2. Tap Charging in the main menu.

   Or: a screen with charging information is displayed when the charging connector is plugged in on the unlocked vehicle.
3. Open the menu Charging.

   Or: open the menu Charging loc. and create a charging location.

   1. To use timer-controlled charging, activate a departure time *(→ Timer-controlled charging)*.

Immediate charging: If no departure time is activated, the high-voltage battery will be immediately charged up to the upper battery charge limit *(→ Battery charge limits)*.

Changing the charging method

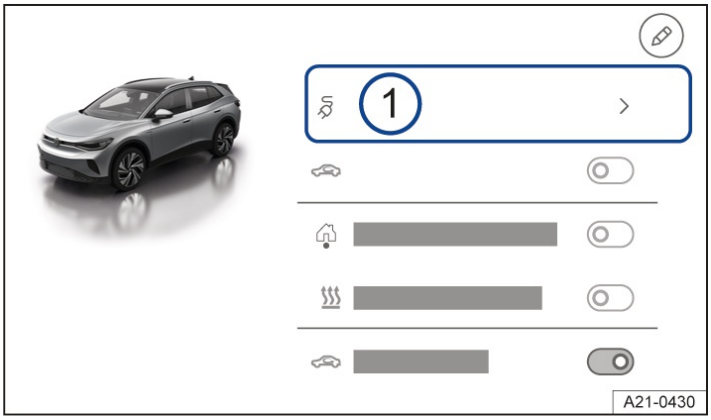

Fig. 1 Infotainment system: exit menu with function button for charging (illustration).

(1) Function button for displaying and changing the charging method.

The charging method can be changed in the exit menu or in the Charging menu. The selection depends on the settings in the profile of the created charging location and the technical prerequisites at the location.

1. Tap the function button with the displayed charging method → *Fig. 1* (1).

   A list view opens.
2. Select charging method, e.g. immediate charging, charge for departure time, charging and air conditioning.

Overview of charging settings

Settings in the Charging menu

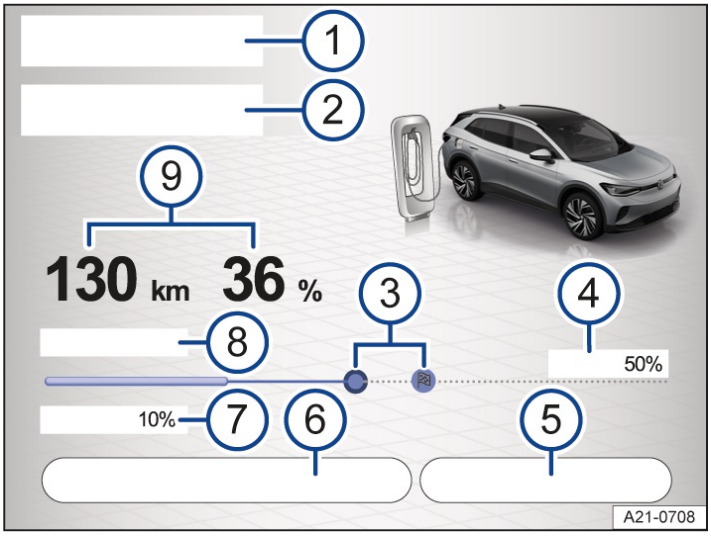

Fig. 1 Infotainment system: function buttons and displays for charging (illustration).

(1) Current settings or detected charging location.

(2) End of charging or planned departure time.

Or: stationary air conditioning for the departure time (depending on equipment).

(3) Touch slider for the upper battery charge limit (maximum charge level).

Navigation symbol of the Electric Vehicle Route Planner: automatically calculated position of the touch slider.

(4) Display of upper battery charge limit.

(5) End or restart charging.

(6) Change the charging method.

(7) Lower battery charge limit (minimum charge level).

(8) Range gained during charging in km/h or km/min and charging capacity in kW.

(9) Range and charge level.

Some of the displays and settings described are also available on the charging information screen when the charging connector is plugged in.

The displays showing the charging capacity and the duration of the charging process may differ between individual charging processes. These depend on the charging infrastructure and the temperature of the high-voltage battery. The charging capacity can also vary during the charging process.

Settings in the Settings menu

1. Tap HOME in the Infotainment system.
2. Tap Charging.
3. Tap Settings.

— Battery Care Mode *(→ Battery capacity)*.

— Release AC charging cable automatically: the charging connector is unlocked automatically after charging and can be removed immediately. The function depends on the country.

— Reduce AC charging current: the vehicle is charged at a reduced charging current of 6 or 8 A (depending on the country). The setting is recommended if several large electrical consumers are operated simultaneously via the same circuit.

Plug & Charge function

The high-voltage battery is charged at a suitable home or public charging station as soon as the charging connector is plugged in. Manual activation for billing purposes is not necessary.

This function depends on the vehicle equipment and country.

Prerequisites

✓ The charging station supports the Plug & Charge charging function in accordance with ISO 15118.

✓ An electricity contract has been stored in the vehicle with the We Connect ID. app.

✓ Transmission of location data was allowed in the Infotainment system before charging .

✓ Plug & Charge was activated in the Infotainment system.

✓ We Connect contract.

If you have any questions about We Connect, please contact Volkswagen Customer Support *(→ We Connect)*.

Switching on and off

1. Tap Settings in the Charging main menu on the Infotainment system.
2. Activate Plug & Charge.

The function can be used by a primary user and a guest user of the We Connect service. The primary user can switch the function on and off in the vehicle. A guest user can only switch off the function.

Battery charge limits

The charge level and thus the vehicle range can be adapted to everyday needs by means of the battery charge limits in the Infotainment system.

Upper battery charge limit

The upper battery charge limit limits the maximum charge level of the high-voltage battery to a value between 50 and 100%.

Full charging of the high-voltage battery is not normally necessary in daily vehicle use.

1. Move the touch slider to the desired value in the charging settings of the Infotainment system.

The upper battery charge limit can also be adapted during charging.

Lower batter charge limit

A charge level of between 0 and 50% can be set for the high-voltage battery.

The vehicle starts charging immediately after power is connected and charges to a minimum range.

Only then are preferred charging times, off-peak times or a departure time for timer-controlled charging taken into consideration. The function is possible at a stored charging location.

1. Tap HOME in the Infotainment system.
2. Tap Charging.
3. Open the Charging loc. menu.
4. Move the touch slider to the desired value in the profile of the charging location.

To ensure the correct settings for the battery charge limits, Volkswagen recommends observing the instructions for battery care *(→ Battery capacity)*.

Charging locations

Charging locations can be stored in the Infotainment system. The vehicle automatically recognises a stored charging location and adopts the settings when charging.

Location data

The Infotainment system uses the current location data (geographical coordinates) of the vehicle when a charging location is created or used.

Creating a charging location

1. Tap HOME in the Infotainment system.
2. Tap Charging.
3. Open the Charging loc. menu.
4. Add and assign a name to a charging location (maximum of five).

Removing a charging location

1. Open the Charging loc. menu.
2. Tap .
3. Tap to remove the stored charging location.

Settings

All stored charging settings are always valid for the currently recognised charging location. If a departure time is activated for the charging location, it is possible to switch to immediate charging in the exit menu on the Infotainment system *(→ Exit menu)*.

Reduce the charging current.

Release AC charging cable automatically. The function depends on the country.

Departure time (maximum of three) *(→ Timer-controlled charging)*.

Lower batter charge limit *(→ Battery charge limits)*.

Upper battery charge limit *(→ Battery charge limits)*.

Control by an external domestic energy management system (depending on vehicle equipment). The vehicle communicates with the charging station and the solar power installation.

Preferred charging times: individual set charging times may be helpful if there are other domestic consumers or when using off-peak electricity.

Display showing address or GPS coordinates.

Different charging settings can be stored for a charging location.

Departure times (timer-controlled charging)

If a stored charging location is available, the high-voltage battery can be charged for a desired time.

Setting departure time

1. Tap HOME in the Infotainment system.
2. Tap Charging.
3. Open the Charging loc. menu.
4. Open the profile of a charging location.
5. Set departure time (maximum of three).
   — Day of the week.
   — Time at which the high-voltage battery is to be charged.
   — Use once or weekly.

If timer-controlled charging has not been activated in the Infotainment system, the high-voltage battery is immediately charged to the maximum battery charge limit.

Air Conditioning

The vehicle interior is cooled or heated for the departure time by means of the stationary air conditioning. The function depends on the vehicle equipment.

1. Set the desired temperature in the stationary air conditioning menu *(→ Stationary air conditioning)*.
2. Select the function in the drop-down list for the charging method.

Activating departure time

1. Open the profile of a charging location.
2. Activate the departure time by placing a "tick"☑ in the checkbox.

Displays in the Infotainment system

Charging for a departure time activated.

Air conditioning for a departure time activated.

Departure time is used regularly.

Charging with solar power

The vehicle uses available solar power and charges in accordance with the specifications of the home energy management system.

Prerequisites

✓ Compatible home energy management system (HEMS).

✓ Compatible charging station.

✓ A charging location has been created in the Infotainment system.

Ask a suitably qualified workshop for information on suitable home energy management systems. Volkswagen recommends using a Volkswagen dealership.

Function

The high-voltage battery is charged with solar power when the solar power installation produces more power than is needed in the home, e.g. in sunny weather.

Only solar power is used for charging above the lower battery charge limit.

Charging with solar power is also possible with a set departure time.

Observe the operating instructions provided by the home energy management system manufacturer.

Selecting the charging method

1. Switch on Infotainment system.
2. Tap Charging in the main menu.

   Or: a screen with charging information is displayed when the charging connector is plugged in on the unlocked vehicle.
3. Tap the drop-down list for the charging method and select Charge with solar power.

   The charging process starts automatically.

Depending on the current infeed power of the solar power installation and the current domestic load situation, charging may start earlier than usual and continue later. If necessary, the vehicle will automatically regulate the available charging phases for safety reasons.

Current monitor

The current domestic power flow is monitored. The vehicle automatically reduces the charging current before the domestic power system is overloaded.

Bidirectional charging

The high-voltage battery acts as an additional intermediate storage device for excess generated power. If necessary, the vehicle can feed power back into the home.

Prerequisites

✓ Vehicle with a suitable high battery capacity.

✓ Compatible home energy management system (HEMS) with energy storage unit.

✓ A charging location has been created in the Infotainment system.

First ask a suitably qualified workshop for information on home energy management systems that are suitable for this. Volkswagen recommends using a Volkswagen dealership.

Function

The home energy management system controls the charging and discharging processes of the high-voltage battery as required, e.g. based on the availability of domestic solar power, and performs the required adjustments in the vehicle.

The home energy management system can also use the power from the high-voltage battery in the event of a power failure or to supply a household without mains supply.

Read and observe the operating instructions and functions of the home energy management system.

The availability of bidirectional charging in the vehicle is country-dependent. This also applies with respect to a suitable home energy management system.

Setting bidirectional charging and discharging

In the vehicle's Infotainment system, you can choose between the charging methodsBidirectional charging (charging and discharging) and Discharging (discharging only).

Timer-controlled charging for a departure time is not possible.

Limiting power consumption

You can adjust the lower battery charge limit to the desired value in the Infotainment system in order to limit power consumption. The value is restricted to 20% for this charging method for technical reasons.

Selecting the charging method

1. Switch on Infotainment system.
2. Tap Charging in the main menu.

   Or: a screen with charging information is displayed when the charging connector is plugged in on the unlocked vehicle.
3. Tap the drop-down list for the charging method and select Bidirectional charging or Discharging.

   The charging or discharging operation starts automatically.
4. Check the desired battery charge limits in the profile of the charging location.

It is not necessary to activate theControl by home energy management systemfunction in the charging location

profile.

You can read off the amount of removed power on the home energy management system. The vehicle discharges with a maximum power of around 10 kW.

Use of the function is limited at the factory to protect the high-voltage battery from damage. Please contact a Volkswagen dealership when the maximum meter values for operating hours (4,000 h) and energy quantity (10,000 kWh) are reached in the ⚙ Settings menu.

Introduction to the topic

Instructions for charging cable

The charging cable supplied with the vehicle depends on the scope of delivery and the country-specific technical requirements, e.g. charging connector connections for mains sockets.

Volkswagen recommends that you use only the supplied charging cable and observe the following instructions→⚠, →⚠.

— Handle with care.

— Unwind or wind up completely.

— Do not fold or bend over sharp edges.

— Do not trap or drive over cable.

— Pull only at the charging connectors.

— Children must not use the charging cable.

— Keep animals away from cable.

— Stow safely without kinks after use.

⚠ DANGER

Use of a damaged charging cable or a charging cable that has been tampered with can lead to an electric shock. This will result in serious or fatal injuries.

- Always check the charging connectors and charging cable for damage, e.g. cracks, before use.
- Never open the charging cable and its components.
- Never use a damaged charging cable or a charging cable that has been tampered with.
- Have the charging cable checked by a suitably qualified workshop if there is a malfunction. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If the high-voltage battery is charged with an unsuitable charging cable, this can cause a short circuit and an electric shock. This can damage the charging cable and result in serious or fatal injuries.

- Please always observe the specifications given on the charging cable.
- Make sure to find out the type of electrical installation available locally before travelling abroad.
- Before driving abroad, find out about the correct country-specific charging cable and the maximum permissible charging current.

Stowing the charging cable

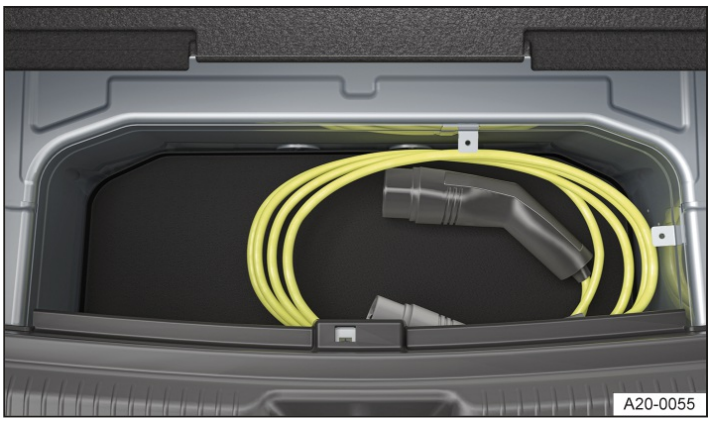

Fig. 1 Under the luggage compartment floor: stowage compartment for the charging cable (schematic diagram).

WARNING

An unsecured or incorrectly secured charging cable can be flung through the vehicle interior in the event of sudden driving or braking manoeuvres. This can result in accidents and severe injuries.

- Stow the charging cable in the storage compartment under the luggage compartment floor→ *Fig. 1*.
- Or: stow the charging cable in the supplied charging cable bag and hook the bag into a front fastening ring in the luggage compartment.
- If the rear seat backrest has been folded forward, stow the charging cable bag in the footwell in front of this.

Instructions for charging connectors and charging cable protection unit

— Do not reach into the contacts of the charging connector.

— Protect against intense sunlight. The outside temperature must not be higher than 50°C (122°F).

— Do not drop.

— Protect against submerging in liquids, such as rainwater.

— Fit the protective caps after use.

WARNING

If the charging cable for mains power sockets is connected or used incorrectly, this can lead to a serious malfunction. This can result in damage to the electrical installation and the charging cable, and can also cause a fire and serious injuries.

- Never connect the charging cable to an extension cable, a cable reel, a multiple socket outlet or an adapter such as a regional adapter or timer.

The charging cable may be subject to a regular testing requirements as mobile electrical equipment. A test adapter is required.

Comply with the maximum load for the safety circuit used. If the charging cable is connected to a mains socket with other electrical consumers in the same electrical circuit, the fuse in the electrical circuit can be tripped.

Charging cables must be disposed of in an environmentally friendly way and must not be disposed of as household waste.

Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly moistened cloth→ⓘ, →⚠.

DANGER

When cleaning a plugged-in charging cable, there is a risk of coming into contact with the voltage of the high-voltage system. This can lead to an electric shock with burns and serious or fatal injuries.

- Clean the charging cable only when it is disconnected.

NOTICE

If the charging cable is not cleaned correctly, this can result in damage.

- Use only water on the surface and no additional cleaning agents.
- Make sure that no water gets into the contacts of the charging cable.

Charging cable for charging stations with alternating current (AC)



Fig. 1 Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and depends on the infrastructure used, the charging cable and the equipment of the battery charger.

NOTICE

Incorrect operation of the charging station can damage the vehicle's high-voltage system.

- Observe the manufacturer's information and instructions when using the charging station.

The charging cable is not suitable for use as an extension cable.

The electrical installation abroad may be designed according to different technical rules than in your own country. This means that a charging cable with a cross-section of 5 x 6 mm2 may be required locally to achieve the maximum charging capacity available.

Charging with a charging cable with a rating of 16 A is not possible at some charging stations that support 32 A. This depends on the equipment of the charging station.

— Inform yourself about the available charging technology before charging.

Charging cable for mains sockets



Fig. 1 Charging cable for mains sockets (illustration)

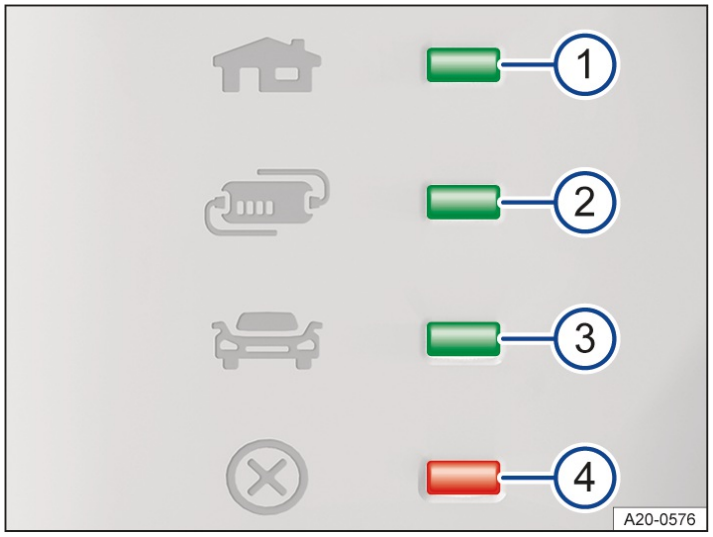

Fig. 2 Charging cable protection unit: LED lights.

1. Indicator lamp for plug and power supply.
2. Indicator lamp for protection unit
3. Indicator lamp for vehicle
4. Fault warning lamp.

Information on the charging cable

Before using the charging cable, also pay attention to the information on the charging cable and on the rear of the protection unit.

It is possible that charging cable supplied outside Norway cannot be used for recharging from mains sockets in Norway.

Protection unit

The charging connector is de-energised by the electronic protection unit until it is inserted in the vehicle's charging socket.

Self-test

When the charging cable is connected to a mains socket, the protection unit will automatically perform a self-test. All warning and indicator lamps will briefly light up and go out one after another. The current operating status is then displayed.

Status indicators

One or more indicator lamps on the protection unit light up green→ *Fig. 2* (1), (2) or (3).

Display and meaning
— (1) Lit up: The charging cable is connected to the mains network but not to the vehicle.
— (1), (2) lit up, (3) flashing: High-voltage battery is being charged.
— (1), (2) and (3) lit up: Charging process ended. High-voltage battery has been charged.

Setting charging current

The charging cable limits the charging current corresponding to the available power supply.

Depending on the equipment, the charging current can be reduced in the charging settings of the Infotainment system if charging is not to take place with the maximum charging current at the local power supply *(→ Timer-controlled charging)*.

Temperature monitoring

The temperature monitoring function of the charging cable is triggered if the charging cable overheats, e.g. due to storage in an overheated luggage compartment or strong sunlight.

If charging is interrupted, the current status indicator goes out and one of the indicator lamps flashes green. The warning lamp → *Fig. 2* (4) flashes red.

1. Remove the charging cable and leave it to cool.
2. If the fault occurs again, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It is not necessary to remove the charging cable if only the warning lamp→ *Fig. 2* (4) flashes red and the status indicator remains lit. Charging will take place with a lower charging current until the charging cable has cooled down after a certain period. The charging current will be increased again automatically.

Fault displays

If the warning lamp → *Fig. 2* (4) flashes or lights up red without an indicator lamp→ *Fig. 2* (1), (2) or (3) being lit continuously, there is a fault present.

Display and meaning
— (1) flashing, (4) lit or flashing: Fault in the power supply.

— (2) flashing, (4) lit or flashing:

Fault in the safety device.

— (3) flashing, (4) lit or flashing:

Vehicle malfunction.

The charging process will be interrupted or aborted.

1. Observe the information on the rear of the protection unit.
2. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the vehicle is connected to the power grid via an additional connection or is located in direct proximity to high-voltage lines during the charging process, charging at a mains socket may not be possible. Additional connections to the power grid:

— Connection of a charger for 12-volt vehicle battery.

— Contact with working equipment connected to the power grid, e.g. lifting platform.

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 breakdown set, spare wheel, temporary spare wheel or loose vehicle toolkit could be flung though the vehicle interior. This can result in serious or fatal injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

WARNING

Working with unsuitable tools or damaged tools from the vehicle toolkit can lead to accidents. This can result in serious or fatal injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.
- Seek expert assistance if no suitable vehicle tools are available.

Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times .

After using the jack, crank it back to its original position so that it can be stowed safely.

Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following describes the maximum content.

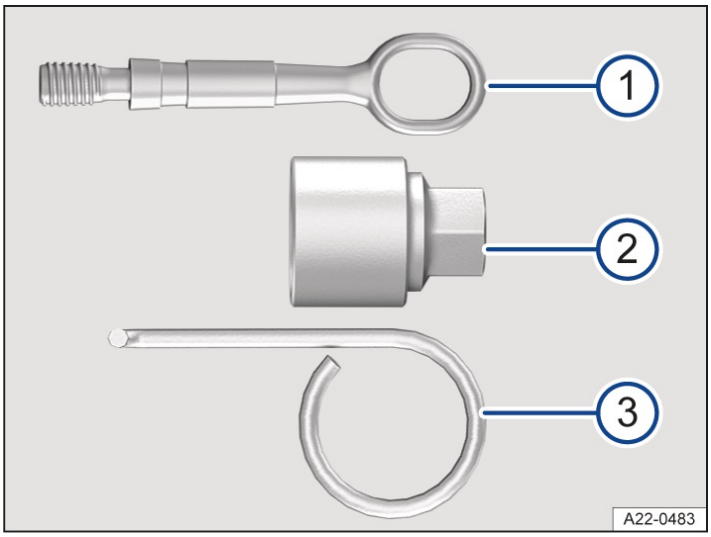

Fig. 1 Contents of the toolbox (illustration).

1. Screw-in towing eye.
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. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.

Additional vehicle tools

Vehicles that are supplied from the factory with winter wheels are provided with additional tools in the vehicle. It is not necessary to always carry the additional tools in the vehicle.

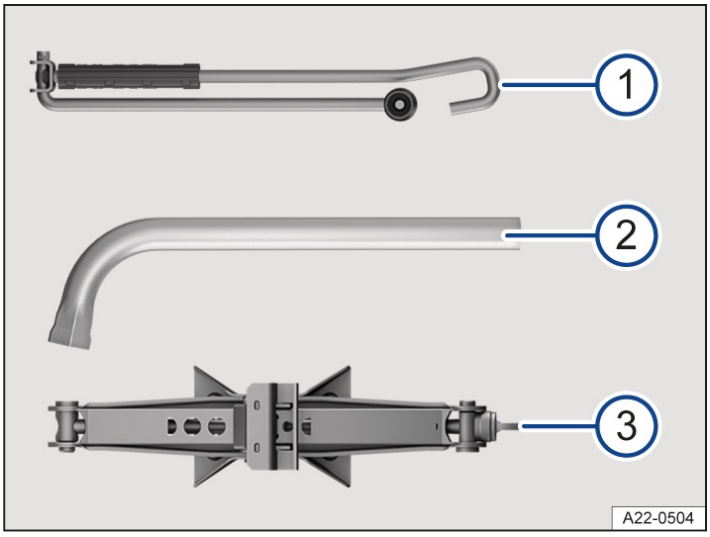

Fig. 2 Additional tools in the vehicle toolkit(illustration).

1. Crank.
2. Box spanner for wheel bolts.

(3) Jack. Before you repack the jack, you must fully wind in the claw.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

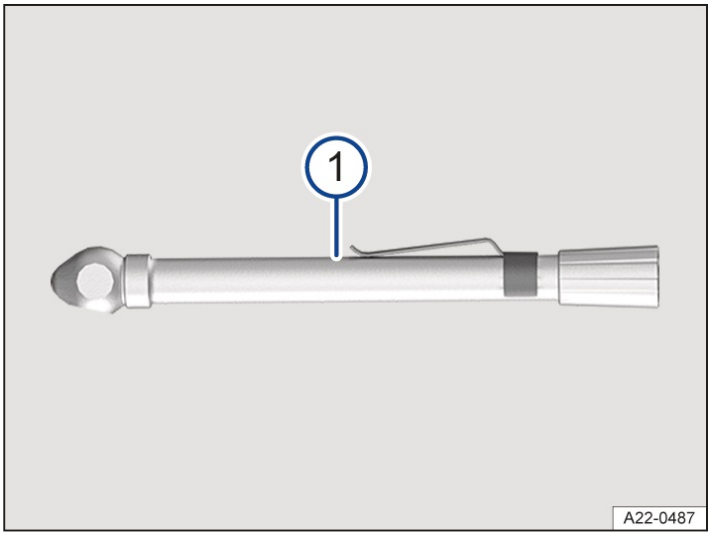

Fig. 3 Additional tool in the vehicle toolkit(illustration).

(1) Tyre pressure gauge (country-dependent).

Servicing the jack

If a jack is included in the vehicle toolkit, it is not generally subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

Moving the windscreen wipers to service position

The wiper arms can be lifted off the windscreen when in the service position.



Fig. 1 Wipers in service position (illustration).

Activating the service position via the wiper lever

1. Close the bonnet and the driver and front passenger doors.

2. Switch the ignition on and then off again.
3. Press the wiper lever briefly in “flick wipe” direction *(→ Wipers)*.

Activating the service position via the exit menu

The service position of the wiper blades can also be activated for a limited period in the exit menu. The ignition must be switched off for this.

Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting →ⓘ.
2. Hold and lift the wiper arms only in the area of the wiper blade mounting.

Placing the wiper arms on the windscreen

1. Before starting your journey, take hold of the wiper arms carefully and only in the area of the wiper blade mounting and place them on the windscreen.
2. Press the wiper lever briefly in “flick wipe” direction with the ignition switched on.

   The wiper arms move back to their initial position.

NOTICE

If due care is not taken when working on the wiper arms, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms have been lifted.
- Always place the wiper arms carefully back on the windscreen before starting a journey.

Cleaning and changing wiper blades

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. Wiper blades that judder should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Cleaning wiper blades

Windscreen wipers: Move the wiper arms to the service position before lifting.

1. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge →ⓘ.
3. Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

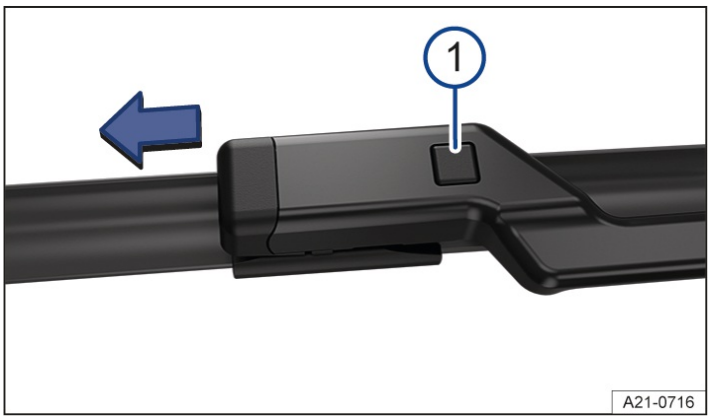

Fig. 1 Changing the windscreen wiper blades.

(1) Release button for the wiper blade.

1. Move the wiper arms to the service position before lifting.
2. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* (1).
4. Fit a new wiper blade of the same length and type on the respective wiper arm and push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

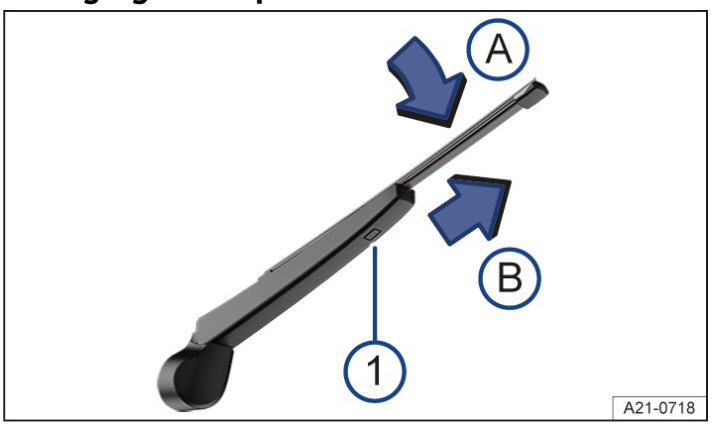

Fig. 2 Changing the wiper blade for the rear window.

(1) Release button for the wiper blade.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (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.
5. 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* (B). The wiper blade must be in folded-down position to do this

→ *Fig. 2* (A).

6. 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 clean dirty wiper blades.
- Always change wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.

- Do not use fuel, nail varnish remover, paint thinner or similar liquids to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp objects.

If wax residue from car washes and other care products remains on the vehicle windows, this can cause the wipers 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 orLED

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs might have factory specifications that differ from standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Check the lighting system and turn signals of the vehicle regularly.
- Repair the lighting system and turn signals if necessary.

WARNING

When working in the bonnet space, accidents and serious injuries can be caused as a result of bulb changes that are not performed correctly.

- Always follow the described work steps and observe the general safety precautions.
- Never change a bulb unless you know exactly how to carry this out.
- If you are uncertain about how to change a bulb, have the work carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

When changing bulbs, sharp-edged parts on the bulb housings or hot or exploding bulbs can cause serious injuries.

- Change bulbs only when they have cooled down completely.
- Always protect your hands when changing bulbs.

NOTICE

If water enters the headlight housing, it can cause damage to the electrical system.

- Always fit the covers on the headlight housing after changing bulbs.
- After fitting, always check that the covers are secured correctly.

Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order→⚠:

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.
3. Switch off the light.
4. Move the turn signal and main beam lever to neutral position.
5. Deactivate the vehicle's drive system.
6. Allow the orientation lighting to go out.
7. Leave the defective bulbs to cool down.
8. Check to see if a fuse has visibly blown *(→ Fuses)*.
9. Follow the instructions to change the affected bulb→⚠.

   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.

   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.
10. 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.
11. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If the described activities for changing bulbs are not observed, this can lead to accidents. This can result in serious injuries.

- Always follow the described work steps and observe the general safety precautions.

NOTICE

Improper removal and refitting of trim and headlights can cause damage the vehicle's paint and bodywork.

- Carefully remove the headlights and trim, and fit them again carefully afterwards.

Changing bulbs in the LED headlights

Preparations

The steps should be carried out in the given order only:

1. Observe the information on changing bulbs and carry out the work steps.
2. Open the bonnet.

The headlight does not have to be removed when changing the bulb.

Changing bulbs in the turn signals

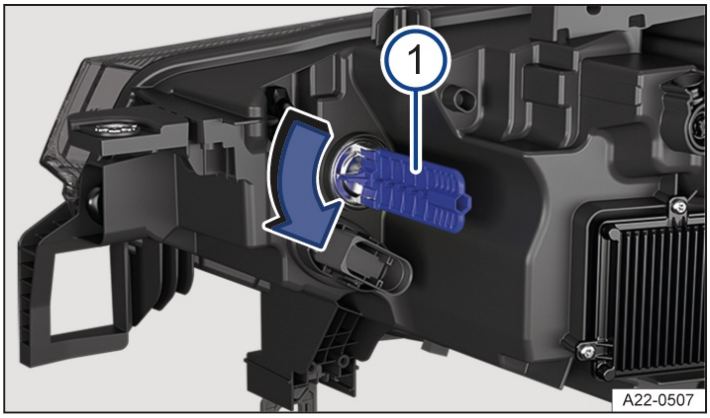

Fig. 1 In the bonnet space on the right: rear of the headlight.

(1) Turn signal bulb holder.

1. Turn the bulb holder in the direction of the arrow and pull it out→ *Fig. 1* (1).
2. Replace the defective bulb with a new bulb of the same type.
3. Carefully insert the bulb holder into the headlight and turn it as far as it will go in the opposite direction to the arrow → *Fig. 1* (1).
4. Close the bonnet.

The illustration shows the right-hand headlight from the rear. The left-hand headlight is a mirror image of the one shown.

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 get more information about the fuse layout from a correspondingly qualified workshop. Volkswagen recommends using 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 correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Fuses for emergency services

A fuse for the high-voltage system in the dash panel fuse box is labelled with a special flag to allow emergency services to de-energise the vehicle as quickly as possible. Never attempt to replace these fuses or swap them with other fuses in other slots →⚠. If this fuse is faulty, always have it replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

The voltage in the high-voltage system can cause electric shocks, serious burns and death!

- Never touch the electrical cables in the bonnet space.
- Never repair or replace fuses of the high-voltage system yourself.
- Always have work performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

The high-voltage fuses identified with special tags in the fuse box in the dash panel are intended for use only by the emergency services so that they can de-energise the vehicle in an emergency situation. If these high-voltage fuses are removed improperly, this can result in damage to the vehicle.

- Never remove the specially tagged fuses in the dash panel.
- Seek expert assistance if the high-voltage system was switched off. The vehicle is no longer in running condition.

NOTICE

If a fuse is replaced when the ignition is switched on, the vehicle's drive system is activated, lights are switched on or when other electrical consumers are switched on, this can damage the electrical system.

- Always deactivate the vehicle's drive system and switch off the lights and other electrical consumers.
- Make sure that it is not possible to activate the vehicle's drive system when changing a fuse.

NOTICE

Damage can also be caused at other locations in the electrical system if a fuse is replaced with a fuse that has a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check that the covers of the fuse boxes are closed tight again and are not damaged.

There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fuses in the bonnet space

Opening the fuse box in the bonnet space

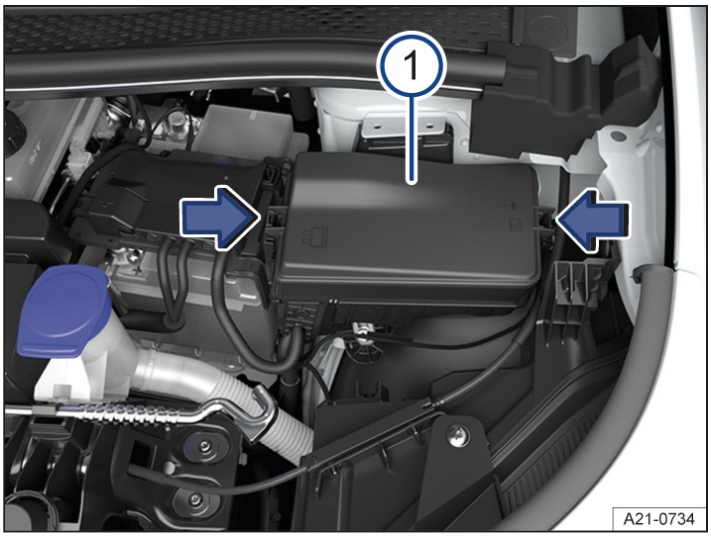

Fig. 1 In the bonnet space: fuse box.

(1) Fuse box cover.

There may be a pair of plastic pliers for removing fuses in the fuse box cover.

Removing the cover

1. Open the bonnet.
2. To unlock the fuse box cover → *Fig. 1* (1), push the catches in the direction of the arrow → *Fig. 1* (arrows).
3. Lift off the cover.

Installing the cover

1. Position the cover on the fuse box and press it downwards until the cover audibly engages into position on both sides.

Fuse table for fuses in the bonnet space

The list 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 amp rating, the fuse type and the consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

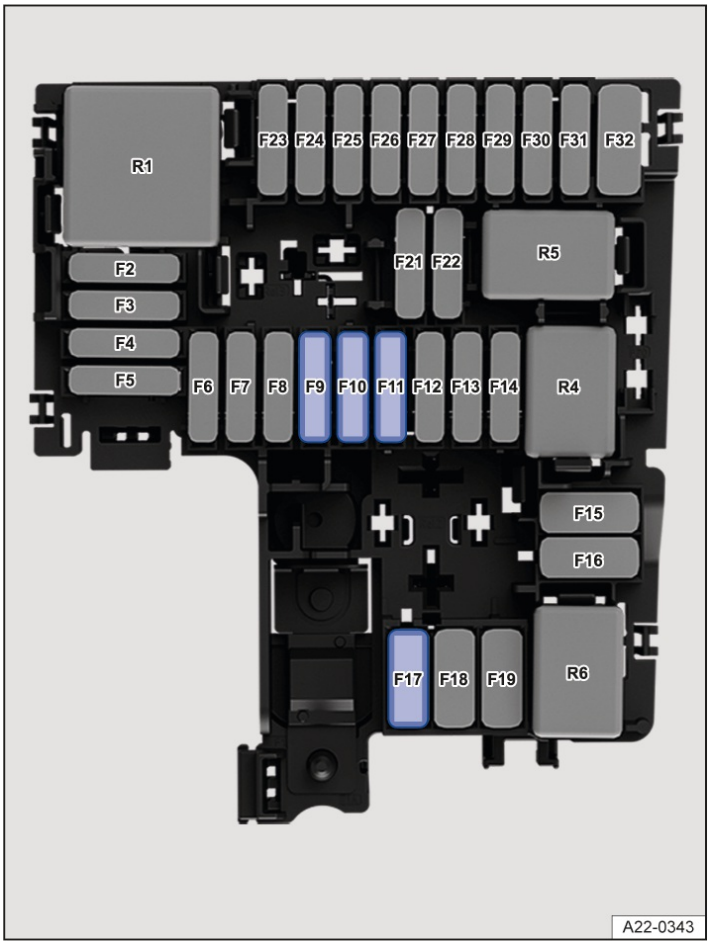

Fig. 1 In the bonnet space: fuse locations.

Fuse location → *Fig. 1*:

F9

15 amps, ATO®, horn.

F10

30 amps, ATO®, front wipers, left

F11

7.5 amps, ATO®, air conditioning system.

F17

40 amps, MAXI+®, windscreen heating.

Fuses in the dash panel

Left-hand drive vehicle: opening the fuse box in the dash panel



Fig. 1 On the driver side: fuse box cover in the dash panel (left-hand drive vehicle)

Removing the cover

1. Reach behind the cover and pull off in the direction of the arrow→ *Fig. 1*.

Installing the cover

1. Align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

Right-hand drive vehicle: opening the fuse box in the dash panel

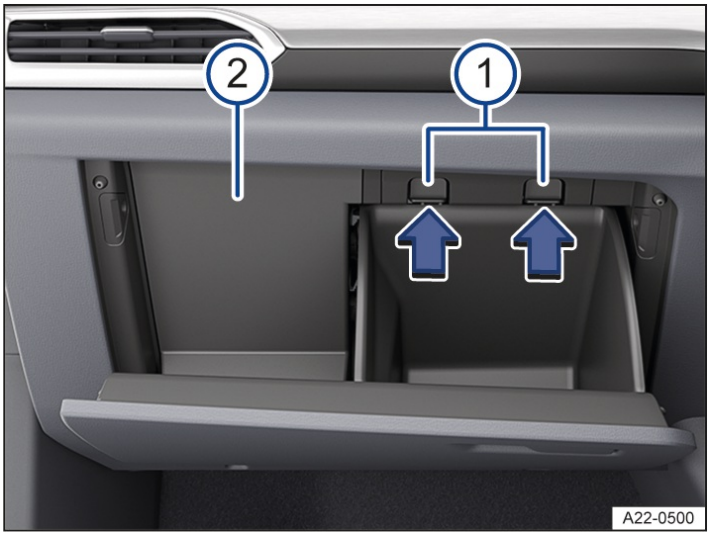

Fig. 2 On the front passenger side: fuse box in the dash panel (right-hand drive vehicle)

(1) Catches.

(2) Cover.

Removing the cover

1. Open the glove box and empty if necessary.
2. Press stop pin in the direction of the arrow and open the glove box further→ *Fig. 2* (1).
3. Reach behind the cover from the side and pull it backwards→ *Fig. 2* (2).

Installing the cover

1. Insert the cover again and push it forwards until it engages into place again.
2. Close the glove compartment.

Fuse table for fuses in the dash panel

The list 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 amp rating, the fuse type and the consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

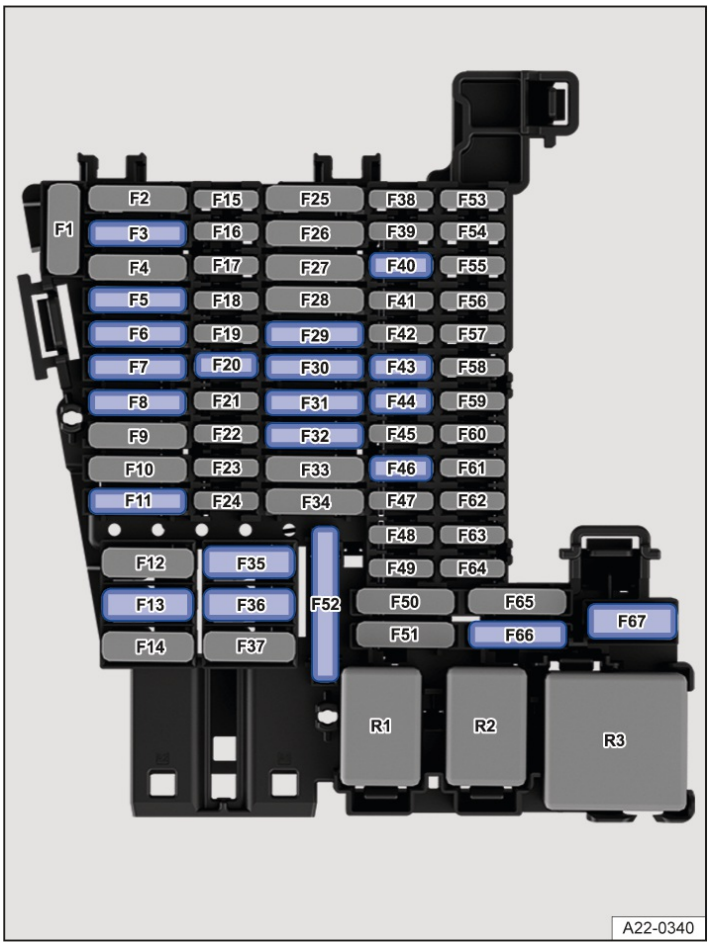

Fig. 1 In the dash panel: fuse assignment.

Fuse location → *Fig. 1*:

F5

25 amps, ATO®, left exterior lighting.

F6

30 amps, ATO®, interior lighting.

F7

30 amps, ATO®, seat heating.

F13

40 amps, MAXI+®, central locking.

F20

10 amps, MINI®, telephone.

F30

20 amps, ATO®, parts for the Infotainment system.

F32

25 amps, ATO®, right exterior lighting.

F35

40 amps, MAXI+®, rear seat heating.

F36

40 amps, MAXI+®, blower regulator.

F40

10 amps, MINI®, anti-theft alarm.

F43

7.5 amps, MINI®, air conditioning block, rear window heating relay.

F44

7.5 amps, MINI®, light switch(dipped beam), rain and light sensor, background lighting,ID. Light.

F46

10 amps, MINI®, display, Infotainment system control panel.

F52

20 amps, ATO®, cigarette lighter, sockets.

F66

15 amps, ATO®, rear window wiper.

F67

30 amps, MAXI+®, rear window heating.

Fuse locations for vehicles with factory-fitted towing bracket:

F3

25 amps, ATO®, control unit for trailer detection, left

F11

15 amps, ATO®, control unit for trailer detection

F29

15 amps, ATO®, control unit for trailer detection

F31

25 amps, ATO®, control unit for trailer detection, right

Electric windows and electrically adjustable seats may be protected by circuit breakers or control units that switch on again automatically a few seconds after an overload (e.g. due to frozen windows) has been rectified.

Changing blown fuses

Preparations

1. Deactivate the vehicle's drive system and switch off the lights and all electrical consumers.

Detecting a blown fuse

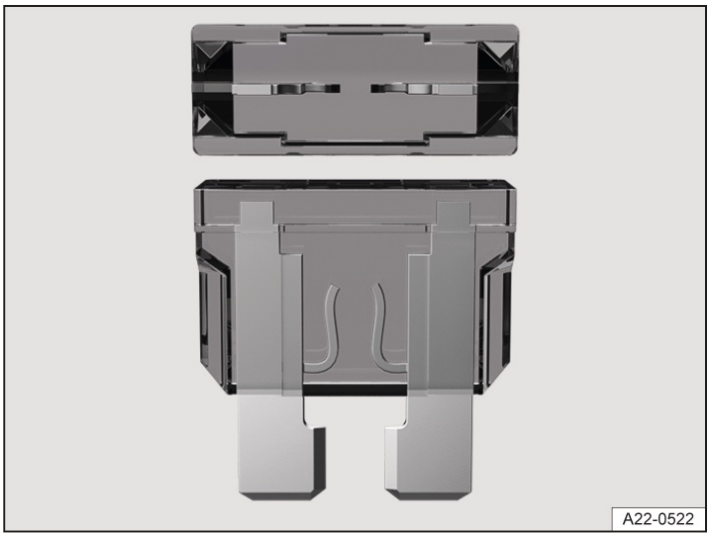

Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse box.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip *→ Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and 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

Changing fuses



Fig. 2 Plastic grippers for pulling out and inserting a fuse (illustration).

1. If applicable, take the plastic grippers out of the fuse box or the cover of the fuse box→ *Fig. 2*.
2. Push the plastic grippers clip suitable for the fuse type onto the fuse from the top or the side.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse with the same rating (same colour and same markings) and same size →ⓘ.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. 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.

- Never replace a fuse with a fuse that has a higher rating.

Introduction to the topic

For technical reasons, your vehicle must not be tow-started. If the vehicle's drive system cannot be activated because the 12-volt vehicle battery is discharged, you can use the 12-volt vehicle battery in another vehicle to activate the vehicle's drive system.

For technical reasons, the jump-start connection points on electric vehicles are not suitable for being used to jump start other vehicles →ⓘ.

WARNING

Using the jump leads incorrectly or performing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode. This can result in serious injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never perform jump starting on a vehicle with a frozen or thawed 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. The explosive gas can ignite due to sparks when carrying out jump starting. This can result in serious injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

The electrical system of an electric vehicle is not designed to provide another vehicle with jump starting assistance. This can cause serious damage to the electrical system of the electric vehicle.

- Never use an electric vehicle to provide jump starting assistance to another vehicle.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Jump-start connection point (earth)

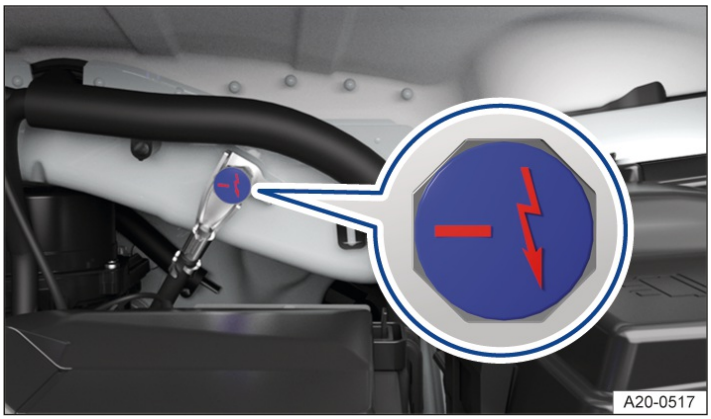

Fig. 1 In the bonnet space: jump-start connection point (earth).

(–) The jump-start connection point (earth) is used for connecting the black jump lead → *Fig. 1*.

It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system.

The vehicle can be jump started via the jump-start connection point (earth).

Jump-start connection point (positive)



Fig. 1 In the bonnet space underneath a cover: positive jump-start connection point.

(+) The jump-start connection point (positive) for connecting the red jump lead is located under a cover in the bonnet space.

It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system. The jump-start connection point is not suitable for jump starting other vehicles.

The vehicle can be jump started via the positive jump-start connection point.

Jump starting preparations and procedure

Preparations

Observe the following when performing jump starting:

— Wear eye protection and protective gloves →⚠.

— Observe the jump lead manufacturer's instructions.

— Open the bonnet.

— When performing jump starting, always use jump leads with fully-insulated terminal clamps and defect-free insulation →⚠.

— Make sure that there is a sufficient distance between the vehicle providing jump starting assistance and the vehicle being jump started otherwise current could already flow when the positive terminals are connected.

— Ensure that the terminal clamps have good metal-to-metal contact with the terminals.

Jump leads

Suitable jump leads are needed in order to have your vehicle jump started.

The jump leads of the vehicle that is doing the jump starting must have at least the following cross-sections when performing jump starting.

— Vehicles with electric drive: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 25 mm^2 (0.038 in^2).

Vehicle that is being jump started

1. Make sure that the discharged 12-volt vehicle battery is properly connected to the 12-volt vehicle electrical system.
2. If a 12-volt vehicle battery with a battery window is installed, check the colour of the window . If the window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

Vehicle providing jump starting assistance

1. Observe the owner's manual of the vehicle manufacturer.
2. Make sure that the vehicle battery providing assistance has the same voltage(12 volts) and approximately the same capacity as the flat 12-volt vehicle battery. Observe the information on the label of the vehicle battery in the vehicle providing jump starting assistance.

Jump starting procedure

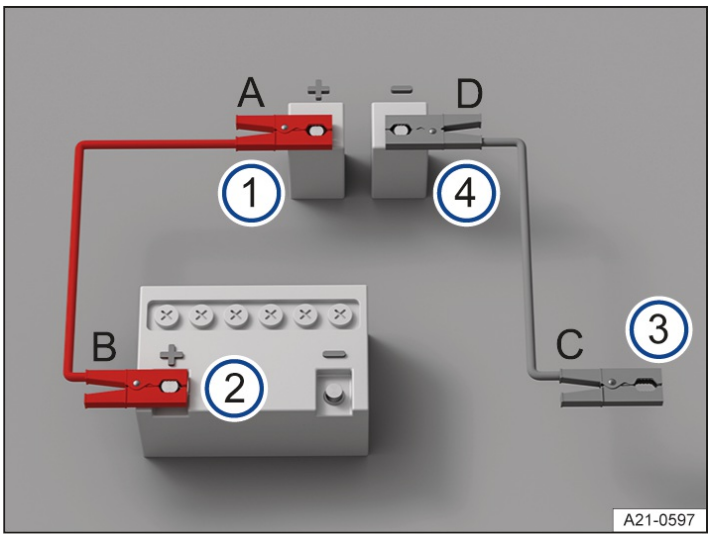

Fig. 1 Schematic diagram of how to connect the jump leads.

1. Positive jump-start connection point on the electric vehicle that is being jump-started.
2. Positive battery terminal on the vehicle that is providing jump starting assistance.
3. Suitable earth connection of the vehicle that is providing assistance with jump starting. Preferably a jump-start connection point (earth), otherwise a solid metal part that is securely bolted onto the cylinder block, or the cylinder block itself.
4. Jump-start connection point (earth) on the electric vehicle that is being jump-started.

Connect the jump leads only in the order A – B – C – D → *Fig. 1*.

1. Switch off the ignition in both vehicles.
2. If present, fold open the cover on the positive jump-start connection point (+) in the bonnet space.
3. Connect one end of the red jump lead to the positive jump-start connection point (+) of the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (1) → ⚠.
4. Connect the other end of the red jump lead to the positive battery terminal (+) of the vehicle providing assistance → *Fig. 1* (2).
5. Connect one end of the black jump lead preferably to an earth jump-start connection point (–) on the vehicle with the 12-volt vehicle battery providing assistance → *Fig. 1* (3).

   Or: if no earth jump-start connection point (–) is present, connect the end of the black jump lead to a solid metal part that is securely bolted onto the cylinder block or to the cylinder block itself on the vehicle with the 12-volt vehicle battery providing assistance → *Fig. 1* (3).
6. Connect the other end of the black jump lead to the earth jump-start connection point (–) on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (4) → ⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the bonnet space.

Activating the vehicle's drive system

1. Start the engine of the vehicle which is providing assistance and let it run at idle.
2. Activate the drive system on the vehicle with the discharged 12-volt vehicle battery. If the vehicle's drive system cannot be activated, stop the starting procedure after about 10 seconds and try again after about

1 minute.

Please contact an expert if the vehicle's drive system still cannot be activated.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights, if switched on.
2. Turn on the air conditioning blower and rear window heater in the vehicle with the discharged 12-volt vehicle battery. This helps minimise the voltage peaks generated when the leads are disconnected.
3. After jump starting, the jump leads should be removed only in the order D – C – B – A→ *Fig. 1*.
4. If present, close the cover of the positive jump-start connection point(+) .

After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and protective gloves.
- Never bend over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to the brake lines.
- Make sure that there is no contact between the uninsulated parts of the terminal clamps.
- Make sure that the insulation of the leads is in perfect condition.
- Do not allow the lead attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

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.

Observe any legal requirements when towing.

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.

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Please note that greater force is needed for steering and braking during towing.

WARNING

If a de-energised vehicle is towed, the electronic steering lock can engage suddenly. The steering wheel then can no longer be moved. This can result in accidents and serious or even fatal injuries.

- Never switch off the ignition using the starter button when the vehicle is being towed.
- If the power supply of the vehicle fails during towing, stop towing immediately and seek expert assistance.

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.

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:

— The maximum permitted towing speed is 50 km/h(30 mph).

— The maximum permitted distance is 50 km(30 miles).

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

The vehicle may be transported only standing with all four wheels on a breakdown truck.

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

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 12-volt vehicle battery is discharged.

— A red warning lamp and the text message Towing damages the electrical system. Consult vehicle wallet.in the instrument cluster.

— The power supply for the 12-volt vehicle electrical system cannot be guaranteed.

— The instrument cluster display does not work properly.

— The distance to be towed is further than around 50 km(around 30 miles).

— The driving mode selector cannot be moved to neutral(N position).

— The roll-away protection cannot be deactivated.

— The electronic parking brake cannot be released.

— The steering lock cannot be released.

— 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 breakdown truck if necessary. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is electrically driven.

Towing

If the conditions for towing are not met, the vehicle must be towed or pushed on its own four wheels only in emergency situations. The towing operation to the breakdown truck must take place only at walking pace and for a maximum distance of 100 metres →⚠.

⚠ WARNING

If the vehicle is towed even though the text messageTowing damages electrical system. Owner's manual!is displayed in the instrument cluster, vibrations can occur in the drive system and the drive wheels can lock, particularly on icy or wet roads. Locking wheels can lead to a loss of control over the vehicle or accidents and serious or fatal injuries.

- If the message Towing damages electrical system. Owner's manual!appears in the instrument cluster, push or tow the vehicle only in emergency situations.

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— Ball coupling.

⚠ WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Preparations

— Ensure 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.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.

Pulled vehicle (rear)

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and you can operate the turn signals and wipers if necessary. The brake servo and power steering function only when the ignition is switched on. Otherwise you must press the brake pedal with significantly more force and also use more effort

for steering.

2. Make sure that the vehicle key is always in the vehicle during towing.
3. Select position N.
4. Deactivate the roll-away protection .

   Or: the driver sits on the driver seat with seat belt fastened during the entire towing operation and the driver door is closed
5. Make sure that the electronic parking brake is always switched off during the entire towing operation→.
6. Ensure that the tow-rope is always taut.

NOTICE

The wheels may lock if the electronic parking brake switches on during towing. This can result in serious damage to the vehicles.

- End towing immediately.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

NOTICE

The electronic parking brake and steering lock cannot be released if the charge level of the 12-volt vehicle battery is not sufficient. The vehicle can be damaged during towing.

- In the event of power failure or malfunctions, activate the vehicle's drive system, if necessary by jump starting, in order to release the electronic parking brake and steering lock.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that a mounting with screw thread is available for the towing eye.
2. Comply with the notes on towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle→.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a suitable towing eye for towing.

Fitting the towing eye at front

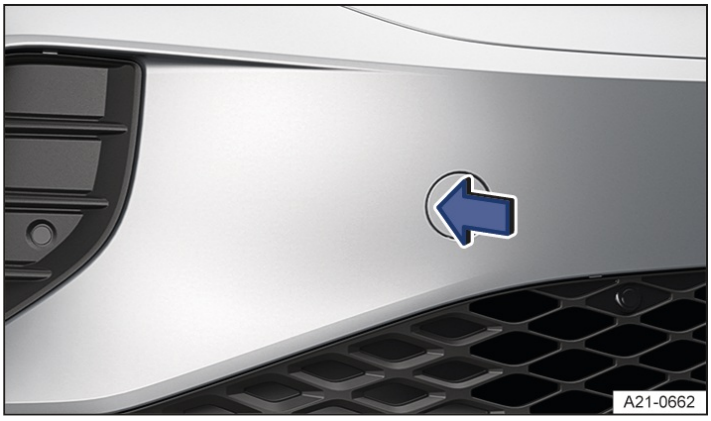

Fig. 1 In the front bumper on the right: removing the cover.



Fig. 2 In the front bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch→ *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary→ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during towing. The vehicle can be damaged if the towing eye is torn out.

- Always screw the towing eye fully and securely into the mounting.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that a mounting with screw thread is available for the towing eye.
2. Comply with the notes on towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

Fitting the rear towing eye



Fig. 1 In the rear bumper on the right: removing the cover.



Fig. 2 In the rear bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary→ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during towing. The vehicle can be damaged if the towing eye is torn out.

- Always screw the towing eye fully and securely into the mounting.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage to the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Vehicles with towing bracket

In vehicles with a factory-fitted towing bracket there is no mounting for the screw-in towing eye behind the cover.

1. Swivel out or fit the ball coupling and use this for towing.

NOTICE

If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged.

- For towing, always use only a tow-bar that is specifically intended for fitting on a ball coupling.
- Use a tow-rope for towing if you do not have a suitable tow-bar available.

Safety notes for working in the bonnet space

The bonnet space of a vehicle is a hazardous area. You should only carry out work in the bonnet space 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 →⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

WARNING

The bonnet space is a hazardous area. Accidents and serious or fatal injuries can occur during all work in the bonnet space.

- Always be extremely careful and cautious during all work.
- Only perform any work in the bonnet space if you know exactly how to carry it out.
- Have the necessary work carried out by a correspondingly qualified workshop if you are unsure how to carry out work in the bonnet space. Volkswagen recommends using a Volkswagen dealership.
- Switch on the electronic parking brake before working in the bonnet space.
- Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle to prevent any risk of the vehicle's drive system being activated accidentally and supplying power to the electrical system.
- Never touch hot components of the electric drive.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the bonnet space.
- Always keep children away from the bonnet space and never leave children unsupervised.
-

WARNING

There are rotating parts in the bonnet space. When working in the bonnet space, especially during a starting process or when the vehicle is ready to drive, contact with rotating parts (e.g. rotor blades of the radiator fan)can cause serious or fatal injuries.

- Never touch the radiator fan or the radiator fan area even when the vehicle is ready to drive or the ignition is switched off. The fan is temperature-controlled and could start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the electric drive.
- Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.

WARNING

Escaping hot steam or hot engine coolant and hot vehicle parts can cause severe burns.

- Never open or close the bonnet if steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

WARNING

The cooling system is under pressure when the electric drive is hot. If the cap is opened carelessly, engine coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drive is hot.
- If you have to open the coolant expansion tank, always protect your face, hands and arms from hot coolant or

steam with a large, thick cloth.

- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

WARNING

Additional insulating materials (e.g. blankets in the bonnet space) or objects left lying around (e.g. cleaning rags or tools) can cause malfunctions, damage to the electric drive and a fire. This can result in serious or fatal injuries.

- Never cover the electric drive with blankets or other insulating materials.
- Never leave objects in the bonnet space.

Always park the vehicle on a level and stable surface before carrying out any work in the bonnet space→⚠.

WARNING

If the vehicle is not secured against rolling away during maintenance work, unintended vehicle movement may occur. This can result in accidents and severe or fatal injuries.

- Never work underneath a vehicle if it is not properly secured against rolling away.
- Make sure that the vehicle is on a level surface and that the wheels are locked when working under the vehicle while the wheels are touching the ground.
- In addition, support the vehicle securely with suitable trestles when working under the vehicle. The jack is not sufficient for this task and can fail.

Any work on the high-voltage system must only be carried out by workshops which have been authorised in accordance with Volkswagen guidelines →⚠. After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

DANGER

The components of the high-voltage system are under high electrical voltage. Contact with live components of the high-voltage system will result in burns, serious injuries or fatal electric shock.

- You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange-coloured high-voltage cables. Damage to high-voltage components is not visible in all cases.
- Never remove the orange-coloured high-voltage cables and never damage or modify these cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never open or modify the cover of the high-voltage battery and never remove this cover.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work. Volkswagen recommends using a Volkswagen dealership.
- Never carry out repair and maintenance work on orange-coloured high-voltage cables or high-voltage components.

DANGER

Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could potentially cause a fire. There is a risk of serious or fatal injuries.

- Do not breathe in gases that escape from the high-voltage battery.
- Never touch fluids that leak out of the high-voltage battery.
- In the event of a fire, leave the danger area with all vehicle occupants and call the fire service.
- Always inform the attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

WARNING

High voltage of the electrical system can cause electric shocks and burns. This can result in serious or fatal injuries.

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.

- Never touch high-voltage components, the high-voltage battery and especially the orange high-voltage cable during readiness to drive or when readiness to drive is being established.

Preparing the vehicle for working in the bonnet space

The following steps should always be carried out in the specified order before working in the bonnet space→ ⚠:

1. Park the vehicle on a level and stable surface *(→ Parking)*.
2. 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.
3. Always keep other persons away from the bonnet space.
4. Secure the vehicle against rolling away.

⚠ WARNING

If the described activities for working in the bonnet space are disregarded, this can lead to accidents. This can result in serious injuries.

- Always follow the work guidelines described and observe the general safety precautions.

Opening and closing the bonnet



Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

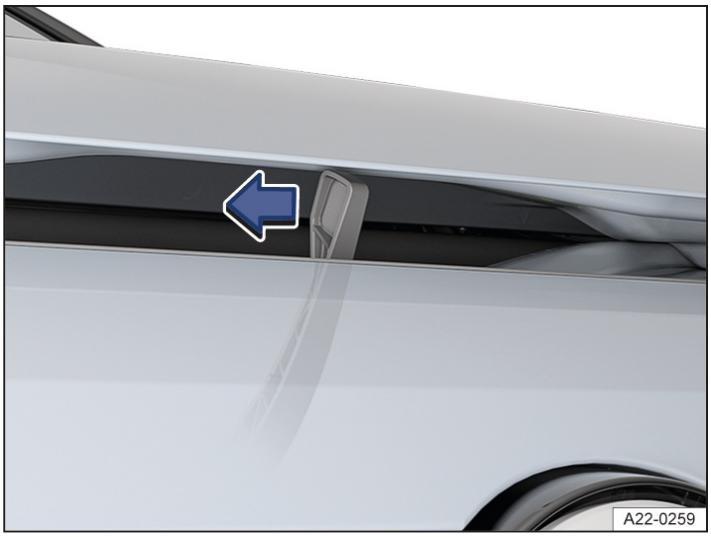

Fig. 2 On the bonnet: control lever.



Fig. 3 In the bonnet space: bonnet stay in holder.

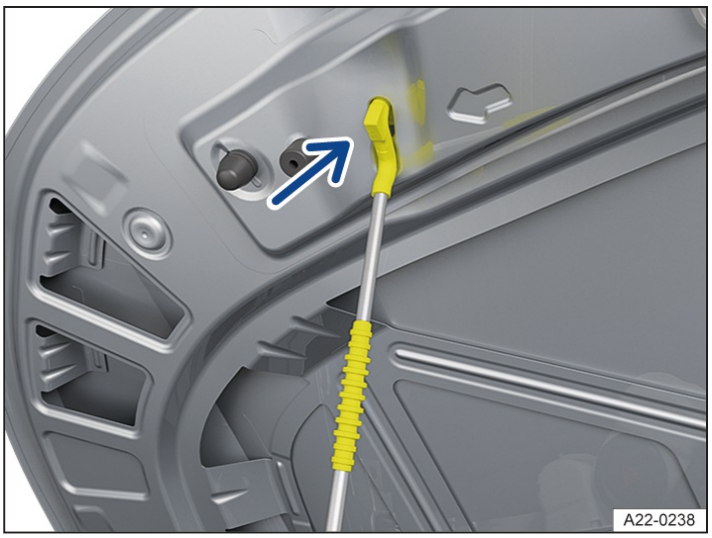

Fig. 4 On the bonnet: holder for bonnet stay(illustration).

Opening the bonnet

1. Open the driver door and pull the release lever in the direction of arrow→ *Fig. 1*. The bonnet is released from the lock carrier catch by spring force →ⓘ.
2. To open the bonnet fully, lift the bonnet slightly while simultaneously pressing the opening lever in the direction of the arrow → *Fig. 2*.
3. Take the bonnet stay out of its holder → *Fig. 3* in the direction of arrow and insert it into the opening→ *Fig. 4*.

Closing the bonnet

1. Lift the bonnet slightly and hold.
2. Unhook the bonnet stay from the opening → *Fig. 4* and push it into its holder → *Fig. 3*.
3. Let the bonnet drop into the catch from a height of about 20 cm(8 in) – do not press it down. The bonnet is flush with the body parts around it when it is closed properly. →⚠

If the bonnet has not closed properly, lift it and then close it again.

If the bonnet is not closed properly, a corresponding display appears in the instrument cluster display. The display goes out when the bonnet is closed properly.

⚠ 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 result in accidents and severe or fatal injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice while driving that the bonnet is not closed properly, park the vehicle safely and close the bonnet.

⚠ WARNING

Careless opening and closing of the bonnet can lead to serious injuries.

- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly→ ⚠.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. 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 displayed warnings can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.
- Do not drive on and seek expert assistance if the warning lamp does not go out.

Service fluids and consumables

All service fluids and consumables(e.g. coolant and batteries) are being constantly developed. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

When work is performed on the 12-volt vehicle electrical system, this can cause fires and serious or fatal injuries.

- Always disconnect the 12-volt vehicle battery.
- Always have a fully functional and tested fire extinguisher to hand.
- Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.

WARNING

Service fluids can be toxic. Improper use and storage can cause serious or fatal injuries.

- Store service fluids only in the closed original 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 observe 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.

WARNING

Service fluids and some materials in the bonnet space are highly flammable and can ignite upon contact with hot surfaces, sparks and naked flames. This can lead to a fire and cause serious or fatal injuries.

- Never smoke in the vicinity of the bonnet space.
- Never work in the direct proximity of sparks or naked flames.
- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Never spill service fluids onto the electric drive.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the electric drive.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the corresponding openings.

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 patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Any spilt service fluids must be disposed of properly. Volkswagen recommends using a Volkswagen dealership.

Washer fluid

Basic information



Fig. 1 In the bonnet space: washer fluid reservoir cap (illustration).

The washer fluid reservoir is located in the bonnet space. The washer fluid reservoir is identified by the symbol on the cap →*Fig. 1*.

The washer fluid level should be checked regularly and refilled as necessary.

Preparations

1. Prepare the vehicle for working in the bonnet space .
2. Open the bonnet *(→ In the engine compartment)*.

Checking and refilling

1. Check whether there is enough washer fluid in the reservoir.
2. Use only clear water with a suitable alcohol-based windscreen washer fluid for refilling. Observe the mixture instructions on the packaging of the windscreen washer fluid →⚠, →ⓘ. 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 →ⓘ.
3. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze. Observe the mixture instructions on the packaging of the anti-freeze agent.

Do not use distilled water to refill the washer fluid reservoir.

⚠ WARNING

Unsuitable additives in the washer fluid can leave an oily film on the vehicle windows. This can reduce visibility and increase the risk of accidents and can cause serious or fatal injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

NOTICE

Use of an acidic cleaning agent can lead to damage and to failure of the washer jets.

- Never fill an acidic cleaning agent, e.g. a vinegar-based cleaner, into the washer fluid reservoir.

NOTICE

Mixing different windscreen washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable alcohol-based windscreen washer fluids.
- Never mix different windscreen washer fluids with each other.

NOTICE

When refilling windscreen washer fluid, dirt particles can enter the washer fluid reservoir if the strainer is damaged or not present. The washer jets could become clogged.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

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 →⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using 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 *(→ Coolant)*.

WARNING

Coolant is toxic. Contact with coolant, particularly if coolant is swallowed, can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed coolant.
- Consult a doctor if you experience health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the closed original container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

WARNING

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This can lead to the heating no longer working in the vehicle. Vehicle occupants with inadequate winter clothing could freeze to death.

- Make sure that the coolant additive is always adapted corresponding to the ambient temperature.
- Use only coolant additives that have been approved by the manufacturer.

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 G12evo (TL 744-L).

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 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed a violet colour. 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 coolant additive G12evo must be used in order to obtain the optimum corrosion protection →.

CAUTION

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This can lead to the heating no longer working in the vehicle. Vehicle occupants with inadequate winter clothing could freeze to death.

- Make sure that the coolant additive is always adapted corresponding to the ambient temperature.
- Use only coolant additives that have been approved by the manufacturer.

NOTICE

The colour of the coolant results from mixing the purple coolant additive with distilled water. If the liquid in the coolant expansion tank is not violet but brown, for example, the suitable coolant has been mixed with another unsuitable coolant. This can result in serious malfunctions or damage to the electric drive and cooling system.

- Use only coolant additives that have been approved by the manufacturer.
- Have the coolant replaced immediately by a suitably qualified workshop if it has a brown colour. Volkswagen recommends using a Volkswagen dealership.
- When adding coolant additives, never mix genuine coolant additives with other coolant additives that have not been approved by Volkswagen.

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

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the electric drive to cool down → ⚠.
3. Open the bonnet.

The coolant expansion tank is identified by the red symbol on the cap → *Fig. 1*.



Fig. 1 In the bonnet space: coolant expansion tank cap (illustration).

⚠ WARNING

Escaping hot steam or coolant and hot components can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the bonnet space.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the electric drive is hot. If the cap is opened without due care, coolant can spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drive is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant tank.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking the coolant level



Fig. 2 In the bonnet space: markings on the coolant expansion tank (illustration).

The coolant may be above the marked area upon delivery of new vehicles or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as visibility of the fluid level in the coolant expansion tank may be obstructed. If the coolant level cannot be read exactly, contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

1. Check the coolant level at the side markings of the coolant expansion tank when the electric drive is cold → *Fig. 2*. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking “min”. When the electric drive is warm, the coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank→ⓘ.

Adding coolant

1. Unscrew the lid carefully →⚠.
2. Fill only with new coolant according to Volkswagen’s specification *(→ Coolant)*.

   If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership →ⓘ.
3. Add coolant up to the upper level marking. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → *Fig. 2*.
4. Close the cap tightly.
5. Check the coolant level after one day. If the level of the coolant tank drops below the minimum marking “min” again, please visit a correspondingly qualified workshop and have the cooling system checked. Volkswagen recommends using a Volkswagen dealership.
6. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive →ⓘ.

NOTICE

Coolant expands when it is heated. If coolant is added so that the level is above the marked area, excess coolant could escape and damage the vehicle.

- Do not fill coolant above the top edge of the marked area on the coolant tank.

NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This could cause damage to the electric drive.

- Do not drive on.
- Do not add coolant.
- Seek expert assistance.

NOTICE

Use of water other than distilled water can cause considerable corrosion damage in the engine due to the chemical substances contained in the water. This can lead to failure of the electric drive.

- Refill only with distilled water!
- Have the fluid in the cooling system completely replaced by a suitably qualified workshop if you have not refilled with distilled water. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the electric drive.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the corresponding openings.

Troubleshooting

Coolant

The warning lamp flashes red. The engine coolant temperature is too high or the coolant level is too low.

Do not drive on! This can result in damage to the electric drive.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Allow the electric drive to cool down.

Cooling system

1. Check the coolant level *(→ Coolant)*.
2. Do not drive on if the warning lamp does not go out even though the coolant level is correct. Deactivate the vehicle's drive system immediately.
3. Seek expert assistance.

together with Fault in high-voltage cooling system

The warning lamps flash red.

Do not drive on!

1. Stop the vehicle immediately as soon as it possible and safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance immediately.

Introduction to the topic

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.

WARNING

Brake fluid is toxic. Contact with brake fluid, particularly if brake fluid is swallowed, can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed brake fluid.
- Consult a doctor if you experience health problems after working with brake fluid.
- Always keep brake fluid out of the reach of children and only in the closed original container.
- Never store brake fluid in empty food containers, bottles or any other non-original containers as people finding these containers could drink the brake fluid in them.
- Avoid regular contact with brake fluid in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with brake fluid.
- Do not eat, drink or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Brake fluid that has leaked or been spilled will attack vehicle surfaces. The vehicle paintwork, plastic parts and tyres could be damaged as a result.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.
- Then rinse all components with sufficient amounts of water.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

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.

Checking the brake fluid

Preparations

1. Park the vehicle on a firm and level surface.
2. Open the bonnet.

Checking the brake fluid level



Fig. 1 In the bonnet space: cap of the brake fluid reservoir.

The brake fluid reservoir can be recognised by its cap→ *Fig. 1*.

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 seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir→ ⚠.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

⚠ WARNING

The brakes may fail or the braking efficiency may be reduced if the brake fluid level is too low or if unsuitable brake fluid is used. This can result in accidents and serious or fatal injuries.

- Have the brake system and brake fluid level checked regularly.
- Make sure that the correct brake fluid is used.
- Use only brake fluid that is explicitly compliant with VW standard 501 14.
- Use a high-quality brake fluid that is compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 only in exceptional cases when a brake fluid compliant with VW standard 501 14 is not available.

Changing the brake fluid

The brake fluid should be changed regularly. Qualified workshops can provide information on the intervals for changing the vehicle's brake fluid. Only brake fluid that conforms with the required specification should be used. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

As a result of absorbed moisture, old brake fluid can form vapour bubbles and thus reduce the braking efficiency or even lead to total brake failure if the brakes are subjected to high loads. This can result in accidents and serious or

fatal injuries.

- Have the brake fluid changed regularly.
- Have the brake system filled only with new brake fluid.

Troubleshooting

Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

Do not drive on! This can result in brake failure.

1. Stop the vehicle immediately as soon as it possible and safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and in event of the high-voltage system failing, 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 correspondingly qualified workshop. Volkswagen recommends using 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 *(→ 12-volt vehicle battery)*.

Battery switch-off in an accident in which the airbag is triggered

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the electrical connection to the 12-volt vehicle battery is automatically disconnected pyrotechnically in the event of an accident in which the airbags are triggered. This prevents a short circuit. You can find further information on the location of the vehicle battery in the section *(→ 12-volt vehicle battery)*.

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. This can cause serious injuries.

- Read and always observe the warnings on the 12-volt vehicle battery.
- 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.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Always wear eye protection and protective gloves.
- Never short circuit battery terminals.

⚠ WARNING

A highly explosive and flammable gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

WARNING

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C(+32°F). Acid can leak from a 12-volt vehicle battery that has frozen and then thawed again and can cause damage to the vehicle in the long term.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has ever frozen.

NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

NOTICE

The 12-volt battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

When you activate the vehicle's drive system after the 12-volt battery has been totally discharged, replaced or after a successful jump start, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings once the 12-volt vehicle battery has recharged sufficiently.

Checking the electrolyte level of the 12-volt vehicle battery

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.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the bonnet space.

Checking the electrolyte level

The main fuse box on the 12-volt vehicle battery has to be removed to check the electrolyte level of the 12-volt vehicle battery. An additional tool that is not included in the vehicle toolkit is required for this purpose.

Always have the electrolyte level of the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 correspondingly qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using a Volkswagen dealership.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠. Volkswagen recommends using a Volkswagen dealership.

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, the replacement part must be installed by a workshop qualified to do this. Volkswagen recommends using a Volkswagen dealership. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using a Volkswagen dealership. 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.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only workshops qualified to do this have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries render the operating permit invalid.

Disconnecting the 12-volt vehicle battery

Please note the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be connected to the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. 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 km/h to 20 km/h (around 10 mph to 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 *(→ Service interval display)*. Observe the maximum permissible service intervals .

Perform the following actions if the ignition cannot be switched on after connecting the 12-volt vehicle battery:

1. Lock and unlock the vehicle from the outside.
2. Try to switch on the ignition again.
3. Please seek expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

If the side or parking lights are switched on for a long time when the vehicle is parked with the vehicle's drive system deactivated, the intelligent onboard supply management system cannot always prevent discharge of the 12-volt vehicle battery.

If the 12-volt vehicle battery is subject to high loads, the intelligent onboard supply management system automatically performs various measures to prevent discharge of the 12-volt vehicle battery.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

Discharge of 12-volt vehicle battery

It may not be possible to activate the vehicle's drive system if the battery is discharged. The 12-volt vehicle battery is discharged in the following situations:

— By long standing periods without activating the vehicle's drive system.

— Through use of electrical consumers when the vehicle's drive system has been deactivated.

⚠ WARNING

Using a 12-volt vehicle battery that does not have the same specifications and dimensions as the factory-fitted 12-volt vehicle battery may cause short circuits or fire. This can result in serious or fatal injuries.

- Always use only a maintenance-free and leak-proof 12-volt vehicle battery that has the same specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ WARNING

Improper attachment of 12-volt vehicle batteries can lead to short circuits or cause fire. This can result in serious or fatal injuries.

- Always attach the 12-volt vehicle battery to the intended attachment points in the vehicle.
- Refit all the covers necessary for the vehicle on the battery.

⚠ WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged. Sparks or open flames can ignite the oxyhydrogen mixture. This can result in severe burns.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Keep sparks and open flames away from the 12-volt vehicle battery.

⚠ WARNING

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C(+32°F). Acid can leak from a frozen and thawed 12-volt vehicle battery and cause long-term damage to the vehicle.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has ever frozen.

⚠ WARNING

If the degassing hose on the 12-volt vehicle battery is not properly secured, the highly explosive oxyhydrogen mixture produced when the vehicle is running can enter the vehicle interior. The oxyhydrogen can ignite and cause

serious or fatal injuries.

- In vehicles with the 12-volt vehicle battery in the vehicle interior or luggage compartment, make sure that the hose for the central gas venting system is connected properly to the 12-volt vehicle battery. The vent line must always be attached on the negative terminal side of the 12-volt vehicle battery.
- Always make sure that the opening on the positive terminal side of the 12-volt vehicle battery is closed.

CAUTION

Incorrectly connected cables can cause a short circuit. This can damage the on-board electronics and result in injuries.

- First connect the positive cable and then the negative cable.

NOTICE

If the 12-volt vehicle battery is disconnected or connected when the ignition is switched on or when the vehicle is ready to drive, the electrical system or electronic components may be damaged and electrical malfunctions may occur.

- Never disconnect or connect the 12-volt vehicle battery when the ignition is switched on or when the vehicle is ready to drive.

NOTICE

If current-drawing accessories for charging the 12-volt vehicle battery are connected to the 12-volt socket, the electrical system or electronic components may be damaged and electrical malfunctions may occur.

- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.

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

12-volt power supply

The warning lamp lights up red. A message is shown on the instrument cluster display.

Do not drive on! Possible failure of the electrical system.

1. Stop the vehicle immediately in a safe place.
2. Switch off any electrical consumers that are not required.
3. Deactivate the vehicle's drive system.
4. Seek expert assistance.

12-volt power supply

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

Messages about the charge level of the 12-volt vehicle battery.

1. Switch on the ignition so that the 12-volt vehicle battery can be recharged.

   Or: charge the 12-volt vehicle battery by charging the high-voltage battery.
2. Seek expert assistance if the message about the charge level of the 12-volt vehicle battery does not disappear

after a few minutes in spite of the measures performed.

Messages about the 12-volt power supply.

1. Seek expert assistance.

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 wheels and tyres approved by Volkswagen have been carefully selected.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Wheel rims, tyres 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. Always contact a suitably qualified workshop if you wish to change to other tyre and wheel rim combinations. Volkswagen recommends using a Volkswagen dealership.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

⚠ WARNING

Incorrect handling of wheels and tyres can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure *(→ Tyre pressure)*. 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 regularly for damage and wear.
- Never exceed the top speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern. Exceptions *(→ Wheels and tyres)*
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. Therefore, drive with appropriate caution during the first 600 km (370 mi).
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Replace worn or damaged tyres immediately.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can cause loss of vehicle control, serious accidents and fatal injuries.

- 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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Ensure that wheel bolts and wheel hub threads are clean, smooth running, free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

⚠ WARNING

Improper mounting of the tyre on the rim can cause the rim to be damaged and the tyre to suddenly lose air or burst while driving.

This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Handling tyres

Avoiding damage to 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.

— Check the tyres for damage such as cuts at regular intervals.

— 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)* .

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

This can cause serious accidents and fatal injuries.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

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).

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-season 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 lettering and tyre type)*.

⚠ WARNING

Old tyres can suddenly lose air or burst, especially at high speeds.
This can cause serious accidents and fatal injuries.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

New tyres

— Drive particularly carefully for the first 600 km(370 mi) 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 wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread. Exceptions for wheel rotation apply if wheel and tyre sizes on the front and rear axles differ.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.
This can lead to loss of vehicle control, serious accidents and fatal injuries.
- Run in new tyres. Drive with appropriate caution during the first 600 km(370 mi).

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— The vehicle is fitted at the factory with Volkswagen Genuine reduced rolling resistance tyres. Volkswagen Genuine tyres are marked with the symbol ⊕. The specified energy consumption and the specified range can be achieved only with these tyres. Make sure that any new tyres purchased have optimised rolling resistance *(→ Driving economically)*.

— Seek advice from a suitably qualified workshop before purchasing new reduced rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership.

— 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 *(→ Tyre Pressure Loss Indicator)*.

This also applies when wheels are swapped, e.g. from the front to the rear. Exceptions for wheel rotation apply if wheel and tyre sizes on the front and rear axles differ.

WARNING

Wheels must have the necessary clearance. If there is no clearance, the tyres may come into frictional contact with parts of the running gear, bodywork and brake lines.

This can lead to failure of the braking system, detachment of the tread surface, tyre bursting and thus serious accidents and fatal injuries.

- Only use tyres whose dimensions are not larger than the dimensions of the tyre brands approved by Volkswagen and which do not rub against parts of the vehicle.

NOTICE

Driving over potholes and kerb edges can deform the tyres.

This can cause damage to the tyres and wheel rims.

- Avoid strong impacts and drive around obstacles if possible.

NOTICE

Dirt can damage the valves.

- Never drive without valve caps.

NOTICE

When swapping to other wheels, the valves can be damaged.

- Do not drop dismounted wheels on the rim.

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. Replace the temporary spare wheel with a normal 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. Store the certificate in a safe place and keep it in the vehicle.

Handling wheel rims

Avoid damaging wheel rims

— Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— 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.

— Replace missing dust caps on the valves immediately.

— Check the tyre pressure regularly.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rim 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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

- Never loosen the bolts on wheel rims with bolted-on rim rings.
- Have all work on wheel rims with bolted-on rings carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Checking the tyre pressure

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.

— 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*.

— 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

— 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.

Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar →*Fig. 2* or inside the charging socket flap.

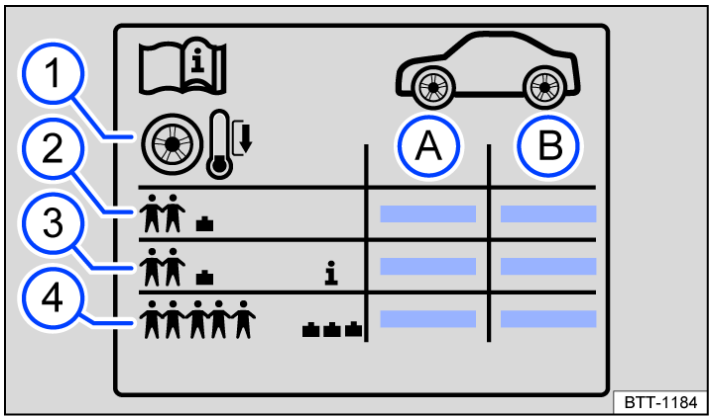

Fig. 1 Symbols on the tyre pressure sticker.

(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.



Fig. 2 On the driver door pillar: tyre pressure sticker
(alternatively on the inside of the charging socket flap)

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure→ *Fig. 1*. The comfort tyre pressure allows increased driving comfort. Energy consumption may increase when driving with comfort tyre pressure.

⚠ WARNING

If the tyre pressure is too low, this may cause the tyre to suddenly lose air, the tyre tread to become detached or the tyre to burst while the vehicle is in motion. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

An incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month, and before every long journey.
- Always adapt the tyre pressure to the corresponding load level.
- Never reduce the increased tyre pressure of warm tyres.

WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

NOTICE

The valve can be damaged if the tyre pressure gauge is not used with due care.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Underinflated tyres can contribute to an increase in energy consumption.

Checking the tightening torque

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked immediately after every wheel change with a properly functioning torque wrench. 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.

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.

Tightening torque for wheel bolts

The tightening torque for wheel bolts is specified in the chapter Changing a wheel *(→ Wheels and tyres)*.

WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

Rotating wheels when all wheels have the same tyre and rim sizes

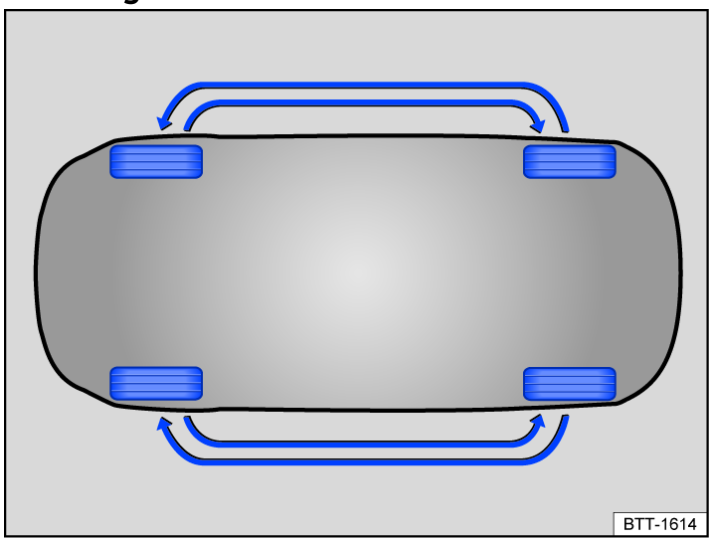

Fig. 1 Illustration: diagram for rotating wheels when all wheels have the same tyre and rim sizes.

If all wheels have the same tyre and rim sizes, it is recommended to regularly rotate the wheels in accordance with the diagram → *Fig. 1* to ensure even wear of all tyres. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Different tyre and rim sizes on front and rear axles

Your vehicle may be equipped with wheels which have different tyre and rim sizes depending on the axle on which they are fitted. The different wheels must not be swapped between the front and rear axles because this may also lead to the type approval for the vehicle becoming invalid.

The size (rolling circumference) and tread design of the tyres on the front and rear axles may differ.

Checking the tread depth

Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle →⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm(1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

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.

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 suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

Tyre wear due to sporty driving

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

If you drive with a sporty driving style, check the tread depth every 5,000 to 10,000 km(around 3,107 to 6,214 mi).

Tread wear indicators in tyres



Fig. 1 Tyre tread: tread wear indicators.

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*.

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.

The tread wear indicators of all tread grooves must be checked when the tread depth is checked.

⚠ WARNING

Worn tyres are a safety risk and make it difficult to control the vehicle well. They also increase the braking distance and the risk of skidding.

Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle will be more at risk of aquaplaning.

Worn tyres can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

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. This also applies to models with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (3/16 inches).

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. Exception .

— 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 are determined by the engine size. You must ask a correspondingly qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using a Volkswagen dealership.

WARNING

The improved vehicle handling as a result of winter tyres on wintry roads does not constitute a reason to take safety risks, as this may result in loss of vehicle control and serious injuries.

- Adapt your speed and driving style to the current visibility, weather and road or 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 a Tyre Pressure Loss Indicator, the system has to re-synchronise after changing to winter tyres *(→ Tyre Pressure Loss Indicator)*.

The speed limit and load capacity of winter tyres may differ from those of summer tyres.

Ask a correspondingly qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using a Volkswagen dealership.

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 rear wheels. They may be fitted only to the following tyre and wheel rim combinations:

Capacity of high-voltage battery	Tyre size	Wheel rim
52 (55) kWh, 58 (62) kWh	235/60 R18	8 J x 18 ET45
52 (55) kWh, 58 (62) kWh	235/55 R19	8 J x 19 ET45
77 (82) kWh	255/50 R19	8 J x 19 ET45

If possible use snow chains with fine-pitch links that do not protrude by more than 12 mm (around 19/32 in), including the tensioner.

Volkswagen recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using a Volkswagen dealership.

Snow chains may only be used on tyre and wheel rim combinations that are approved for driving with snow chains.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

1. In event of a flat tyre on one of the rear wheels, fit the temporary spare wheel or collapsible spare wheel on the front axle.
2. Replace the damaged rear wheel with the removed front wheel. Observe the direction of rotation.

The vehicle may be equipped with wheels which have different tyre and rim sizes depending on the axle on which they are fitted. The different wheels must not be swapped between the front and rear axles because this may also lead to the type approval for the vehicle becoming invalid. In this case, snow chains must not be used with a temporary spare wheel or collapsible spare wheel fitted on the vehicle.

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 serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions of the snow chain manufacturer.
- When snow chains are fitted, never exceed the maximum speed specified by the snow chain manufacturer or the legally permitted maximum speed.

NOTICE

If snow chains are used on road sections where there is no snow, they will adversely affect the vehicle handling and damage the tyres and will also be quickly destroyed.

- Always remove the snow chains on road sections where there is no snow.

NOTICE

Snow chains that are in direct contact with the wheel rim can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel 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)*.

Troubleshooting

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.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right when driving or there are unusual vibrations. This can be a sign of tyre damage or inadequate tyre pressure.

STOP Check the tyres.

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and wheel rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
4. If there is no visible damage, drive slowly and cautiously to the next correspondingly qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Foreign body embedded in the tyre

A foreign body is embedded in the tyre or between the tread blocks.

Vehicles with mobility tyres: leave the foreign body in the tyre and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

1. 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.
2. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Tyres lose grip

The vehicle suffers from loss of grip when cornering and breaks away. The braking distance is longer and the traction control system (TCS

) and anti-lock brake system (ABS) intervene earlier.

The tyres may be worn so much that they can no longer guarantee sufficient grip *(→ Tread depth and tread wear indicators)*.

1. Drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked.

Volkswagen recommends using a Volkswagen dealership.

Wheel bolts are difficult to undo

The wheel bolts can corrode over the course of time. This makes it difficult to undo the wheel bolts.

1. Seek expert assistance or drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

⚠ 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.

Tyre damage can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- 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 nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver when the tyre pressures are too low.

The Tyre Pressure Loss Indicator is a tyre monitoring system and uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels when the vehicle is in motion.

If a tyre loses air or the tyre pressure is too low, the rolling circumference decreases and the speed of rotation increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) indicator lamp in the instrument cluster.

However, the following situations can also lead to a change in the speed of rotation:

— If the tyre pressure has been changed.

— 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 does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

Reference pressure

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.

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 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.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The tyre monitoring system 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 monitoring system does not give any warning that the tyre pressure is too low.

The tyre monitoring system additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the warning lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) warning lamp is indicating a system malfunction to ensure that the tyre monitoring system is functioning properly *(→ Tyre Pressure Loss Indicator)* .

⚠ WARNING

The tyre monitoring system cannot replace the driver's attention and operates only within the limits of the system. The tyre monitoring system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the tyre monitoring system. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)*.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.

⚠ WARNING

If the vehicle is driven with a tyre pressure that is too low, the tyre could heat up to such an extent that the tread becomes detached and the tyre bursts. This could cause the driver 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.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, reduce vehicle stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the tyre monitoring system. If the (!) indicator lamp lights up, stop immediately in a place that is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest

correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*. Volkswagen recommends using a Volkswagen dealership.

- Always adapt the Tyre Pressure Loss Indicator correctly *(→ Tyre Pressure Loss Indicator)*.

WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

Underinflated tyres will increase energy 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 tyre pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only 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.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

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 of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

This also applies to the tyre pressure of the spare wheel or temporary spare wheel.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker *(→ Tyre pressure)*.

Malfunction not remedied

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Sporty driving style

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.

Adapting the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be adapted again 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 adapted again 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.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system.
3. Tap Vehicle in the Infotainment system.
4. Tap Vehicle (left).
5. Tap Tyres.
6. Tap (!) SET.
7. When all four tyre pressures correspond to the required values, tap OK.

   After an extended driving time of at least 20 minutes and driving at different speeds, the system will automatically learn the new values and monitor them.

WARNING

If the Tyre Pressure Loss Indicator is adapted when the tyre pressure is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or not issue a warning even though the tyre pressure is dangerously low.

- Make sure that the tyre pressure of all tyres is correct before adapting the Tyre Pressure Loss Indicator.

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.

1. Stop the vehicle immediately in a place that is safe from traffic.
2. Check the tyres for visible damage.
3. If the tyres are not visibly damaged, drive slowly to the nearest filling station and check the tyre pressures. Adjust the tyre pressures if necessary.
4. If a tyre is damaged, replace the damaged wheel . Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate .
5. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
6. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1. Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

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, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The following steps must be carried out in order to change a wheel.

1. Prepare vehicle for the wheel change *(→ Changing a wheel)*.
2. Remove wheel cover or wheel bolt caps *(→ Wheel cover)* *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.
3. Loosen the wheel bolts *(→ Wheel bolts)*.
4. Jack up the vehicle *(→ Jack)*.
5. Remove the damaged wheel and fit the spare wheel, collapsible spare wheel or temporary spare wheel *(→ Wheels and tyres)*.

⚠ WARNING

Changing a wheel at the edge of the road can be dangerous.
If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the car at a safe distance from moving traffic.
- To reduce the risk of unintended vehicle movement, always deactivate the vehicle's drive system and switch off the ignition *(→ Parking)*.
- Move all vehicle occupants and particularly children so that they are at a safe distance from the work area and away from moving traffic.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- Jack up the vehicle only on a flat and firm surface. 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.
- Use an anti-slip surface covering, e.g. a rubber mat, to prevent the jack from slipping on slippery ground, e.g. a tiled floor.
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking *(→ Parking)*. 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.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
7. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
8. Remove any items of luggage from the luggage compartment.
9. Remove the vehicle toolkit from the luggage compartment.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Removing and fitting the centre wheel trim

Removing the centre wheel trim



Fig. 1 Removing the centre wheel trim by pulling off.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the 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*.
2. Pull off the trim in the direction of the arrow*→ Fig. 1*.

Fitting the centre wheel trim

1. Place the centre wheel trim centrally on the wheel rim and press against the wheel rim until you feel the trim engage in position.

⚠ 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.
- Check that the wheel trim has engaged securely around the entire circumference.

⚠ WARNING

Incorrectly fitted hubcaps can interrupt or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.
This can cause serious accidents and fatal injuries.

- Check that the wheel trim has engaged securely around the entire circumference.

Removing and fitting wheel covers

Removing wheel covers



Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this *→ Fig. 1*.

Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt *(→ Wheels and tyres)*.
2. 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.
- Check that the wheel cover has engaged securely around the entire circumference.

WARNING

Incorrectly fitted hubcaps can interrupt or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.
This can cause serious accidents and fatal injuries.
- Check that the cutout for the tyre valve in the wheel cover is located in the correct position.
- Check that the wheel cover has engaged securely around the entire circumference.

NOTICE

The wheel cover may be bolted on and can be damaged if it is pulled off.
- Do not use force to pull off wheel covers that are bolted on.

Removing and fitting the wheel bolt caps

Removing the 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.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap.
3. Use the hook to pull off the cap in the direction of the arrow→ *Fig. 1*.

Fitting the caps

1. 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.

Loosening wheel bolts



Fig. 1 Changing a wheel: loosening the wheel bolts.

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.

1. Fit the box spanner over the wheel bolt as far as it will go.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→⚠.

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 the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→⚠.

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.

⚠ WARNING

If the wheel bolts are removed or undone by more than one turn before the vehicle is raised with the jack, the wheel can fall off and the vehicle could tip as a result.

This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body, e.g. your arm, underneath the vehicle while you are loosening the wheel bolts.

Lifting the vehicle with the jack

Jacking points



Fig. 1 Jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. The jacking point must be used that is closest to the wheel to be changed→⚠.

Applying the jack

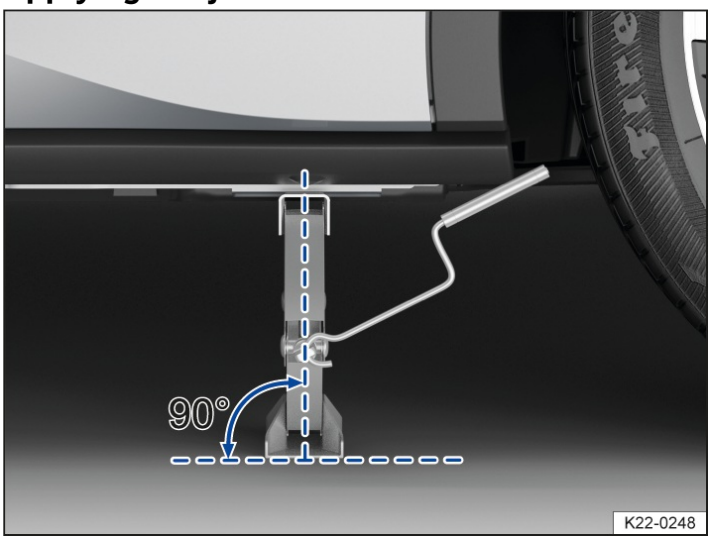

Fig. 2 Correct alignment of the jack.

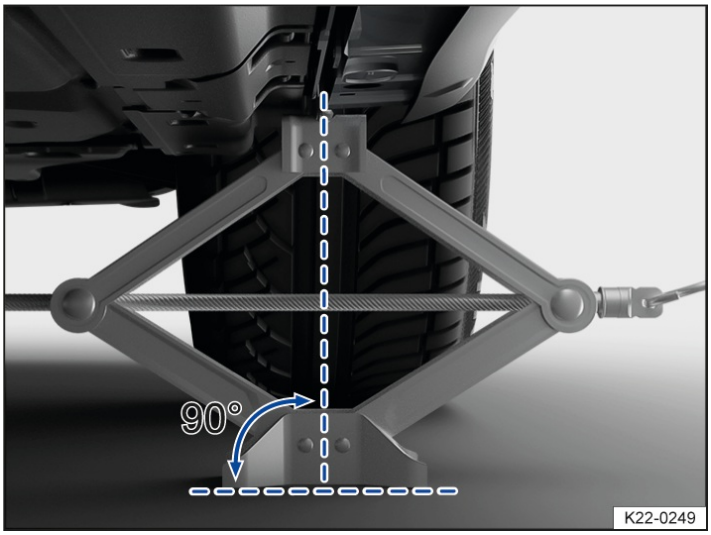

Fig. 3 Jack applied at the rear left-hand side of the vehicle.

Checklist

For your own safety, carry out the following points in the specified order→⚠:

1. Insert the hand crank into the opening on the jack.
2. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
3. Crank up the jack until it just fits under the jacking point of the vehicle.
4. Make sure 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 jacking point → *Fig. 2* and → *Fig. 3*.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 3*.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to serious and fatal injuries.
- Do not jack up the vehicle if more than one tyre is damaged.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the side member securely → *Fig. 3*.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- Jack up the vehicle only on a flat and firm surface. 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.
- Use an anti-slip surface covering, e.g. a rubber mat, to prevent the jack from slipping on slippery ground, e.g. a tiled floor.
- Never place any part of your body, e.g. your arm, underneath the vehicle if the latter is only supported by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel



Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.

3. Jack up the vehicle *(→ Jack)*.
4. Using the wheel wrench → *Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fitting the spare wheel or temporary spare wheel

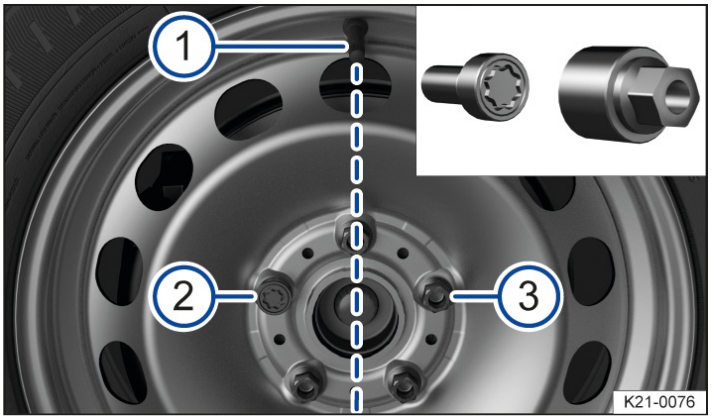

Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Use the adapter to screw the anti-theft wheel bolt clockwise to the correct position and tighten it slightly.

   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.
4. Screw in wheel bolts in a clockwise direction, and tighten them slightly.
5. Lower the vehicle with the jack.
6. 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.
7. Fit the cover caps or wheel cover *(→ Wheel cover)* *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.

After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked at the nearest qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.
4. Have the damaged tyre replaced as soon as possible.

Introduction to the topic

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 120 Nm (88 ft-lbs).

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

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can cause loss of vehicle control, serious accidents and fatal injuries.

- 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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Ensure that wheel bolts and wheel hub threads are clean, smooth running, free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

WARNING

Incorrect wheel bolts can come loose while driving and lead to loss of vehicle control, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

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) 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. Otherwise seek expert assistance.

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

The use of breakdown sets at the edge of the road can be dangerous.
If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the vehicle at a safe distance from moving traffic *(→ In an emergency)* *(→ Parking)*.
- Make sure 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.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

⚠ WARNING

Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.
Excessive loads on the sealed tyre can cause serious accidents and fatal injuries.

- Never drive faster than 80 km/h(50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h(50 mph) for no longer than 10 minutes before stopping to check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. 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. Volkswagen recommends using a Volkswagen dealership.

⚠ CAUTION

The sealant can be harmful if it comes into contact with the skin.

- It the sealant comes into contact with your skin, remove it from your skin immediately with a cloth or other suitable object.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Preparing the vehicle

Checklist

Always carry out the following actions in the given order→⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a flat and firm surface. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety

barrier. Observe country-specific regulations on high-visibility waistcoats.

4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
6. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
7. Remove any items of luggage from the luggage compartment.
8. Take the breakdown set out of the luggage compartment.
9. Do not remove the foreign object, e.g. a screw, from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Sealing and inflating tyres

The breakdown set is located underneath the floor covering in the luggage compartment.

Sealing a tyre

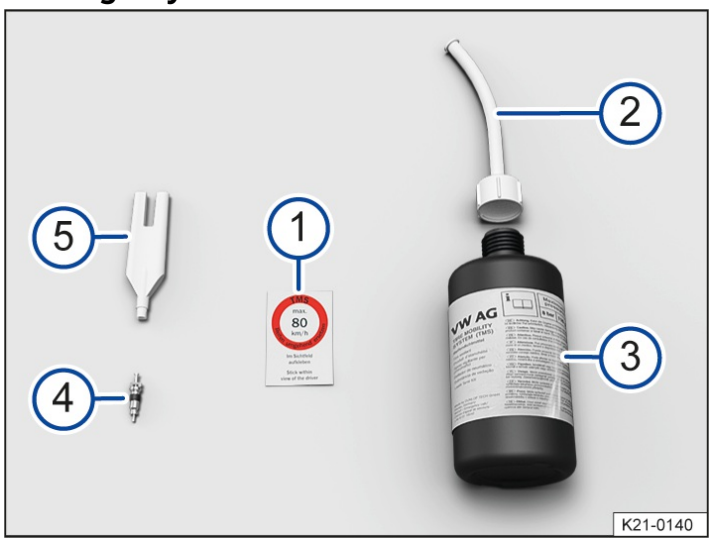

Fig. 1 Contents of the breakdown set (illustration).

(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 for the valve core on the lower end of the valve core extractor *→ Fig. 1* (5). 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).

1. Take the sticker from the breakdown set *→ Fig. 1* (1) and stick it on the dash panel within the driver's field of vision.
2. Unscrew the cap from the tyre valve.

3. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.
5. Screw the tyre sealant tube → *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.
6. Remove the plug from the filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

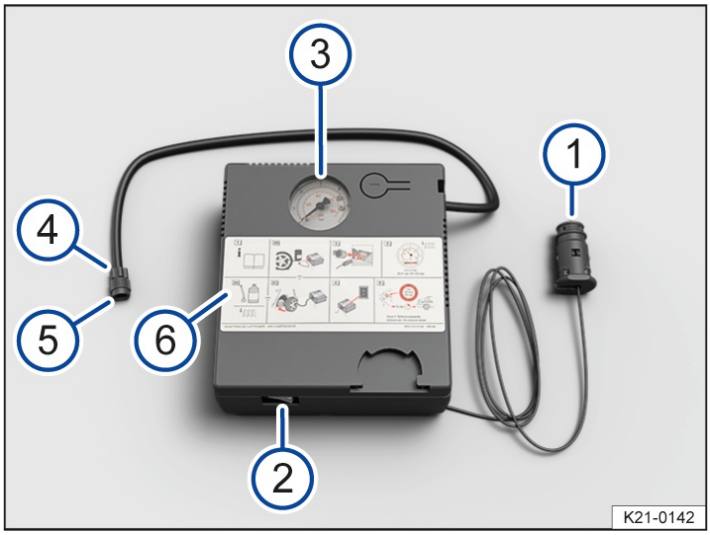

Fig. 2 Compressor in the breakdown set (illustration).

(1) 12-volt plug.
(2) ON/OFF switch.
(3) Tyre pressure display.
(4) Air bleed screw.
(5) Tyre filler hose.
(6) Compressor.

There may also be a button on the compressor instead of the air bleed screw.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Screw the tyre filler hose → *Fig. 2* (5) of the compressor tightly onto the tyre valve.
2. Make sure that the air bleed screw → *Fig. 2* (4) is closed.
3. Activate the vehicle's drive system.

4. Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
5. Switch on the compressor with the ON/OFF switch → *Fig. 2* (2).
6. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa). Maximum running time: 8 minutes →.
7. Switch off the compressor.

If an inflation pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle approximately 10 metres (approximately 33 ft)so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. 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.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. 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.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 1* (5) and read the tyre pressure on the tyre pressure display→ *Fig. 1* (3)

1.3 bar (19 psi/130 kPa) and lower:

1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set→. Seek expert assistance.

1.4 bar (20 psi/140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using a Volkswagen dealership.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

The tyre filler hose and compressor can become hot when inflating the tyre and cause burns if touched.
- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot compressor on any inflammable materials.
- Allow the tyre filler hose and compressor to cool down before you stow them.

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.

- 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 and seek expert assistance instead.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or less after driving for 10 minutes. Seek expert assistance instead.

NOTICE

The compressor can overheat and be damaged if it is operated for an extended period.

- Switch off the compressor after a running time of 8 minutes at the latest.
- Let the compressor cool down for a few minutes before switching it on again.

Tyre lettering and tyre type

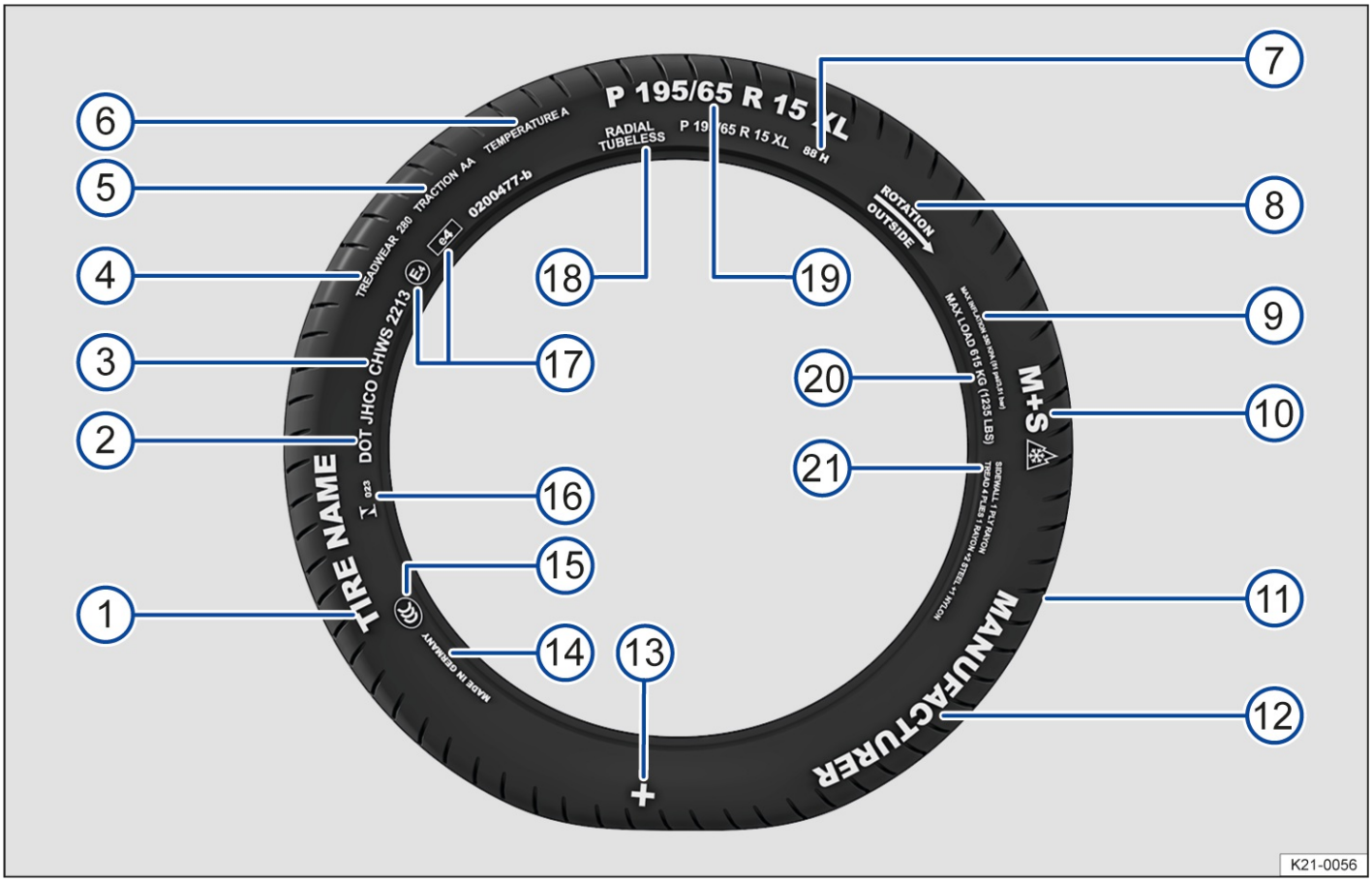

Fig. 1 International tyre lettering.

→ *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 – possibly only on the inside of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2,213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres(standardised test procedure):			
		Relative life expectancy for the tyre, with reference to a US-specific standard test.	

→ *Fig. 1* Tyre lettering (example); meaning

4	TREADWEAR 280	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.
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	⊕	Marking for Volkswagen Genuine tyres .
14	Made in Germany	Country of manufacture.
15	㊾	Country-specific identification for China (China Compulsory Certification).
16	INMETRO 023	Country-specific identification for Brazil.
17	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.
18	RADIAL TUBELESS	Tubeless radial tyre.
19	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.

→ *Fig. 1* Tyre lettering (example), meaning		
	XL	Heavy-duty tyres (extra load tyres).
(20)	MAX LOAD 615 KG (1,235 LBS)	US load data for the maximum load per wheel.
	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).
(21)	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tread components: 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 side walls than conventional wheel/tyre combinations. 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 (936 lbs)

81

462 kg (1,018 lbs)

83

487 kg (1,073 lbs)

85

515 kg (1,135 lbs)

87

545 kg (1,201 lbs)

88

560 kg (1,234 lbs)

91

615 kg (1,355 lbs)

92

630 kg (1,388 lbs)

93

650 kg (1,433 lbs)

95

690 kg (1,521 lbs)

97

730 kg (1,609 lbs)

99

775 kg (1,708 lbs)

100

800 kg (1,763 lbs)

101

825 kg (1,818 lbs)

102

850 kg (1,873 lbs)

103

875 kg (1,929 lbs)

104

900 kg (1,984 lbs)

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), also ZR depending on manufacturer.

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.

Recording the service work performed (“digital service schedule”)

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. 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.

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.

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 countries. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using a Volkswagen dealership.

Service work

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

— 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 type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Inspection

Service event	Service interval
Inspection	According to the service interval display or after 2 years at the latest.

How do I know which type of service applies to my vehicle?

Information on the type of service that the vehicle requires can be obtained from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Service interval display

The service interval display in the digital instrument cluster shows information about a due inspection *(→ Service interval display)*. If necessary, additional work that is due can then also be carried out, e.g. changing brake fluid.

Information on operating conditions

The specified 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.

Extreme conditions include:

— Use in areas with high levels of dust.

— Regular trailer towing.

— Driving mainly in winter conditions

This applies particularly to the following components(depending on the vehicle equipment):

— Enhanced air filter with activated carbon

— Air Care enhanced air filter with activated carbon.

The service advisor at your qualified workshop will be pleased to advise you whether your vehicle requires more frequent work due to the conditions under which it is used.

WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 inspection work and maintenance work that is required to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). A suitably qualified workshop can provide details of the work that is required for your vehicle. Volkswagen recommends using a Volkswagen dealership. Or you can find this out using the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

For example, the systems listed below can be tested.

Electrics

— 12-volt vehicle battery: replace if necessary.

— Lighting.

— High-voltage components.

— Horn.

— Headlight setting.

— Reset service interval display.

Engine and gearbox

— Gearbox and final drive.

— Cooling system.

— Engine and components in bonnet space.

Running gear

— Swivel joints and track rods.

— Tyres.

— Brake system.

— Drive shaft boots.

— Coupling rod and stabiliser mountings.

— Breakdown set.

— Steering.

— Shock absorbers and coil springs.

Body

— Windscreen.

— Body corrosion.

— Windscreen wiper system and window washer system.

— Door arrester.

— Underbody.

1. Perform a road test.

Servicing work

Depending on the operating conditions and vehicle equipment such as engine type, gearbox or fluid used, some maintenance work must be performed on your vehicle in addition to the inspection work. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

— Enhanced air filter with activated carbon

— Brake fluid.

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 correspondingly qualified workshop always has the latest information about any changes. Volkswagen recommends using a Volkswagen dealership.

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, 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.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed. Volkswagen recommends using a Volkswagen dealership.

Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. Follow the application instructions on the packaging.

WARNING

Improper care and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- 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.

WARNING

Improper cleaning of the vehicle can cause serious injuries.

- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.
- Use cleaning agents only in accordance with the manufacturer’s instructions.

WARNING

Dirty, misted-up or iced-up windows reduce visibility and can prevent the safety features of the vehicle from functioning properly. This can result in accidents and serious or even fatal injuries.

- 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, highly flammable and hazardous. Improper use of care products or the use of unsuitable care products can cause burns and poisoning and can lead to accidents and serious or fatal injuries.

- Observe the instructions supplied with the product.
- Store care products only in the closed original container.
- 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, fuel, nail varnish remover or other volatile fluids for vehicle care.

NOTICE

Contamination with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle

equipment, e.g. even if left for only a short time on seat covers or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information→ⓘ , →⚠.

⚠ WARNING

After a car wash, the braking action may be delayed as the brake discs and brake pads will be wet, or iced up in winter. The braking distance will increase as a result. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Carry out a few careful braking operations to dry the brakes and remove any coating of ice when visibility, weather, road and traffic conditions permit.

ⓘ *NOTICE*

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always observe the described tasks for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

ⓘ *NOTICE*

Wet components can freeze in cold weather and this may prevent them from functioning properly.

- Never aim a water jet directly at doors or the boot lid in cold weather.

Removing stubborn dirt on matt paint

— Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.

— Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.

— Spray grease and fingerprints with matt paint finish spray and rub off with a soft microfibre cloth.

Automatic car washes

— For vehicles with matt paint, never select a wash program with wax or use a drying agent.

— For vehicles with matt paint, use only textile car washes and never car washes that use brushes.

— Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

— Preferably use car washes without brushes.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned →ⓘ.

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ The vehicle must be capable of rolling.

The electronic parking brake must be switched off.

✓ Vehicles with steering lock: If the vehicle is mechanically pulled through the car wash, the steering must not lock *(→ Steering)*.

✓ The windscreen wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

✓ The Auto Hold function is switched off.

✓ If present: the roof aerial was unscrewed and removed.

NOTICE

Car washes that scan the contours mechanically can damage the vehicle and add-on parts, e.g spoilers.

- Observe the information of the car wash operator, particularly if there are add-on parts on the vehicle.

High-pressure cleaner



Fig. 1 Warning sign: do not use a high-pressure cleaner in the marked area.

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Use water up to a maximum temperature of +60°C(+140°F) only.

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from all the vehicle components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.

— Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.

   In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibre cloth at short intervals.
4. Clean wheels and side members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

Notes on the high-voltage system

End the charging process and completely close the charging socket before washing the vehicle.

Also observe the safety information for the high-pressure cleaner→⚠.

⚠ WARNING

Improper handling of a high-pressure cleaner can damage the high-voltage system and the 12-volt vehicle electrical system. This could cause accidents and serious or fatal injuries.

- Never point the jet from the high-pressure cleaner straight at the orange high-voltage cables or at components belonging to the high-voltage system or the 12-volt vehicle electrical system.

NOTICE

Washing the vehicle incorrectly can damage the paint surface and destroy the matt paint effect.

- Never use wash programs with wax preservation.
- For cleaning, use only cleaning agents that do not contain solid matter or abrasives, e.g. cleaning shampoos or insect remover.
- Do not use insect sponges or rough sponges.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that does not drain away can enter the vehicle interior and cause damage.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned at regular intervals by a qualified workshop.
- Make sure that large quantities of water do not enter the plenum chamber, e.g. due to use of a high-pressure cleaner.

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

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard or abrasive cleaning tools.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

— Clean the wiper blades or replace them as required.

Paint

Always treat surfaces with care so as not to remove the paint.

— Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, such as deposits, insect residue, or cosmetics.
— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
— Have corrosion removed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
— In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired. Volkswagen recommends using a Volkswagen dealership.

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 preservative wax.

— In the case of matt paint, use a soft sponge to apply a special wax for matt paints to the cleaned vehicle. Remove excess wax with a microfibre cloth.
— Even if a preservative wax is used regularly in the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.
— Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax. Never polish matt-painted surfaces. The surface will be irreparably damaged by polishing the paint.

Plenum chamber, bonnet space

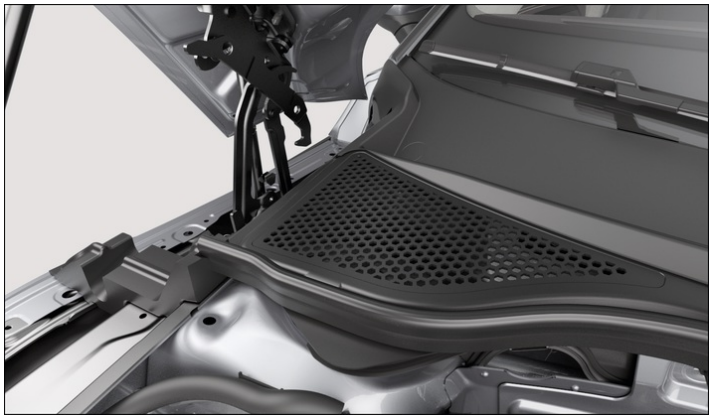

Fig. 1 Between the bonnet space and the windscreen: plenum chamber (illustration).

WARNING

There is a risk of accident and fire when working in the bonnet space. Serious injuries may occur.
- Note the operations required and the necessary safety precautions before performing any work in the bonnet space *(→ In the engine compartment)*.
- If you are not familiar with the work, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that does not drain off can get into the vehicle interior and cause damage.
- Have the area under the perforated cover cleaned regularly by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

— Remove leaves and other loose objects with a vacuum cleaner or by hand→ *Fig. 1* , →⚠.
— Always have cleaning of the bonnet space performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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



Fig. 2 At the rear of the vehicle: rear view camera system on the handle button (illustration).

— Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.
— Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way as windows and glass surfaces (depending on vehicle equipment).
— Remove snow with a hand brush.
— Never use warm or hot water.
— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

Decorative films, protective films

— Remove soiling the same way as forpaint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner 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.
— Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

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.

Trim parts made of chrome-plated plastic, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.
— Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Clean dirty alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

— Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

Door lock cylinders

1. Thaw door lock cylinders with a suitable door lock de-icer or with Volkswagen Genuine de-icer.

   Do not use door lock de-icer containing degreasing substances.

Cleaning and care of the vehicle interior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Improper cleaning and care may damage the vehicle.

- Always observe the described tasks for vehicle care and cleaning.
- Do not use a steam cleaner, brushes or hard sponges etc.
- Have stubborn stains removed by a qualified workshop.

Windows

— Clean windows with a glass cleaner.

— Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh contamination using a cotton cloth with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow fluids to seep into the seams.
— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.
— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.
— For grease-based soiling such as oil, remove fresh stains with an absorbent cloth.
— Apply leather care agent for seating furniture regularly and each time after the leather is cleaned. 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.

Plastic parts

— Clean with a soft, moist cloth.
— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water in a dust-free environment.
— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Control elements

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls.

Displays and screens

Do not clean the instrument cluster display and Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

NOTICE

The head-up display can be displaced from the guide rail or damaged by cleaning agents during cleaning.
- Do not apply excessive pressure when cleaning the head-up display.
- Clean the head-up display only with mild detergents and a soft, clean cloth.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.
— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Improper cleaning of the seat belts, their anchorages and the belt retractors can cause damage and prevent them from functioning properly. This can result in serious or fatal injuries in the event of an accident.

- Never carry out any modifications on 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.

Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing, e.g. denim, leaves stains on the seat covers, this is not a defect of the cover fabric. If you want to clean the seat covers yourself, please always note that parts of the airbag system and electrical connectors are installed in the seat covers. Improper cleaning or soaking can damage these components or interfere with correct functioning of the components. This can in turn then also lead to damage to other parts of the vehicle's electrical system →⚠.

Depending on the vehicle equipment, seat cushions with seat heating have 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.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Improper care and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Accessories and replacement parts

Seek advice from a suitably qualified workshop 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. Qualified workshops can provide information on legal requirements and also recommend accessories, replacement parts and service fluids. Volkswagen recommends using a Volkswagen dealership.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A suitably qualified workshop also has the specialist skills for correct installation. Volkswagen recommends using a Volkswagen dealership.

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.

Always contact a suitably qualified workshop if you wish to change to different tyre and rim combinations. Volkswagen recommends using a Volkswagen dealership.

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

Use of unsuitable replacement parts and accessories can lead to vehicle malfunctions. This also applies to work, modifications and repairs that are not carried out properly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type.

⚠ WARNING

Objects in the deployment zone of the airbags can be flung through the vehicle interior if the airbags are triggered. This can cause severe or fatal injuries.

- Never secure or position objects in the deployment zones of the airbags.

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 interfere with important functions of driver assist systems →⚠.

— Observe the positions of sensors and cameras in the vehicle overviews.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered, e.g. by number plates, number plate holders with trim frames, additionally applied films or paintwork on the sensors and similar, this may prevent correct functioning of the driver assist systems. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Do not apply any additional films in front of or around sensors.

- Install the number plate or the number plate holder with trim frame only in the intended position. Always consult a suitably qualified workshop if you want to fit a number plate or number plate holder with trim frame. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Incorrect installation of number plates and number plate holders with trim frames can damage components, e.g. cables or sensors.

- Install the number plate or the number plate holder with trim frame only in the intended position. Always consult a suitably qualified workshop if you want to fit a number plate or number plate holder with trim frame. Volkswagen recommends using a Volkswagen dealership.

The number plate holder with trim frame is used for mounting the official number plate.

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.

Damage in the area of sensors and cameras

WARNING

If the area around sensor and cameras is damaged, e.g. by stone chips or impacts when parking, this can prevent the driver assist systems from functioning correctly. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors and cameras. Volkswagen recommends using a Volkswagen dealership.

After replacement of components, the sensors and cameras may have to be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the windscreen has been damaged in the viewing field of the sensors and camera, e.g. by stone chips, the windscreen must be replaced. Repair of the stone chip damage can lead to malfunctions or functional faults in the driver assist systems. After replacing the windscreen, the camera and sensors must be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

Have all repairs and technical modifications carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership that supplies 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 suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Or register on the internet portal erWin (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 theerWin internet portal:

https://erwin.vw.com

Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories (OBD

). Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units →⚠.

The diagnostic interface (OBD

) is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release lever.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from suitably qualified workshops. Volkswagen recommends using a Volkswagen dealership.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

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.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions and lead to accidents and serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Incorrectly performed repairs and modifications on the vehicle, e.g. through use of unsuitable parts, can damage the vehicle and cause accidents and serious or fatal injuries.

- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Volkswagen recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.

⚠ WARNING

Use of the diagnostic connection for other than its intended purpose can cause malfunctions and lead to accidents and serious or fatal injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic connection.
- The event memory should be read only by a suitably qualified workshop using the diagnostic connection. Volkswagen recommends using a Volkswagen dealership.

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 roof or the bodywork should only be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. 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. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

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

Use of unsuitable replacement parts and accessories can cause malfunctions and damage to the vehicle and impair the effectiveness of the airbag system. This also applies to work, modifications and repairs that are not carried out properly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Please note that the airbag unit cannot be repaired, but must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.

⚠ WARNING

Modification of the vehicle suspension, including the use of non-approved wheel rim and tyre combinations, can change how the airbag functions. This can result in 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.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Mobile telephones that are not secured or not properly secured could be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre or accident and cause serious injuries.

- Secure or stow a mobile telephone and accessories safely and outside the deployment zone of the airbags.

⚠ WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values. This also applies to external aerials which have not been correctly installed. This can endanger the health of the driver and the vehicle occupants.

- Keep a distance of around 20 cm (around 8 inches) between a device's aerial and an active medical implant, e.g. 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 the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

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 defects.

— 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.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

Warranty exclusions

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.

Guarantee for high-voltage batteries in electric and hybrid vehicles

In addition to the above warranties and guarantees, Volkswagen dealerships also fulfil the warranty for high-voltage batteries that exists in many countries.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty conditions.

Data storage and data protection information

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 additional functions of the Infotainment system.

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 qualified 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, for example at a qualified workshop.

You can find detailed information on data processing in the We Connect privacy policy. Please read the privacy policy in your Infotainment system menu ▸ Legal.

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, this data is volatile and is not stored beyond the operating time and is 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. qualified 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. This data, in particular information on component load-levels, technical events, operating errors and other faults, is 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. This 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.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions 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. Have the reprogramming entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Suitably qualified workshops are informed about this type of reprogramming. Volkswagen recommends using a Volkswagen dealership.

Convenience 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.

Event data recorder

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

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.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephone, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is 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 telephones

If your vehicle contains the necessary equipment, you can connect your mobile telephone 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 sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. 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 you to use selected mobile telephone apps in the vehicle, e.g. navigation or music player. The mobile telephone 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 adjust here depend on the app you are using and the operating system on your mobile telephone.

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 end devices, e.g. mobile telephones. 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 is 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.

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint system for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

— How various systems in your vehicle have functioned.

— Whether the driver and front passenger seat belts were fastened/secured.

— The extent to which the driver pressed the brake or accelerator pedal(if at all).

— How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems is 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.

EDR data is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition,no personal data, e.g. name, gender, age or accident location, is recorded. 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.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle keeper 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 or vehicle keeper.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space 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 a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 the information in the owner's manual *(→ Safety certificate)*.

High-voltage warning sticker

Stickers with warnings about the high voltage in the vehicle electrical system are affixed in the vehicle front end and on high-voltage components, including the high-voltage battery *(→ High-voltage warning signs)*.

WARNING

Handling the vehicle incorrectly will increase the risk of accidents and serious or fatal 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 bonnet space 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 bonnet space, close to the refrigerant filler neck →⚠.

⚠ Warning: the air conditioning system must always be serviced by trained specialists.

Type of refrigerant.

Type of refrigerant 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.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. The label on the air conditioning compressor states the type and amount of refrigerant oil used *(→ Repairs and technical modifications)*.

WARNING

Maintenance of the air conditioning system by unqualified personnel can endanger safe operation and lead to serious injuries.

- Have the air conditioning system serviced only by suitably qualified personnel.

NOTICE

Repair or replacement of the evaporator with replacement parts from end-of-life vehicles or from recycling can damage the air conditioning system.

- Never have repairs on the evaporator carried out with replacement parts from end-of-life vehicles or from recycling.

Infotainment system and aerials

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the windscreen between the glass layers.

— On the rear window and side windows with a printed aerial structure→.

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 that is not compatible with the standard aerial amplifier can damage the aerial amplifier.

- Before retrofitting an Infotainment system, consult a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 correspondingly qualified workshop to legitimately install or replace components and control units. Volkswagen recommends using a Volkswagen dealership.

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known asREACH, 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

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries.

— Used batteries can be returned to the Volkswagen dealership in EU member states and other countries.

— You can return high-voltage batteries to your Volkswagen dealership.

— Further information on return and recycling can be obtained from your Volkswagen dealership.

Old electrical/electronic devices

Your vehicle contains electrical and electronic devices such as the SD card in the navigation system and remote controls. These devices are marked with a symbol showing a crossed-through waste bin.

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local collection points or any nationally authorised return systems.

— Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You must delete all stored personal data before disposing of the old devices.

Further information on return and recycling can be obtained from your Volkswagen dealership.

WARNING

If batteries containing lithium are damaged, gaseous or liquid substances can escape that pose a significant risk to health and the environment. A short circuit of the terminals can cause a fire or explosion. This can result in serious or fatal injuries.

- Handle batteries containing lithium with particular care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short circuit the battery terminals.

Batteries that contain heavy metals are marked with the chemical symbols Hg(mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Product recycling

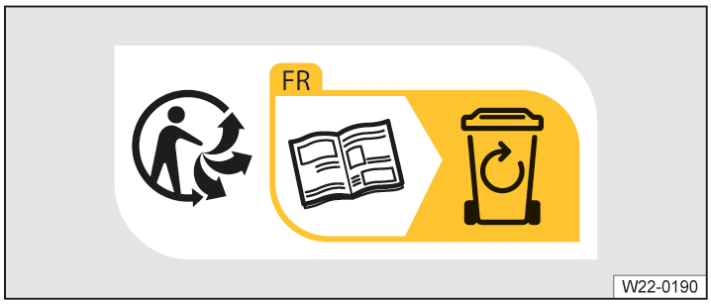

Fig. 1

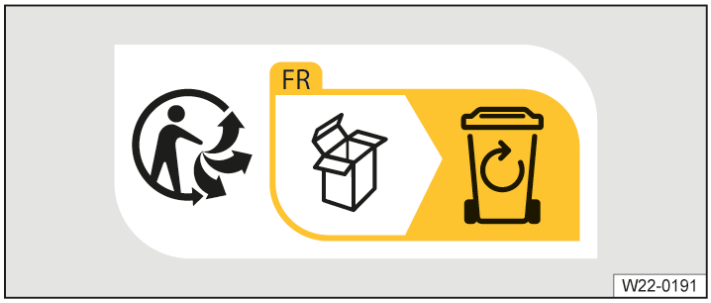

Fig. 2

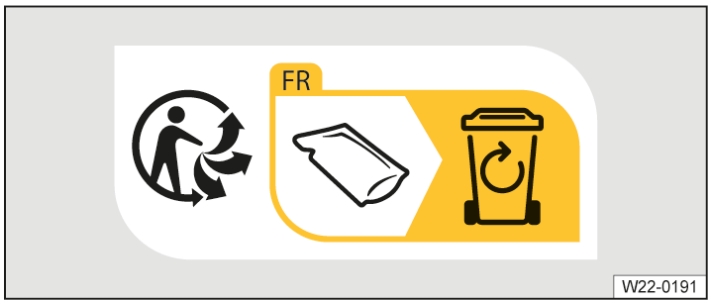

Fig. 3

The Triman logo and Infotri symbol contain important sorting information for the end user.

Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

Components

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts *(→ Sockets)*.

Placing of manufactured goods on the GB market (England, Wales and Scotland):

UK CA The UKCA (UK Conformity Assessed) marking is a new UK product marking that is used for goods being placed on the market in Great Britain (England, Wales and Scotland).

Importer:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Motor vehicles placed on the UK market by above importer may include fully manufactured products subject to regulations outlined below:

— Electromagnetic Compatibility Regulations 2016

— Electrical Equipment (Safety) Regulations 2016

— Supply of Machinery (Safety) (Amendment) Regulations 2011

— Noise Emission in the Environment by Equipment for use Outdoors Regulations 2001

— Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

— Medical Devices Regulations 2002(SI 2002 No 618, as amended) (UK MDR 2002)

— Pressure Equipment (Safety) Regulations 2016

— Personal Protective Equipment (Enforcement) Regulations 2018

For medical devices, the CE mark will be accepted in the UK until 30 June 2023

According to regulations above, the importer has ensured that:

The manufacturer has carried out a relevant conformity assessment; drawn up the technical documentation; and meet the labelling requirements.

Until 31 December 2022, the UK marking may be affixed to a label affixed to the product or the accompanying documents.

Third-party copyright information

https://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 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 make the source code available to you in accordance with the relevant licence conditions. You will be charged only for the actual costs of provision, e.g. shipping costs. You can find the required information at the aforementioned website.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your 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. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

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: Due to the fact that there is no rear bench seat, there is no floor covering on the floor in the rear of the vehicle interior →⚠.

Vehicles with four seats: The rear bench seat is designed so that the middle seat cannot be used→⚠.

Transporting children safely

As in vehicles with passenger car approval(M1), approved child restraint systems can be used on the seats.

Trailer towing

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 permitted gross weight or axle load for the rear axle, a speed of around 80 km/h (around 50 mph) must not be exceeded 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 permitted excess load is entered, the permitted driving speed limit is around 100 km/h (around 62 mph) taking into account country-specific legislation.

Technical data

Technical data can be found in the vehicle documents.

⚠ WARNING

If no luggage compartment trim is fitted, power cables may be exposed. In the event of damage, this can lead to electric shocks, fire and serious or fatal injuries.

- 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

If restraint systems such as seat belts and head restraints are missing, this can result in serious or fatal injuries in an accident due to incorrect transport of persons.

- Never drive with a person or child sitting in the middle of the rear bench seat.
- Never transport people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items.

Radar sensors

Depending on equipment, assistance systems may be installed in your vehicle that use radar sensors, e.g. Adaptive Cruise Control (ACC

).

Observe the legal requirements for driving into certain zones that prohibit entry of vehicles with radar sensors. Pay attention to any road signs relating to this where applicable. If you wish to drive into one of these regions, consult a qualified workshop beforehand to find out whether radar sensors are installed in your vehicle.

WARNING

Sensors are subject to physical system limits. External sources of interference, e.g. from other vehicles, may impair correct functioning of the sensors and the supporting systems. If the system does not function as expected, this can cause accidents and serious or fatal injuries.

- Always pay attention to the traffic situation and the area around the vehicle.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Simplified EU 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 CE

The corresponding legal regulations stipulate that radio equipment with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems *(→ Used battery disposal)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS

Directive.

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with the manufacturer’s address, the respective manufacturers’ addresses as required by law are listed here:

Door handle with NFC radio technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)

Digades GmbH

Äußere Weberstraße 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Tyre pressure sensors

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Mapping tables

What the two letters in the tables mean(e.g. AF) *(→ Radio Equipment Directive (RED))*.

Safety

This section contains the certificate numbers of the following components:

— Garage door opener, Keyless Access, vehicle key, instrument cluster, ID. Cockpit, electronic immobiliser

Garage door opener:

ADHL5D, EHL2	AG
ADHL5D, EHL2	AK

Keyless Access:

RSB19	AO
Kessy MQB37W	AF
Kessy MQB-A, 5ZA 010 176, MQB-B B, MQB-B H,	AC
013854	AD
VWTOUA PKETOUA	AJ

Remote control key (vehicle):

VK2, FS19	AF
FS09, FS12A, FS12P, FS12PM, FS125C, FS14, FS14K, FS14T, FS14TK, FS1744, FS1744M, FS94	AI
VWTOUA RKETOUA	AJ

Instrument cluster, electronic immobiliser:

	Frequency band, maximum transmission power
COLOUR5C, MEDIUM 5C, MEDIUM 5C_21	AB
eNSF, LCW05-VWE1, LCW05-VWE5, LCW05-SEE5, EZS-VW-Touareg, Immobilizer integrated in dashboard module instrument cluster, 17101001, 17101002, 17101010, 17101021, 17101022, 17101023, 17101031, 17101032, 17101033, 17101034, 17101041, 17101042, 17101043, 17101051, 17101052, 17101053, 17101054, 17101055, 17101056, 17101057, 17101071, 17101072, 18020501, 18020531, 18020532, 18020533, 18020534, 18031410, 18100931	AC
FPK8 IMMO5D, Instrument cluster 1, Instrument cluster 2, Instrument cluster 3, BNF_HL, BNF_LL, NSF_HL, NSF_LL1, NSF_LL3	AD
MQB_A0 Clusters, MQBG01, MQBM01, MQBS01	BE
DTCO 1381	AT
EFAS-4.10	

Air Conditioning

This section contains the certificate numbers of the following components:

— Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit).

Remote control (auxiliary heater):

EasyStart R, Funkfernbedienung, STH VW-50000884, STH VW D-50001194, Telestart	AK

Auxiliary heater (transmitter and receiver unit):

Funkempfänger STH, 50000864 D208L VW, 50001219 D208L VW	AK

Tyres

This section contains the certificate numbers of the following components:

— Tyre pressure sensors.

Tyre pressure sensors:

AG2FW4, TSSRE4Dg, TSSRE4Uf, TSSSG4G5, TSSSG4G5b	AG

Control unit

This section contains the certificate numbers of the following components:

— Central control unit, door control unit, valet keycard, wireless charging function, wireless seat belt warning system:

Central control unit:

5WK50254	AH
BCM MQB37W, BR21, MQB37W	AF
KFG: Max	BG
BCM2, BCM2R, BCMevo, BCMevoC, BCMevo5	BH
BCM MQB27, BCM PQ25, BCM PQ26 ROW (502N1xFOx), BCM PQ35, BCM PQ37H, BR11, 5WK50248,	XX
BC-Module, 5WK50474	

Door control unit:

HUF71110, HUF71254, DHA20, NFCTGS, Mobile Key 4K0.959.754.xx, 3G0.837.205, 3G0.837.206	AD
CDIS 2.0	BD

Wireless charging function:

WCH-185, WCH-186, WPC003-1	AA
3G0.980.611	BK

Wireless seat belt warning system:

wSBR F-SG, wSBR S-SG	AL

Driver assist systems

This section contains the certificate numbers of the following components:

— Radar sensors for assist systems:

Radar sensors for assist systems:

LCA 2.0A, BSD 3.0	AP
RS4	AQ
ARS4-B, ARS5-B, FR5CPEC, LRR3, MRR1Plus, LRR4, MRR1Rear, LRR4R, MRRe14FCR, MRRevo14F, R3TR	AR

Infotainment system and online communication

This section contains the certificate numbers of the following components:

— Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".

Infotainment system:

New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SBT, 7CO.035.153, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB	AL
A473/A476/A750, A475/A754, L40VW2, L41VW2, L42VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ MIN, MIB2STD, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, OE-PP 87BT	AL
MIB3TOP	AV
MEB ICAS3	AW
MIB3 OI (LGE)	AX
MIB3 OI	AY
MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio	AZ
MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI	BA
A580/A270	BB
MIB HS	BC
MMI3G	BF
CONBOX-High	BM
MMI3G RU	XX
RRVW402B, RRVW401*, RRVW402*	XX

Bluetooth:

HT-5	BI

Wi-Fi hotspot:

HT-5	BI
CCU4	BJ

Mobile phone interface:

HT-5	BI

Online connectivity unit (OCU):

Approval numbers

DataPlug	AL
HT-6d, HT-6e, TUVM01IU-G, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E	AS
TLAHW3IU-E, TLAHW3IU-R, TLVHM3IU-E, TLVHM3IU-R, TLVHW3IU-E, TLVHW3IU-R, TLVLM3IU-E, TLVLM3IU-R, TLVHE4IU-E, TLVHE4IU-R	AU

Aerials

This section contains the certificate numbers of the following components:

— Aerials, aerial amplifier, connection to the external aerial.

Connection to the external aerial:

LTE-MBC-EU, LTE-MBC-EU2	BC
CM01TN-VWW, CM01XN-VWE	AN
UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3	AS

Aerial amplifier:

General information on the data

CSA-1	AN
DDAECE01, 4N0.035.503.E, 4N0.035.503.F, 4N0.035.503.J, 4N0.035.503.L, 4N0.035.503.M, 4N0.035.503.Q, 4N0.035.503.AB, 4N0.035.503.AC, 4N0.035.503.AF, 4N0.035.503.AG	AL
7T0.035.510	BL
0-07-26-1912-00, 756xxxx,	XX
10A.035.577.A, 10A.035.577.B, 10A.035.577.C, 10A.035.577.D, 11A.035.577.A, 11A.035.577.B, 11A.035.577.C, 11A.035.577.D, 11A.035.577.F, 11A.035.577.M, 11E.035.577.A, 11E.035.577.B, 11E.035.577.C, 11E.035.577.D, 1S0.035.577.A, 2G0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2S0.035.577.A	XX
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, 3G7.035.577.A, 3G7.035.577.B, 3G7.035.577.D, 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, 3V5.035.577.A, 3V5.035.577.B, 3V5.035.577.F, 4S0.035.225.A, 4S0.035.225.D,	XX
510.035.577, 510.035.577.A, 510.035.577.B, 565.035.577, 565.035.577.A, 565.035.577.C, 575.035.225, 575.035.225.A, 575.035.225.B, 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, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.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, 5L0.035.501.A, 5LE.035.577, 5LE.035.577.A, 5LG.035.577, 5LG.035.577.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B,	XX
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, 6C0.035.577.P, 6C0.035.577.Q, 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, 760.035.577, 760.035.577.A, 760.035.577.S, 760.035.577.T, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7H0.035.507.E, 7N0.035.552.J, 7N0.035.552.K, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 7T0.035.507.A, 7T0.035.507.B, 7T0.035.507.E, 7T0.035.507.F, 7T0.035.577.A, 7T0.035.577.B, 7T0.035.577.C, 7T0.035.577.D, 8S7.035.503.B, 8V0.035.503.AF	XX
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, 920 355 001,	XX
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, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 554 011, 920 554 012, 920 554 013, 920 554 014, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 A, 920 627 B, 920 627 003, 920 627 007, 920 627 011, 920 627 013, 920 627 017, 920 627 018, 920 627 023, 920 627 024, 920 627 048, 920 627 049, 920 627 051, 920 627 054, 920 627 055, 920 627 056, 920 639 A, 920 639 001, 920 639 002, 920 639 003, 920 639 011	XX
920446A, 920611A, 920639A	XX

Aerials:

DSRC CAN Module / EFAS-4 DU(200046-8), DSRC CAN Module / EFAS-4 DU(200046-9)	AM
Koppelantenne Gen.3	BK
AM/FM1/DAB2/TV ECE (Impedance Converter)	
AM/FM Antenna Base, 3789.01, 754xxxx, 76xxxxx, 77xxxxx, 790xxxx, 7540xxx, 7542xxx	XX
1K8.035.552.C, 1K8.035.552.F, 2GA.035.577.B, 2GC.035.577, 2GC.035.577.A, 2GC.035.577.S, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.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, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A	XX
3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3V5.035.577.A, 3V5.035.577.F, 4G5.035.225.A, 4G5.035.225.B, 4G8.035.225.A, 4G8.035.225.B, 4G9.035.225.A, 4G9.035.225.B, 4N0.035.503.L	XX
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, 5QD.035.507.AG, 5QD.035.507.AH, 5QG.035.507.AG, 5QG.035.507.AH, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 5WD.035.507.A, 5WD.035.507.B, 5WD.035.507.E, 5WD.035.507.F, 5WG.035.507.A, 5WG.035.507.B, 5WG.035.507.E, 5WG.035.507.F,	XX
6C0.035.501.FQ, 6R0.035.501.F,	XX
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, 7N0.035.507.A, 7N0.035.507.B	XX
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, 920 417 007, 920 417 010, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014.	XX

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system.

In certain countries, the activation of, or permission to use, radio technology may be restricted, not possible, or only possible when additional requirements have been fulfilled.

Referenced radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmission power.

µW = Microwatt, mW = Milliwatt, W = Watt.

AA	105 kHz – 115 kHz	6 W
AB	116 kHz – 134 kHz	148,70 dBµV/m
AC	125 kHz +/- 10 kHz	5,4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13,56 MHz	14,5 mW
AF	433,05 MHz – 434,79 MHz	15 dBm EIRP

AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,42 MHz	25 mW
AJ	433,47 MHz – 434,37 MHz 868,00 MHz – 868,60 MHz	-17 dBm -17 dBm
AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	5855 MHz – 5925 MHz	2 W EIRP
AO	6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz)	0 dBm EIRP
AP	24,05 GHz – 24,25 GHz	0,05 W
AQ	24,075 GHz – 24,250 GHz	15,1 dBm EIRP
AR	76,0 GHz – 77,0 GHz	35 dBm EIRP
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W 1 W 0,25 W 0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1599 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 3: 1712,4 MHz – 1782,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	23,35 dBm
AU	LTE Band 1: 1920 MHz – 1980 MHz, LTE Band 3: 1710 MHz – 1785 MHz, LTE Band 7: 2500 MHz – 2570 MHz, LTE Band 8: 880 MHz – 915 MHz, LTE Band 20: 832 MHz – 862 MHz, LTE Band 28A: 703 MHz – 718 MHz, LTE Band 32: 1452 MHz –1496 MHz	22,47 dBm
AU	GSM 900: 880,2 MHz – 914,8 MHz DCS 1800: 1710,2 MHz – 1784,8 MHz GNSS: 1559 MHz –1610 MHz	31,99 dBm 29,98 dBm --
AV	Bluetooth: 2402 MHz – 2480 MHz WLAN 2.4 GHz: 2412 MHz – 2480 MHz WLAN 5 GHz: 5745 MHz – 5850 MHz	20 mW 63 mW 25 mW
AW	Bluetooth: 2402 MHz – 2480 MHz WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	1,2 dBm EIRP 16.4 dBm EIRP
AX	Bluetooth: 2402 MHz – 2480 MHz GNSS: 1559 MHz – 1610 MHz WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	2,30 dBm EIRP -- 16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	8,94 dBm EIRP 16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz WLAN 2.4 GHz: 2412 MHz – 2472 MHz	4,63 dBm EIRP 17,70 dBm

	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,79 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	4,9 dBm EIRP 13,8 dBm EIRP
BB	Bluetooth: 2402 MHz – 2480 MHz WLAN: 2400 MHz – 2483,5 MHz GSM: 900/1800 MHz UMTS FDDI/III LTE FDD 3, 7, 8, 20	0,9 dBm EIRP 8 dBm EIRP 27 dBm EIRP 24 dBm EIRP 23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz WLAN: 2400 MHz – 2483,5 MHz	10 dBm EIRP 20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	33 dBm EIRP 30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP 24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz) LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP 23 dBm EIRP 23 dBm EIRP 23 dBm EIRP 23 dBm EIRP
BD	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
BD	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
BD	GSM: 850 MHz, E-GSM: 900 MHz DCS: 1800 MHz, PCS: 1900 MHz BLE: 2400 MHz – 2483,5 MHz WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	33 dBm 30 dBm 3,5 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz GSM/GPRS: 880,2 MHz –914,8 MHz GSM/GPRS: 1710,2 MHz –1784,8 MHz WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	20 dBm 33 dBm 30 dBm 24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz WLAN: 2400 MHz – 2483,5 MHz	4 dBm EIRP 19 dBm EIRP
BH	21,13 kHz – 22,75 kHz	42 dBµA/m
BI	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz) WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) Bluetooth: 2402 MHz – 2480 MHz WLAN: 2412 MHz – 2462 MHz	2 W 2 W 1 W 1 W 0,25 W 0,25 W 0,001 W 0,1 W

BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP
	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	EIRP
	UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz,	34,64 dBm
	LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE	EIRP
	FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20:	27,84 dBm
	832 MHz – 861,9 MHz	EIRP
BK	105 kHz – 115 kHz	5 W
	13,56 MHz	500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP
	WLAN: 5745 MHz – 5825 MHz	12,7 dBm EIRP
	GSM 900: 880 MHz – 960 MHz	33 dBm rated
	GSM 1800: 1710 MHz – 1880 MHz	30 dBm rated
	LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40	23 dBm rated
	WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III:	24 dBm rated
	1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	
XX	Keine Sendeleistung, nur Empfang	

Algeria

Agréé par l' ARPT:

1247/TR/AGR/PC/ARPT/2017, 1910/1-36.DA/617/DT/DG/ARPT/18, 2320/1-41.MS/1191/DT/DG/ARPT/16

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 14/1-88.DA/1420/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 20/1-88.DA/1426/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 23/1-88.DA/1429/DT/DG/ARPCE/18, 1140/1-17.MS/601/DT/DG/ARPCE/19, 1145/1-17.MS/604/DT/DG/ARPCE/19, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1-24.BT/762/DT/DG/ARPCE/19, 1692/1-28.BT/922/DT/DG/ARPCE/19, 2112/1-36.BT/.../DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2114/1-36.DA/.../DT/DG/ARPCE/19, 2115/1-36.BT/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18, 3559/1-1604/DT/DG/ARPCE/19

Homologué par l'ARPCE:

№ 029/IR/HMG/PC/ARPCE/2021, № 130/IR/HMG/PC/ARPCE/2020, № 134/IR/HMG/PC/ARPCE/2020, № 184/IR/HMG/PC/ARPCE/2019, № 879/IR/HMG/PC/ARPCE/2018,№ 753/IR/HMG/PC/ARPCE/2021

Homologué par l'ANF:

№ CC:22/H/ANF/2021, № CC:38/H/ANF/2021, № CC:39/H/ANF/2021, № CC:40/H/ANF/2021, № CC:53/H/ANF/2021 № CC:197/H/ANF/2021, № CC:209/H/ANF/2020, № CC:216/H/ANF/2020, № CC:320/H/ANF/2021, № CC:321/H/ANF № CC:342/H/ANF/2021, № CC:372/H/ANF/2020, № CC:405/H/ANF/2021, № CC:406/H/ANF/2021, № CC:410/H/ANF/2020,№ CC:198/H/ANF/2021,№ CC:007/H/ANF/2022,№ CC:009/H/ANF/2022,№ CC:010/H/ANF/2

Vehicle identification number

Argentina

CNC C-8752, CNC C-13277, CNC C-13393, CNC C-13823, CNC C-14175, CNC C-14176, CNC C-14387, CNC C-14451, CNC C-14520, CNC C-14569, CNC C-14733, CNC C-15807, CNC C-16345, CNC C-16741, CNC C-17001, CNC C-17582, CNC C-17583, CNC C-17604, CNC C-17629, CNC C-17985, CNC C-18005, CNC C-18053, CNC C-20030, CNC C-20288, CNC C-20323, CNC C-21672, CNC C-21673, CNC C-21797, CNC C-21798, CNC C-22036, CNC C-22394, CNC C-23301, CNC C-23466, CNC C-23776, CNC C-24233, CNC C-24447, CNC C-25101, CNC C-25102

CNC H-12657, CNC H-12663, CNC H-12664, CNC H-12665, CNC H-12689, CNC H-12804, CNC H-15700, CNC H-16681, CNC H-17001, CNC H-17562, CNC H-17563, CNC H-17567, CNC H-17568, CNC H-17708, CNC H-20369, CNC H-20370, CNC H-20497, CNC H-20718, CNC H-20731, CNC H-20732, CNC H-20733, CNC H-21049, CNC H-21050, CNC H-21796, CNC H-21901, CNC H-21902, CNC H-21961, CNC H-21962, CNC H-22190, CNC H-22191, CNC H-22192, CNC H-22240, CNC H-22301, CNC H-22302, CNC H-22362, CNC H-22363, CNC H-22364, CNC H-22377, CNC H-22378, CNC H-22379, CNC H-22380, CNC H-22381, CNC H-22382, CNC H-22383, CNC H-22390, CNC H-22391, CNC H-22383, CNC H-22524, CNC H-22757, CNC H-22793, CNC H-22794, CNC H-22855, CNC H-22856, CNC H-22961, CNC H-23129, CNC H-23480, CNC H-23481, CNC H-23844, CNC H-24102, CNC H-24153, CNC H-24224, CNC H-24258, CNC H-24260, CNC H-24261, CNC H-24361, CNC H-24442, CNC H-24469, CNC H-24470, CNC H-24559, CNC H-24598, CNC H-24623, CNC H-24820, CNC H-24892, CNC H-24931, CNC H-14349.

R! C-17908, R! C-22292, R! H-26251,R! H-27278,R! C-26978,R! C-22036,R! H-27598,R! H-27726,R! H-22390,R! H-22391,R! H-22794,R! H-22793,R! C-15806,R! C-15807,R! H-22757,R! H-27976,R! C-23301,R! C-23466, R! H-23129, R! H-27923, R! H-15700, R! H-22961

Benin

AGREE PAR L'ARCEP BENIN

Numéro d'agrément_Date d'agrément:

016/ARCEP/SE/DJPC/DR/GU/2021, 018/ARCEP/SE/DR/DAJRC/GU/2019, 024/ARCEP/SE/DRJRC/GU/2018, 028/ARCEP/SE/DR/DAJRC/GU/2015, 069/ARCEP/SE/DR/DAJRC/GU/2019, 073/ARCEP/SE/DR/DAJRC/GU/2019, 074/ARCEP/SE/DR/DAJRC/GU/2019, 075/ARCEP/SE/DAR/DJPC/GU/2020, 114/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2019, 121/ARCEP/SE/DR/DAJRC/GU/2019, 123/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2019, 133/ARCEP/SE/DR/DAJRC/GU/2018, 137/ARCEP/SE/DR/DAJRC/GU/2019, 138/ARCEP/SE/DR/DAJRC/GU/2019, 143/ARCEP/SE/DR/DAJRC/GU/2018, 165/ARCEP/SE/DR/DAJRC/GU/2018, 166/ARCEP/SE/DR/DAJRC/GU/2018, 167/ARCEP/SE/DR/DAJRC/GU/2018, 171/ARCEP/SE/DJPC/DAR/GU/2020, 173/ARCEP/SE/DR/DAJRC/GU/2018, 175/ARCEP/SE/DR/DAJRC/GU/2018, 176/ARCEP/SE/DR/DAJRC/GU/2018, 177/ARCEP/SE/DR/DAJRC/GU/2018, 179/ARCEP/SE/DR/DAJRC/GU/2018, 209/ARCEP/SE/DR/DAJRC/GU/2019, 211/ARCEP/SE/DR/DAJRC/GU/2019, 213/ARCEP/SE/DR/DAJRC/GU/2018, 216/ARCEP/SE/DR/DAJRC/GU/2018, 316/ARCEP/SE/DJPC/DAR/GU/2020,065/ARCEP/SE/DJPC/DAR/GU/2021,016/ARCEP/SE/DJPC/DAR/GU/2021

2018-149/ARCEP/PT/DAJRC/GU, 2018-150/ARCEP/PT/DAJRC/GU, 2020-274/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-069/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-097/ARCEP/PT/SE/DJPC/DAR/GU, 2022-019/ARCEP/PT/DAJRC/GU

Botswana

BTA REGISTERED No:

BOCRA/TA/2016/2691, BOCRA/TA/2017/3412, BOCRA/TA/2017/3441, BOCRA/TA/2018/2026, BOCRA/TA/2018/3012, BOCRA/TA/2018/3913, BOCRA/TA/2018/3941, 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/2018/4135, BOCRA/TA/2018/4136, BOCRA/TA/2018/4193, BOCRA/TA/2018/4194, BOCRA/TA/2018/4195, BOCRA/TA/2018/4196, BOCRA/TA/2019/2174, BOCRA/TA/2019/3433, BOCRA/TA/2019/4309, BOCRA/TA/2019/4311, BOCRA/TA/2019/4582, BOCRA/TA/2019/4648, BOCRA/TA/2019/4649, BOCRA/TA/2019/4666, BOCRA/TA/2019/4701,

BOCRA/TA/2019/4978, BOCRA/TA/2019/4982, BOCRA/TA/2019/4997, BOCRA/TA/2019/4998, BOCRA/TA/2019/5045, BOCRA/TA/2019/5046, BOCRA/TA/2019/5079, BOCRA/TA/2019/5080, BOCRA/TA/2019/5895, BOCRA/TA/2019/6030, BOCRA/TA/2020/2551, BOCRA/TA/2020/3908, BOCRA/TA/2020/3991, BOCRA/TA/2020/3992, BOCRA/TA/2020/5158, BOCRA/TA/2020/5159, BOCRA/TA/2020/5188, BOCRA/TA/2020/5191, BOCRA/TA/2020/5261, BOCRA/TA/2020/5470, BOCRA/TA/2020/5487, BOCRA/TA/2020/5511, BOCRA/TA/2020/5846, BOCRA/TA/2021/2175, BOCRA/TA/2021/4040, BOCRA/TA/2021/4057, BOCRA/TA/2021/4701, BOCRA/TA/2021/5894, BOCRA/TA/2021/5886, BOCRA/TA/2021/5895, BOCRA/TA/2021/5957, BOCRA/TA/2021/6030, BOCRA/TA/2021/6071, BOCRA/TA/2021/6093, BOCRA/TA/2021/6098, BOCRA/TA/2021/6187, BOCRA/TA/2021/6422, BOCRA/TA/2021/6536, BOCRA/TA/2021/6581, BOCRA/TA/2020/3372, BOCRA/TA/2020/5261, BOCRA/TA/2020/5191, BOCRA/TA/2022/6705, BOCRA/TA/2022/6820, BOCRA/TA/2022/6864, BOCRA/TA/2021/6581, BOCRA/TA/2021/6536, BOCRA/TA/2022/7424.

Brazil

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

00716-15-03745, 00850-13-03745, 0918-14-5364, 0939-14-2856, 0940-14-2856, 00231-20-09215, 00716-15-03745, 00720-19-05364, 00939-19-06673, 01094-17-03226, 01095-17-03226, 01138-12-02856, 01140-12-02856, 01202-15-06815, 01618-20-02149, 01760-20-02149, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02144-17-03430, 02220-14-03745, 02230-14-03745, 02294-15-03616, 02318-12-02856, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03002-09-03745, 03080-14-06828, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 03993-19-10188, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05310-19-10188, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 05803-21-03745, 06029-18-05364, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 07084-18-03745, 07137-19-08137, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09036-19-01925, 09087-19-07978, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, 17186-20-10539, 00533-22-03745, 05310-19-10188, 11718-22-05364, 11502-22-05364, 05507-18-06353

00082026_04/01/2022, 00085600_01/07/2021, 00086092_23/10/2020, 00089079_01/07/2021, 00092837_16/03/2021, 00098955_27/08/2018, 00099112_24/04/2017, 00109958_25/01/2021, 00111475_13/02/2020, 00111476_10/02/2020, 00116286_03/12/2021, 00124518_10/07/2020, 00124917_25/07/2018, 00125904_21/07/2020, 00126531_21/01/2021, 00128334_12/05/2021, 00129984_22/06/2021, 00130938_09/04/2021, 00133577_02/08/2021, 00082026_30/03/2024, 00109958_25/02/2024, 00125904_13/08/2024, 00131951_15/07/2024, 00132029_15/07/2024, 00133688_13/10/2023, 00134339_21/12/2023, 00082026_20/03/2024, 00137672_05/06/2024, 00137375_16/04/2024, 00137362_16/04/2024, 00138092_29/05/2024, 00124518_31/07/2024, 00124971_25/07/2024

Versys2293_25/06/2021, Versys2331_25/02/2021, Versys2433_28/11/2019, Versys2504_06/12/2019, Versys3054_13/12/2023, Versys3083_19/01/2024, Versys3086_13/02/2024, Versys3085_10/02/2024, Versys2293_17/07/2023, Versys2331_23/05/2024, Versys2181_05/10/2024, Versys3167_07/07/2024, Versys2259_21/03/2023, Versys2227_19/03/2023

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

0148-15-7978, 0263-16-9946, 0278-15-7978, 0456-15-9946, 0646-13-5452, 0716-15-3745, 0850-13-3745, 0918-14-5364, 1140-14-2856, 1202-14-6815, 1497-14-9946, 1498-14-9946, 1546-10-2886, 1690-15-5364, 1711-12-5364, 2115-15-6815, 2220-14-3745, 2230-14-3745, 2294-15-3616, 2483-14-6324, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068,

02128-16-05364, 02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745,

UL-BR 17.0958, MT-4903/2020_29/04/2024, MT-6015/2022_06/08/2024, NCC10909/14, NCC10809/14.

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.

Brunei

AITI TA No:

AA-000081, DTA-001795, DTA-002302, DTA-002306, DTA-003623, DTA-004928, DTA-004929, DTA-005012, DTA-005532, LPD-25389, LPD-37256, LPD-39126, DRQ-D-7603-6/1/2017-9183-42-9183

// DRQ-D-GMSD-12-2011-111457: DTA-005345, DTA-005525

// DRQ-D-MAJU-02-2011-111083: DTA-000712, DTA-000713, DTA-000793, DTA-001090, DTA-001120, DTA-001793, DTA-001794, DTA-001977, DTA-001978, DTA-001980, DTA-001981, DTA-001982, DTA-001983, DTA-001985, DTA-001986, DTA-002030, DTA-002302, DTA-002307, DTA-002308, DTA-002401, DTA-002402, DTA-002403, DTA-002404, DTA-002405, DTA-002433, DTA-002966, DTA-002967, DTA-003220, DTA-003488, DTA-003621, DTA-003622, DTA-003623, DTA-003639, DTA-003640, DTA-003621, DTA-003852, DTA-004050, DTA-004051, DTA-004427, DTA-004928, DTA-005011, DTA-005012, DTA-005273, DTA-005400, DTA-005532, DTA-005816, DTA-005975, DTA-010519, LPD-31504, LPD-31505, LPD-31506, LPD-31818, LPD-31820, LPD-34244, LPD-37258, LPD-37259, LPD-39126, LPD-39514, LPD-39515, LPD-39517

// DRQ-D-QEURO-05-2015-114400: DTA-005830, DTA-006261, DTA-013305

// DTL-D-TCY-09-2011-111328: DTA-008534, DTA-008940, DTA-010056, DTA-010637, DTA-010671, DTA-011811, DTA-013569 // DRQ-D-TCY-09-2011-111328: DTA-004048, DTA-014211, DTA-014363, DTA-014434, DTA-016409

// DTL-D-MAJU-02-2011-111083: DTA-008519, DTA-008520, DTA-010056, DTA-012822// DTL-D-QEURO-05-2015-114400: DTA-01331, DTA-018912, DTA-018257, DTA-018899, DTA-018907, DTA-019078, DTA-016411, DTA-016410

England, Wales and Scotland

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems

European Union (EU) and countries where radio systems are approved according to EU Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems

Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

033/ARCEP/2021, 045/ARCEP/2020, 070/ARCEP/2021, 100/ARCEP/2019, 112/ARCEP/2020, 337/ARCEP/2020, 369/ARCEP/2020, 371/ARCEP/2020, 419/ARCEP/2021, 421/ARCEP/2021, 433/ARCEP/2020, 440/ARCEP/2019, 441/ARCEP/2019, 443/ARCEP/2019, 444/ARCEP/2019, 445/ARCEP/2019, 446/ARCEP/2019, 450/ARCEP/2019, 452/ARCEP/2020, 513/ARCEP/2019, 554/ARCEP/2020, 608/ARCEP/2019, 609/ARCEP/2019, 644/ARCEP/2021, 645/ARCEP/2021, 675/ARCEP/2021, 697/ARCEP/2021, 698/ARCEP/2021, 865/ARCEP/2020, 869/ARCEP/2020, 885/ARCEP/2020, 970/ARCEP/2020, 1012/ARCEP/2020, 1013/ARCEP/2020, 1016/ARCEP/2021, 1017/ARCEP/2020, 1365/ARCEP/2021, 699/ARCEP/2021, 203/ARCEP/2022, 044/ARCEP/2022, 112/ARCEP/2022, 096/ARCEP/2022, 264/ARCEP/2022, 263/ARCEP/2022,
320/ARCEP/2022,319/ARCEP/2022,531/ARCEP/2022,542/ARCEP/2022,535/ARCEP/2022,540/ARCEP/2022, 95/ARCEP/2022, 604/ARCEP/2022, 602/ARCEP/2022, 601/ARCEP/2022, 600/ARCEP/2022

Ghana

NCA Appoved: XXX-XX-XXX-XXX

BRE-1M-GE2-15A, BR3-1M-GE2-X72, BR3-1M-GE2-X69, BR3-1M-GE2-080, BR3-1M-GE2-087, BR3-1M-GE2-088,

BR3-1M-GE2-089, BR3-1M-GE2-09E, 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-GE2-0B7, BR3-1M-GE2-0B8, BR3-1M-GE2-0D2, BR3-1M-GE2-0BA, 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-GE2-15A, BR3-1M-GE2-130, EX6-6M-GE2-17B, ORG-4H-7E3-X98, SRO-1M-7E4-2A9, SRO-1M-7EA-24B, SRO-1M-7E4-25D, SRO-1M-7E4-243, SRO-1M-7E4-244, SRO-1M-7E4-246, ZRO-M8-7E3-11B, ZRO-M8-7E3-19A, ZRO-M8-7E3-19C, ZRO-M8-7E3-X26, ZRO-M8-7E3-X43, ZRO-M8-7E3-X73, ZRO-M8-7E3-X75, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZR0-M8-7E3-20B, ZRO-M8-7E3-209, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E, ZRO-1H-7E3-150, 1R3-1M-7E1-0B7, 1R3-1M-7E1-09B, 1R3-1M-7E1-09C, 1R3-1M-7E1-160, 2R9-1H-7E0-xAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-X75, 2R9-1H-7EO-X90, 2R9-1H-7E0-0DA, 3R2-1M-7DF-287, 3R2-1M-7DF-288, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR, 7E5-7M-X24-RDR, 7E5-7M-X43-RDR, 7E5-7M-X47-RDR, 7E5-7M-X74-RDR, 7T6-5H-7DF-17F, 7T6-5H-7DF-182,7E5-7M-101-RDR,7E5-7M-156-RDR,7E6-M1-X36-SRD,7E6-M1-XDC-SRD,7E6-M1-X0F-SRD, 7E6-M1-X92-SRD.

India

ETA Certificate No:

ETA-0044/2018/RLO(WR), ETA-0073/2019/RLO(NR), ETA-0082/2018/RLO(NR), ETA-0096/2019/RLO(NR), ETA-101/2017-RLO(SR), ETA-102/2017-RLO(SR), ETA-113/2017/RLO(SR), ETA-140/2013/ERLO, ETA-141/2013/ERLO, ETA-142/2013/ERLO, ETA-143/2013/ERLO, ETA-144/2013/ERLO, ETA-145/2013/ERLO, ETA-146/2013/ERLO, ETA-249/2010, ETA-554/2010/WRLO, ETA-747/2017-RLO(SR), ETA-769/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-862/2017-RLO(SR), ETA-863/2017-RLO(SR), ETA-864/2017-RLO(SR), ETA-894/2017-RLO(SR), ETA-895/2017-RLO(SR), ETA-920/2016/ERLO, ETA-982/2017-RLO(SR), ETA-983/2017-RLO(SR), ETA-1284/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-1360/2017-RLO(SR), ETA-1609/17-RLO(NE), ETA--2013-RLO(GHY)/1752, ETA-2965/15-RLO(WR), ETA-3000/16-RLO(WR), ETA-3001/16-RLO(WR), ETA-3057/16-RLO(WR), ETA-3217/16-RLO(WR), ETA-3415/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR)

ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190500710, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20190702752, ETA-SD-20190904868, ETA-SD-20190904870, ETA-SD-20191005584, ETA-SD-20200100480, ETA-SD-20200201296, ETA-SD-20200503318, ETA-SD-20210201239, ETA-SD-20210503115.

NR-ETA/1215, NR-ETA/1420, NR-ETA/1421, NR-ETA/2015, NR-ETA/2221, NR-ETA-3373, NR-ETA/3544, NR-ETA/4717, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/9168-RLO(NR), SR-ETA/201900419,ETA-SD-20210201419,ETA-SD-20210201425,ETA-SD-2021070517,ETA-SD-20210704875,ETA-SD-20210805474,ETA-SD-20211007711,ETA-SD-20220100173,ETA-SD-20220302289,ETA-SD-20220605444,ETA-SD-20220604919.

Indonesia

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

57027/SDPPI/2018, PLG ID: 7696

57059/SDPPI/2018, PLG ID: 7696

60924/SDPPI/2019, PLG ID: 4334

61642/SDPPI/2019, PLG ID: 4334

61855/SDPPI/2019, PLG ID: 4334

- 61981/SDPPI/2019, PLG ID: 4334
- 62361/SDPPI/2019, PLG ID: 8837
- 62404/SDPPI/2019, PLG ID: 4334
- 64520/SDPPI/2019, PLG ID: 4334
- 67149/SDPPI/2020, PLG ID: 4334
- 67359/SDPPI/2020, PLG ID: 4334
- 67495/SDPPI/2020, PLG ID: 4334
- 67512/SDPPI/2020, PLG ID: 4334
- 69516/SDPPI/2020, PLG ID: 4334
- 72556/SDPPI/2021, PLG ID: 4334
- 72557/SDPPI/2021, PLG ID: 4334
- 72770/SDPPI/2021, PLG ID: 4334
- 72586/SDPPI/2021, PLG ID: 4334
- 72663/SDPPI/2021, PLG ID: 4334
- 72823/SDPPI/2021, PLG ID: 4334
- 73094/SDPPI/2021, PLG ID: 4334
- 73489/SDPPI/2021, PLG ID: 4334
- 73588/SDPPI/2021, PLG ID: 4334
- 73580/SDPPI/2021, PLG ID: 4334
- 74117/SDPPI/2021, PLG ID: 4334
- 74303/SDPPI/2021, PLG ID: 4334
- 74436/SDPPI/2021, PLG ID: 4334
- 74699/SDPPI/2021, PLG ID: 4334
- 74700/SDPPI/2021, PLG ID: 4334
- 75294/SDPPI/2021, PLG ID: 4334
- 76052/SDPPI/2021, PLG ID: 4334

- 77146/SDPPI/2021, PLG ID: 4334
- 77225/SDPPI/2021, PLG ID: 4334
- 77384/SDPPI/2022, PLG ID: 4334
- 77920/SDPPI/2022, PLG ID: 4334
- 78452/SDPPI/2022, PLG ID: 4334
- 80130/SDPPI/2022, PLG ID: 4334
- 80858/SDPPI/2022, PLG ID: 4334
- 82116/SDPPI/2022, PLG ID: 4334
- 82926/SDPPI/2022, PLG ID: 4334
- 82886/SDPPI/2022, PLG ID: 4334
- 81094/SDPPI/2022, PLG ID: 4334
- 81032/SDPPI/2022, PLG ID: 4334
- 80846/SDPPI/2022, PLG ID: 4334

12345/SDPPI/2011, PLG ID: 1234, 21436/SDPPI/2011, 32143/SDPPI/2013, PLG ID: 3073, 32144/SDPPI/2013, PLG ID: 3073, 32221/SDPPI/2013, PLG ID: 3073, 33651/SDPPI/2014, PLG ID: 2181, 33652/SDPPI/2017, PLG ID: 2181, 34468/I/SDPPI/2017, PLG ID: 2879, 34539/I/SDPPI/2017, PLG ID: 4211, 34691/SDPPI/2014, PLG ID: 4604, 36961/SDPPI/2014, PLG ID: 4792, 38132/I/SDPPI/2017, PLG ID: 2130, 38296/I/SDPPI/2017, PLG ID: 4976, 40095/I/SPDDI/2018, PLG ID: 3891, 40409/SDPPI/2015, PLD ID: 4792, 44153/SDPPI/2016, PLG ID: 4211, 47786/SDPPI/2016, PLG ID: 6051, 47817/SDPPI/2016, PLG ID: 6094, 48732/SDPPI/2016, PLG ID: 3891, 40848/I/SDPPI/2018, PLG ID: 2181, 50425/SDPPI/2017, PLG ID: 4057, 50459/SDPPI/2017, PLG ID: 6051, 53856/SDPPI/2017, PLG ID: 4211, 55438/SDPPI/2018, PLG ID: 6051, 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, 58206/SDPPI/2018, PLG ID: 5834, 62361/SDPPI/2019, PLG ID: 8837, 62745/SDPPI/2019, PLG ID:3813, 64730/SDPPI/2019, PLG ID: 8837, 67688/SDPPI/2020, PLG ID: 3813, 67930/SDPPI/2020, PLG ID: 3813, 67931/SDPPI/2020, PLG ID: 3813, 74369/SDPPI/2021, PLG ID: 3813, 74998/SDPPI/2021, PLD ID: 10325.

PLG ID: 4334: 39689/SDPPI/2015, 58849/SDPPI/2018, 60544/SDPPI/2019, 62443/SDPPI/2019, 62481/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/SDPPI/2019, 62957/SDPPI/2019, 62958/SDPPI/2019, 63076/SDPPI/2019, 63077/SDPPI/2019, 63078/SDPPI/2019, 63079/SDPPI/2019, 63080/SDPPI/2019, 63081/SDPPI/2019, 63082/SDPPI/2019, 63128/SDPPI/2019, 63129/SDPPI/2019, 63130/SDPPI/2019, 63131/SDPPI/2019, 63132/SDPPI/2019, 63133/SDPPI/2019, 63134/SDPPI/2019, 63135/SDPPI/2019, 63136/SDPPI/2019, 63137/SDPPI/2019, 63138/SDPPI/2019, 63139/SDPPI/2019, 63140/SDPPI/2019, 63147/SDPPI/2019, 63160/SDPPI/2019, 63161/SDPPI/2019, 63162/SDPPI/2019, 63286/SDPPI/2019, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64515/SDPPI/2019, 64516/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 66603/SDPPI/2020, 67154/SDPPI/2020, 68316/SDPPI/2020, 71563/SDPPI/2020, 71835/SDPPI/2020, 72274/SDPPI/2020, 73488/SDPPI/2021, 73816/SDPPI/2021, 73954/SDPPI/2021,

74360/SDPPI/2021, 74525/SDPPI/2021, 74928/SDPPI/2021, 75296/SDPPI/2021, 76862/SDPPI/2021, 76974/SDPPI/2021, 77920/SDPPI/2021, 78452/SDPPI/2021, 80130/SDPPI/2022, 80858/SDPPI/2022, 82116/SDPPI/2022,80846/SDPPI/2022,81032/SDPPI/2022,81094/SDPPI/2022,82886/SDPPI/2022,82926/SDPPI/2022.

Israel

MoC:

11-11052, 11-11252, 11-12320, 51-07681, 51-10011, 51-10360, 51-10361, 51-37428, 51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-47851, 51-52344, 51-54730, 51-55347, 51-57375, 51-58102, 51-58527, 51-63653, 51-64296, 51-65008, 51-65009, 51-65839, 51-65860, 51-65909, 51-65953, 51-66171, 51-66172, 51-66173, 51-66259, 51-66383, 51-66390, 51-66415, 51-66601, 51-66602, 51-69416, 51-69417, 51-70460, 51-70461, 51-71498, 51-71601, 51-72848, 51-73078, 51-73720, 51-74243, 51-74291, 51-74339, 51-74356, 51-74361, 51-74441, 51-74442, 51-74443, 51-74356, 51-74537, 51-74636, 51-74989, 51-75000, 51-75054, 51-74632, 51-74633, 51-74634, 51-74635, 51-74636, 51-74896, 51-74989, 51-75000, 51-75054, 51-75243, 51-75245, 51-75515, 51-76029, 51-76247, 51-76311, 51-76312, 51-76422, 51-76971, 51-77001, 51-77099, 51-77882, 51-80024, 51-81786, 51-81807, 51-82314

55-02626, 55-06864, 55-06893, 55-06894, 55-07102, 55-07460, 55-07477, 55-07480, 55-07680, 55-07681, 55-07789, 55-08250, 55-08456, 55-08739, 55-08803, 55-09135, 55-09396, 55-09600, 55-09601, 55-09617, 55-09618, 55-09683, 55-10011, 55-10360, 55-10361, 55-10614, 55-11599

63-63304, 63-66687, 63-67691, 63-67736,63-67180,63-73362,63-67180,63-73361,63-71587,11-12330,63-70375.

Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

FR5CUEC, RS5.3, MQBS01, TSSRE4Uf, TSSSG4G5b, WPC003-1, Medium 5C_21, TSSRE4Td, FPK8 IMMO5D, CB2JCIBUSHL4, LTE-MBC-NAR2, TLVHM3IU-W, LTE-MBC-NAR2, LTE-MBC-NARTSSSG4G4, TSSTSc, TLAHW3IU-W, FS14T and FS14TK, WCH-186, WCH-185, WCH-183, 17101031, CONBOX-HIGH, MQB3 OI, MEDIUM 5C & COLOUR 5C, 17101023, 17101022, 17101032, 17101043, 17101041, 18020534, ARS5-B, 18020534, TSSRE4A, VK2, VW MIB2 Entry, MIB GLOBAL STANDARD PLUS, RS4, 18020534, 5WK50257/254/252/250/248/40398036/40406557/4038279, FS94, FS09,VW India 2.0 Low Radio,VW MIB Regio,F5CP42, MQBS01

Jordan

TRC no.:

TRC/LPD/2010/91, TRC/LPD/2014/9, TRC/LPD/2014/186, TRC/LPD/2014/214, TRC/LPD/2014/241, TRC/LPD/2014/248, TRC/LPD/2014/258, TRC/LPD/2014/274, TRC/LPD/2015/387, TRC/LPD/2016/170, TRC/LPD/2016/215, TRC/LPD/2016/216, TRC/LPD/2016/252, TRC/LPD/2016/353, TRC/LPD/2016/478, TRC/LPD/2016/538, TRC/LPD/2016/584, TRC/LPD/2016/591, TRC/LPD/2017/63, TRC/LPD/2017/254, TRC/LPD/2018/1, TRC/LPD/2018/128, TRC/LPD/2018/162, TRC/LPD/2018/193, TRC/LPD/2018/228, TRC/LPD/2018/272, TRC/LPD/2018/274, TRC/LPD/2018/381, TRC/LPD/2018/399, TRC/LPD/2018/489, TRC/LPD/2018/528, TRC/LPD/2018/529, TRC/LPD/2019/67, TRC/LPD/2019/152, TRC/LPD/2019/153, TRC/LPD/2019/155, TRC/LPD/2019/227, TRC/LPD/2019/233, TRC/LPD/2019/234, TRC/LPD/2021/215.

TRC/SS/2010/48, TRC/SS/2014/127, TRC/SS/2015/221, TRC/SS/2015/222, TRC/SS/2016/476, TRC/SS/2019/212, TRC/31/7615/2020.

TRC No.: T/4/11/11/... 194, 0354, 1200, 2394, 2538, 2926, 2950, 3338, 3339, 3474, 3502, 3506, 3512, 3641, 3680, 3681, 3900, 4215, 4350, 4352, 4387, 4549, 4554, 4555, 5616, 5621, 5649, 5653, 5896, 5898, 5974, 5976, 5977, 6082, 6435, 7192, 7216, 7218, 7716, 7777, 8007, 8163, 8164, 8205, 8225, 8226, 8227, 8230, 8278, 8281, 8660, 8677, 8680, 8793, 8910, 9184, 9229, 9236, 9351, 9352, 9585, 9851, 10124, 10354, 10488, 10752, 10753, 11026, 11078,

12260,194200,1199,2950,3512,4215,5397,5739,8102,9215,9217,932,2517,2612,2609,2608.

Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNSEA/SNH/CA, 125/ART/DG/DT/SDNSEA/SNH/CA, 137/ART/DG/DT/SDNA/SNH/CA1, 139/ART/DG/DT/SDNA/SNH/CA1, 152/ART/DG/DT/SDNA/SNH/CA2, 167/ART/DG/DT/SDNA/SNH/CA3, 170/ART/DG/DT/SDNA/SNH/CA2, 172/ART/DG/DT/SDNA/SNH/CA2, 271/ART/DG/DT/SDNA/SNH/CA2, 273/ART/DG/DT/SDNA/SNH/CA2, 287/ART/DG/DT/SDNA/SNH/CA2, 293/ART/DG/DT/SDNA/SNH, 301/ART/DG/DT/SDNSEA/SNH/CA, 305/ART/DG/DT/SDNA/SNH/CA1, 309/ART/DG/DT/SDNA/SNH/CA1, 318/ART/DG/DT/SDNA/SNH/CA1, 428/ART/DG/DT/SDNA/SNH/CA1, 458/ART/DG/DT/SDNSEA/SNH, 459/ART/DG/DT/SDNSEA/SNH, 465/ART/DG/DT/SDNA/SNH, 469/ART/DG/DT/SDNA/SNH/CA2, 475/ART/DG/DT/SDNA/SNH/CA2, 581/ART/DG/DT/SDNA/SNH/CA2, 616/ART/DG/DT/SDNA/SNH/CA2, 628/ART/DG/DT/SDNA/SNH/CA1, 631/ART/DG/DT/SDNA/SNH/CA1, 720/ART/DG/DT/SDNA/SNH/CA2, 722/ART/DG/DT/SDNA/SNH/CA2, 726/ART/DG/DT/SDNA/SNH/CA2, 734/ART/DG/DT/SDNA/SNH/CA2, 778/ART/DG/DT/SDNA/SNH/CA1, 788/ART/DG/DT/SDNSEA/SNH/CA, 851/ART/DG/DT/SDNA/SNH/CA2, 856/ART/DG/DT/SDNA/SNH/CA2, 870/ART/DG/DT/SDNA/SNH/CA2, 1129/ART/DG/DT/SDNSEA/SNH/CA, 1151/ART/DG/DT/SDNSEA/SNH, 1789/ART/DG/DT/SDNA/SNH, 1150/ART/DG/DT/SDNSEA/SNH, 1152/ART/DG/DT/SDNSEA/SNH, 135/ART/DG/DT/SDNSEA/SNH, 289/ART/DG/DT/SDNSEA/SNH,295/ART/DG/DT/SDNSEA/SNH

Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/40C/1215/S(15-4937), RAAU/48C/0716/S(16-2025), RAAU/57A/0111/S(10-2112), 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), RAAY/98A/0620/S(20-2103), RAFC/18A/0618/S(18-2470), RALM/22A/0315/S(15-0480), RALM/30B/1020/S(20-4379), RALM/34A/0616/S(16-0899), RALM/35A/0716/S(16-2324), RALM/43B/0221/S(21-0619), RALM/44A/0517/S(17-1383), RALM/45A/0517/S(17-1576), RALM/66A/0618/S(18-2468), RALM/67A/0618/S(18-2474), RALM/68A/0618/S(18-2473), RALM/69A/1018/S(18-3829), RALM/77A/0219/S(19-0174), RANI/26C/1215/S(15-4798, RANI/27B/0314/S(14-0418), RANI/27C/1215/S(15-4802), RANI/72B/0215/S(14-3024), RAQP/76A/1121/S(21-5310), RAVG/39U/0616/S(16-1865), RBEF/04A/0317/S(17-0584), RBEF/30A/0919/S(19-3760), RCCT/46B/0317/S(17-0740), RCCT/47B/0317/S(17-0739), RCCT/61D/0719/S(19-2714), RCCT/64B/0517/S(17-0741), RCCT/82C/0718/S(18-2447), RDDC/72A/0518/S(18-1697), RDDK/02B/0419/S(19-1401), RDDK/08A/0416/S(16-1233), RDDK/08B/0416/S(16-1233), RDDK/17A/0816/S(16-2023), RDDK/22A/1016/S(16-3306), RDDK/23A/0916/S(16-3288), RDDK/68A/0418/S(18-1521), RDDK/69B/1220/S(20-5452), RDDK/72A/0518/S(18-1697), RDDK/74A/0618/S(18-2223), RDDK/83A/1018/S(18-4152), RDDK/84A/1018/S(18-4153), RDDS/27A/0319/S(19-1029), RDFX/09A/0821/S(21-4059), RDFX/10A/0921/S(21-4061), RDFX/11A/0921/S(21-4060), 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), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/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), RFCL/33A/0619/S(19-2422), RFCL/34A/0619/S(19-2421), RFCL/35A/0719/S(19-2874), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385), RFCP/36A/0321/S(21-1381), RFGF/05A/0519/S(19-2090), RGBZ/01A/0318/S(18-0918), RGBZ/03A/0320/S(20-1253), RGEZ/25A/0920/S(20-3544), RGEZ/31A/0421/S(21-1529), RGEZ/36A/0521/S(21-2216), RGIG/01A/0220/S(20-0593), RGIG/02A/0220/S(20-0591), RGLA/06A/1220/S(20-5384), RGNU/03A/0221/S(21-0560),RCCT/02G/1021/S(21-4512),RAQP/73A/1121/S(21-5209),RAQP/76A/1121/S(21-5310),RAQP/75A/1121/S(21-5309),RRCCT/19G/1121/S(21-4614),RFGF/05A/0519/S(19-2090),RALM/77A/0219/S(19-0174),RALM/54B/1221/S(21-5945),RALM/34A/0616/S(16-

0899),RGLN/26A/0122/S(22-0336),RAQP/77A/0222/S(22-0908),RGEZ/45A/0322/S(22-1385),RAVG/39U/0616/S(16-1865),RCCT/46B/0317/S(17-0740),RCCT/47B/0317/S(17-0739),RCCT/64B/0517/S(17-0741), RAAU/40C/1215/S(15-4937),RAAU/57A/0111/S(10-2112), RAVG/39U/0616/S(16-1865), RDDK/23A/0916/S(16-3288).

Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

MR 5371ANRT2010_05.12.2019, MR 5611ANRT2010_27.05.2010, MR 5835ANRT2010_28.08.2020, MR 7906ANRT2013_06.03.2013, MR 8106ANRT2013_29.04.2013, MR 9102ANRT2014_14.03.2014, MR 9107ANRT2014_18.03.2014, MR 9126ANRT2014_26.03.2014, MR 9186ANRT2014_22.04.2014, MR 9668ANRT2014_30.09.2014, MR 9741ANRT2014_24.10.2014, MR 9778ANRT2014_11.11.2014, MR 9904ANRT2014_19.12.2014, MR 9918ANRT2014_22.12.2014, MR 11030ANRT2015_04.11.2015, MR 11264ANRT2016_08.01.2016, MR 11554ANRT2016_15.03.2016, MR 12089ANRT2016_15.06.2016, MR 12123ANRT2016_22.06.2016, MR 12372ANRT2016_16.08.2016, MR 12623ANRT2016_11.10.2016, MR 12755ANRT2016_07.11.2016, MR 12756ANRT2016_07.11.2016, MR 12901ANRT2016_30.11.2016, MR 13217ANRT2017_27.01.2017, MR 13255ANRT2017_09.02.2017, MR 13576ANRT2017_20.03.2017, MR 13772ANRT2017_13.04.2017, MR 13774ANRT2017_13.04.2017, MR 13851ANRT2017_03.05.2017, MR 13892ANRT2017_03.05.2017, MR 13900ANRT2017_04.05.2017, MR 14830ANRT2017_28.09.2017, MR 15171ANRT2017_22.11.2017, MR 15669ANRT2018_31.01.2018, MR 15674ANRT2018_31.01.2018, MR 15675ANRT2018_31.01.2018, MR 15925ANRT2018_27.02.2018, MR 16263ANRT2018_06.04.2018, MR 16606ANRT2018_17.05.2018, MR 16657ANRT2018_23.05.2018, MR 16726ANRT2018_30.05.2018, MR 16794ANRT2018_05.06.2018, MR 16860ANRT2018_18.06.2018, MR 16861ANRT2018_18.06.2018, MR 16905ANRT2018_21.06.2018, MR 16906ANRT2018_21.06.2018, MR 16907ANRT2018_21.06.2018, MR 16908ANRT2018_21.06.2018, MR 17015ANRT2018_03.07.2018, MR 17016ANRT2018_03.07.2018, MR 17079ANRT2018_11.07.2018, MR 17080ANRT2018_11.07.2018, MR 17201ANRT2018_06.08.2018, MR 17202ANRT2018_06.08.2018, MR 17203ANRT2018_06.08.2018, MR 17204ANRT2018_06.08.2018, MR 17504ANRT2018_14.09.2018, MR 17505ANRT2018_14.09.2018, MR 17528ANRT2018_20.09.2018, MR 17576ANRT2018_26.09.2018, MR 17678ANRT2018_11.10.2018, MR 17679ANRT2018_11.10.2018, MR 18103ANRT2018_30.11.2018, MR 18334ANRT2018_21.12.2018, MR 18335ANRT2018_21.12.2018, MR 18615ANRT2019_21.01.2019, MR 18736ANRT2019_04.02.2019, MR 18928ANRT2019_25.02.2019, MR 19106ANRT2019_14.03.2019, MR 19108ANRT2019_14.03.2019, MR 19315ANRT2019_04.04.2019, MR 19338ANRT2019_09.04.2019, MR 19339ANRT2019_09.04.2019, MR 19505ANRT2019_22.04.2019, MR 19520ANRT2019_23.04.2019, MR 19767ANRT2019_15.05.2019, MR 19768ANRT2019_15.05.2019, MR 19769ANRT2019_15.05.2019, MR 20859ANRT2019_11.09.2019, MR 20901ANRT2019_13.09.2019, MR 20902ANRT2019_13.09.2019, MR 20944ANRT2019_19.09.2019, MR 21472ANRT2019_26.11.2019, MR 21473ANRT2019_28.11.2019, MR 21807ANRT2019_23.12.2019, MR 22495ANRT2020_26.02.2020, MR 23231ANRT2020_26.05.2020, MR 23405ANRT2020_16.03.2020, MR 24001ANRT2020_13.05.2020, MR 24106ANRT2020_20.05.2020, MR 25982ANRT2020_14.10.2020, MR 26081ANRT2020_22.10.2020, MR 26333ANRT2020_12.11.2020, MR 27808ANRT2021_13.03.2021, MR 30377ANRT2021_14.10.2021, MR 31268ANRT2022_04.01.2022,MR 29628ANRT2021_02.08.2021,MR 30406ANRT2021_24.10.2021,MR 30494ANRT2
MR 30377ANRT2021_14.10.2021.

Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément

0375/ARE/2016_29.11.2016, 410/ARE/2017_03.05.2017, 0411/ARE/2017_03.05.2017, 0483/ARE/2018_05.04.2018, 0491/ARE/2018_15.05.2018, 0493/ARE/2018_16.05.2018, 0518/ARE/2018_19.06.2018, 0519/ARE/2018_19.06.2018, 0520/ARE/2018_19.06.2018, 0523/ARE/2018_19.07.2018, 0524/ARE/2018_19.07.2018, 0525/ARE/2018_19.07.2018, 0537/ARE/2018_30.07.2018,

0538/ARE/2018_30.07.2018, 0542/ARE/2018_08.08.2018, 0587/ARE/2018_04.12.2018, 0588/ARE/2018_04.12.2018, 0591/ARE/2018_05.12.2018, 0597/ARE/2018_13.12.2018, 0598/ARE/2018_13.12.2018, 0630/ARE/2019_25.02.2019, 0647/ARE/2019_30.04.2019, 0649/ARE/2019_30.04.2019, 0650/ARE/2019_30.04.2019, 0664/ARE/2019_27.05.2019, 0665/ARE/2019_27.05.2019, 0667/ARE/2019_27.05.2019, 0712/ARE/2018_04.11.2019, 0713/ARE/2018_04.11.2019, 0742/ARE/2020_20.01.2020, 0796/ARE/2020_11.05.2020, 0839/ARE/2020_21.09.2020, 0840/ARE/2020_21.09.2020, 0869/ARE/2020_17.11.2020, 0869/ARE/2019_16.11.2022, 0874/ARE/2020_26.11.2020, 0971/ARE/2021_20.07.2021,0979/ARE/2021_09.08.2021;1128/ARE/2021_27.06.2022,1127/ARE/2021_27.06.2022

Mexico

NYCE: NYC-2102C0E15067, NYC-2102C0E19765,NYC-2102C0E21985

ANCE:ANC2101C00017489,ANC2201C00003403,ANC2201C00004471

UL:ULM-NOM-10526,ULM-NOM-10528,ULM-NOM-10533

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015, IFT/223/UCS/DG-AUSE/10559/2021, IFT/223/UCS/DG-AUSE/9797/2021, IFT/223/UCS/DG-AUSE/9793/2021, IFT/223/UCS/DG-AUSE/9791/2021, IFT/223/UCS/DG-AUSE/9792/2021, IFT/223/UCS/DG-AUSE/9796/2021, IFT/223/UCS/DG-AUSE/9788/2021, IFT/223/UCS/DG-AUSE/0029/2021, IFT/223/UCS/DG-AUSE/7577/2020, IFT/223/UCS/DG-AUSE/6918/2022, IFT/223/UCS/DG-AUSE/6915/2022

RCPVIVW21-4222, RCPAPR318-2005, RCPBOBR21-0911, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPBOMR17-0598, RCPBOMQ19-0594, RCPCOAR18-1800, RCPGEAD16-1700, RCPHAMM10-0514, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPGEAD16-1700, RCPGECB14-0464, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWFS16-0693, RCPVWL414-0775, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMI17-0707, RCPVWMI17-0902, RCPVWMI18-2151, RCPVWMI18-2169, RCPVWMI14-0755, RCPVWMI14-1819, RCPVWMI14-1819, RCPVWMI14-1820, RCPVWMI15-0640, RCPVWMI16-0590, RCPVWMI16-1445, RCPVWMM17-1053, RCPVWVW17-0714, RCPVWVW17-0714-A1, RLVBHTS19-1995, RLVBOLR14-1873, RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823, RLVCO1820-0821, RLVCOFS18-2029, RLVCOFS18-2030, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEBC16-0682, RLVHEFS13-1688, RLVHEFS13-1690, RLVHEFS14-1515, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHELC11-1185, RLVHEMQ19-1757, RLVHEMQ19-1758, RLVHEMW19-1757, RLVHERS17-0286, RLVHUHU19-1065, RLVHUTS20-1781, RLVMABN18-1512, RLVMABN18-1512-A1, RLVMAMQ18-0363, RLVMAMQ20-2464, RLVVENB20-1419, RLVVICO19-1023, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVIME20-2934, RLVVWFS17-2122, RLVVWFS17-2122-A1, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023, RTIAUCB18-0153, RTIAUMI14-1863, RTILECO19-1805, RTILECO21-2443, RTILGTL19-0483, RTILGTL19-1617, RTILGTL20-727, RTIMOLT20-0870, RTIMOLT20-1047, RTIVWCO19-1185,RCPHEPS21-4334,RCPHERS21-4335,RCPSCAG21-4523,RCPBOF522-0910,RCPVWMI22-1384,RLVBOFR22-2006,RCPVWL922-2123,RLVMAMQ22-3409.

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.

Mongolia

Монгол Улсад баталгаажсан

ID: A17000102, A17000116b, A17000165, A18000077, A18000240, A18000261, A18000266, A18000267, A19000462, A19000474, A19000548, A19000579, A19000574, A19000569, A19000578, A19000580, A20000040, A20000074, A20000098, A20000240, A20000253, A20000270,A20000124,A17000128,A17000122,A20000186,A18000201,A180002013,A18000073,A18000216,A18000 A19000423, A19000447, A19000446, A19000462

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/: 0043/2011, 0679/2015, 0884/2015, 0922/2015, 0923/2015, 0947/2016, 1071/2016, 1247/2016, 1454/2017, 1567/2017, 1571/2017, 1650/2017, 1691/2017, 1692/2017, 2061/2018, 2062/2018, 2236/2018, 2332/2018, 2333/2018, 2334/2018, 2335/2018, 2338/2018, 2339/2018, 2340/2018, 2383/2018, 2384/2018, 2385/2018, 2427/2018, 2466/2018, 2467/2018, 2525/2018, 2838/2019, 2862/2019, 2935/2019, 2951/2019, 3137/2019, 3138/2019, 3223/2019, 3224/2019, 3401/2020, 3492/2020, 3493/2020, 3738/2020, 3948/2020, 3983/2020, 3989/2020, 4019/2021, 4176/2021, 4218/2021, 4683/2021,4231/2021,4660/2021,4658/2021,4682/2021,01798/2022,01878/2022,01985/2022, 4683/2021

NCC/TSNi/TA/VOL: 161/2021/124

Oman

TRA/TA-R/0555/12_D172338, TRA/TA-R/0984/13_D100428, TRA/TA-R/1049/09, TRA/TA-R/1298-01/10_D090258, TRA/TA/R/1448/10_D090258, TRA/TA-R/1575/13_TRAUSR001251, TRA/TA-R/1585/13_TRAUSR001251, TRA/TA-R/1630/13_D100428, TRA/TA-R/1697/14_D100428, TRA/TA-R/1733/14_D080134, TRA/TA-R/1743/14_D090016, TRA/TA-R/1849-14_D090258, TRA/TA-R/1995/14_D100428, TRA/TA-R/2160/14_D080134, TRA/TA-R/2197/14_D100428, TRA/TA-R/2210/14_D080134, TRA/TA-R/2235/14_D080134, TRA/TA-R/2289/14_D080134, TRA/TA-R/2444/15_D090016, TRA/TA-R/2609/15_D100428, TRA/TA-R/2903/15_D080134, TRA/TA-R/3007-16_D080314, TRA/TA-R/3315/16_DA80134, TRA/TA-R/3331/16_D080134, TRA/TA-R/3370/16, TRA/TA-R/3621/16_D080134, TRA/TA-R/3701/16_D080134, TRA/TA-R/3848/17_D080134, TRA/TA-R/3957/17_D080134, TRA/TA-R/4227/17_D090024, TRA/TA-R/4353/17_D080134, TRA/TA-R/5130/18_23/01/2018, TRA/TA-R/5241/18_D172249, TRA/TA-R/5442/18_D100428, TRA/TA-R/5443/18_D100428, TRA/TA-R/5617/18_D100428, TRA/TA-R/5725/18_D100428, TRA/TA-R/5772/18_D100428, TRA/TA-R/5774/18_D100428, TRA/TA-R/5819/18_D100428, TRA/TA-R/5820/18_D100428, TRA/TA-R/5884/18_D100428, TRA/TA-R/5885/18_D100428, TRA/TA-R/5886/18_D100428, TRA/TA-R/5887/18_D100428, TRA/TA-R/6021/18_D100428, TRA/TA-R/6022/18_D100428, TRA/TA-R/6023/18_D100428, TRA/TA-R/6024/18_D100428, TRA/TA-R/6132/18_D172249, TRA/TA-R/6166/18_D100428, TRA/TA-R/6188/18_D172249, TRA/TA/R/6348/18_D090258, TRA/TA/R/6363/18_D090258, TRA/TA-R/6366/18_D100428, TRA/TA-R/6372/18_D100428, TRA/TA-R/6527/18_D172249, TRA/TA-R/6535/18_D100428, TRA/TA-R/6537/18_D177249, TRA/TA-R/6616/18_D100428, TRA/TA-R/6695/18_D100428, TRA/TA-R/6696/18_D100428, TRA/TA-R/7145/19_D172338, TRA/TA-R/7240/19_D100428, TRA/TA-R/7244/19_D100428, TRA/TA-R/7383/19_D100428, TRA/TA-R/7384/19_D100428, TRA/TA-R/7481/19_D172338, TRA/TA-R/7524/19_D100428, TRA/TA-R/7604/19_D100428, TRA/TA-R/7704/19_D090024, TRA/TA-R/7752/19_D090024, TRA/TA-R/7867/19_D192564, TRA/TA-R/7871/19_D192564, TRA/TA-R/8052/19_D090024, TRA/TA-R/8056/19_D090024, TRA/TA-R/8084/19_D192564, TRA/TA-R/8150/19_D172338, TRA/TA-R/8158/19_D172338, TRA/TA-R/8171/19_D100428, TRA/TA-R/8240/19_D172338, TRA/TA-R/8480/19_D192564, TRA/TA-R/8649/19_D090024, TRA/TA-R/8749/19_D172338, TRA/TA-R/9347/20_D172338, TRA/TA-R/9664/20_D172338, TRA/TA-R/9675/20_D192564, TRA/TA-R/9676/20_D192564, TRA/TA-R/9682/20_D100428, TRA/TA/R/10209/20_D172249, TRA/TA-R/10345/20_D090024, TRA/TA-R/10363/20_D100428, TRA/TA-R/11110/21_D172338, TRA/TA-R/11179/21_D172249,TRA/TA-R/10614/20_D172249,TRA/TA-R/11980/21_D172338,TRA/TA-R/12440/21_D172338,TRA/TA-

R/12742/21_D090258,TRA/TA-R/12743/21_D090258,TRA/TA-R/13040/22_D172338, TRA/TA-R/11110/21_D172338.

TRA/TA/6945/2014_17/09/2014.

Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA (2015), Approved by PTA (2016), Approved by PTA (2018), Approved by PTA (2020), Approved by PTA...,

9.090/2017, 9.10026/2019, 9.1048/2018, 9.1184/2021, 9.160/2021, 9.164/2021, 9.215/2015, 9.222/2015, 9.245/2020, 9.283/2020, 9.3012/2018, 9.399/2020, 9.484/2020, 9.499/2018, 9.581/2020, 9.652/2016, 9.687/2017, 9.9112/2019, 9.9227/2019, 9.9288/2019, 9.929/2018, 9.93/2021, 9.977/2015, 9.9837/2019, 9.9838/2019, 9.9903/2019,9.10026/2019,9.283/2020,9.245/2020,9.399/2020,9.283/2020,9.245/2020,9.399/2020,9.484/2020,9.581 9.164/2021, 9.160/2021, 9.184/2021.

Paraguay

CONATEL PY:

2013-02-I-0027, 2014-06-I-000122, 2014-12-I-000352, 2015-02-I-000054, 2015-03-I-000085, 2015-03-I-000092, 2015-11-I-000344, 2015-11-I-000346, 2016-02-I-000036, 2016-03-I-000072, 2016-05-I-000138, 2016-07-I-000174, 2016-07-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2016-11-I-000311, 2017-06-I-0000162, 2017-06-I-0000171, 2017-06-I-0000172, 2017-06-I-0000173, 2017-06-I-0000194, 2017-07-I-0000220, 2018-04-I-000169, 2018-05-I-000179, 2018-05-I-000192, 2018-06-I-000212, 2018-06-I-000220, 2018-07-I-000299, 2018-07-I-000322, 2018-07-I-000353, 2018-08-I-000364, 2018-08-I-000369, 2018-08-I-000380, 2018-08-I-000381, 2018-09-I-000419, 2018-09-I-000421, 2018-09-I-000422, 2018-09-I-000423, 2018-09-I-000424, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000585, 2018-11-I-000586, 2018-11-I-000596, 2018-11-I-000597, 2018-11-I-000612, 2019-01-I-000071, 2019-03-I-000155, 2019-03-I-000156, 2019-05-I-000236, 2019-05-I-000237, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-06-I-0295, 2019-07-I-0335, 2019-07-I-0341, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-09-I-0517, 2019-10-I-0560, 2019-10-I-0561, 2019-11-I-0595, 2019-11-I-0596, 2019-11-I-0640, 2020-02-I-0111, 2020-02-I-0125, 2020-02-I-0140, 2020-03-I-00198, 2020-07-I-0417, 2020-07-I-0455, 2020-07-I-0531, 2020-07-I-0532, 2020-09-I-0664, 2020-11-I-0783, 2020-11-I-0825, 2020-11-I-0826, 2020-11-I-0832, 2020-11-I-0851, 2020-11-I-0868, 2020-12-I-0881, 2021-01-I-0035, 2021-03-I-0130, 2021-09-I-0539, 2021-09-I-0560,2021-11-I-0678,2021-12-I-0781,2021-12-I-0783,2022-02-I-0086 2022-02-I-0072,202-02-I-0089,2022-04-I-0275,2022-08-I-0497.

1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay: Llave Inalámbrica Marca HELLA, Modelo FS19. Fabricado por HELLA Germany.

Philippines

NTC, Type Approved No.:

ESD-1105427C, ESD-1105633C, ESD-1206775C, ESD-1308271C, ESD-1408668C, ESD-1408747C, ESD-1408917C, ESD-1409834C, ESD-1409181C, ESD-1409770C, ESD-1510139C, ESD-1510297C, ESD-1510396C, ESD-1510397C, ESD-1511095C, ESD-1612168C, ESD-1612188C, ESD-1613057C, ESD-1613431C, ESD-1613454C, ESD-1714358C, ESD-1714837C, ESD-1714838C, ESD-1714839C, ESD-1715123C, ESD-1716172C, ESD-1816403C, ESD-1816404C, ESD-1816419C, ESD-1816997C, ESD-1817283C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1817548C, ESD-1817853C, ESD-1817897C, ESD-1817898C, ESD-1817899C, ESD-1817900C, ESD-1818098C, ESD-1818419C, ESD-1918733C, ESD-1918734C, ESD-1918735C, ESD-1918843C, ESD-1918844C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919296C, ESD-1919297C, ESD-1919418C, ESD-1919559C, ESD-1919739C, ESD-1919803C,

ESD-1919804C, ESD-1919996C, ESD-1920171C, ESD-1920172C, ESD-1920173C, ESD-1920174C, ESD-1920175C, ESD-1920724C, ESD-1920725C, ESD-1919739C, ESD-1920803C, ESD-2021903C, ESD-2021997C, ESD-2021998C

ESD-CPE-1817719C, ESD-CPE-1920803, ESD-CPE-2003542, ESD-CPE-2003561, ESD-CPE-2103674, ESD-GEC-1402882, ESD-RCE-2022725, ESD-RCE-2023283, ESD-RCE-2024041, ESD-RCE-2024379, ESD-RCE-2125478,ESD-CPE-2103674,ESD-RCE-21257185,ESD-RCE-2127184,ESD-RCE-2127226,ESD-RCE-2128032,ESD-RCE-2228946

Qatar

ICT/QATAR/RT/2010/R-1978, ICT/QATAR/RT/2012/R-1878, ICT/QATAR/RT/2013/R-3240, ICT/QATAR/RT/2014/R-3818, ICT/QATAR/RT/2014/R-3856, ICT/QATAR/RT/2014/R-3957

CRA/SA/2014/R-4097, CRA/SA/2014/R-4122, CRA/SA/2014/R-4315, CRA/SA/2014/R-4361, CRA/SA/2014/R-4412, CRA/SA/2015/R-4596, CRA/SA/2015/R-4714, CRA/SA/2015/R-5136, CRA/SA/2015/R-5137, CRA/SA/2015/R-5151, CAR/SA/2016/R-5255, CRA/SA/2016/R-5455, CRA/SA/2016/R-5667, CRA/SA/2016/R-5808, CRA/SA/2017/R-5980, CRA/SA/2017/R-6015, CRA/SA/2017/R-6245, CRA/SA/2017/R-6311, CRA/SA/2018/R-6820, CRA/SA/2018/R-6910, CRA/SA/2018/R-7044, CRA/SA/2018/R-7073, CRA/SA/2018/R-7074, CRA/SA/2018/R-7091, CRA/SA/2018/R-7153, CRA/SA/2018/R-7207, CRA/SA/2018/R-7208, CRA/SA/2018/R-7210, CRA/SA/2018/R-7211, CRA/SA/2018/R-7212, CRA/SA/2018/R-7213, CRA/SA/2018/R-7214, CRA/SA/2018/R-7262, CRA/SA/2018/R-7263, CRA/SA/2019/R-7728

CRA/SM/2018/R-7418, CRA/SM/2018/R-7422, CRA/SM/2018/R-7417, CRA/SM/2018/R-7447, CRA/SM/2018/R-7460, CRA/SM/2018/R-7447, CRA/SM/2018/R-7551, CRA/SM/2018/R-7553, CRA/SM/2018/R-7554, CRA/SM/2018/R-7562, CRA/SM/2019/R-7682, CRA/SM/2019/R-7689, CRA/SM/2019/R-7761, CRA/SM/2019/R-7763, CRA/SM/2019/R-7812, CRA/SM/2019/R-7827, CRA/SM/2019/R-7874, CRA/SM/2019/R-7983, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054, CRA/SM/2019/R-8113, CRA/SM/2019/R-8147, CRA/SM/2019/R-8148, CRA/SM/2019/R-8187, CRA/SM/2019/R-8205, CRA/SM/2019/R-8206, CRA/SM/2019/R-8300, CRA/SM/2020/R-8451, CRA/SM/2020/R-8465, CRA/SM/2020/S-0004065, CRA/SM/2020/S-0004790, CRA/SM/2020/S-0005129, CRA/SM/2020/S-0005140, CRA/SM/2020/S-0005156, CRA/SM/2020/S-0005157, CRA/SM/2020/S-0005255, CRA/SM/2020/S-0005662, CRA/SM/2020/S-0005786, CRA/SM/2021/S-0006561, CRA/SM/2021/S-0006995,CRA/SM/2020/S-0006251,CRA/SM/2021/S-0008089,CRA/SM/2021/S-0008566,CRA/SM/2021/S-0008868,CRA/SM/2021/S-0008893,CRA/SM/2022/S-0009072,CRA/SM/2022/S-0009977

Rwanda

RURA/1010402/2019/L123_23.10.2019, RURA/1010402/2019/L128_21.10.2019, RURA/1010402/2020/L1069, RURA/1010402/2020/L1705_20.05.2020, RURA/101042/2020/L6997_24.09.2020,

RURA/ICT/AUT/200140090_17.11.2020, RURA/ICT/AUT/200140122_17.11.2020, RURA/ICT/AUT/210165696_10.06.2021, RURA/ICT/AUT/210172215_21.07.2021, RURA/ICT/AUT/210172964_30.07.2021, RURA/ICT/AUT/210178685_30.08.2021, RURA/ICT/AUT/210190642_22.10.2021,RURA/ICT/AUT/210148185_31.01.2021,RURA/ICT/AUT/210149593_18.02.202

026HD/ICT/RURA/018_11.01.2018, 093HD/ICT/RURA/018_19.02.2018, 181HD/ICT/RURA/019_07.03.2019, 192HD/ICT/RURA/018_13.04.2018, 265HD/ICT/RURA/018_22.05.2018, 266HD/ICT/RURA/018_22.05.2018, 277HD/ICT/RURA/019_11.04.2019, 278HD/ICT/RURA017_25.07.2017, 279HD/ICT/RURA/019_11.04.2019, 313HD/ICT/RURA/018_08.06.2018, 334HD/ICT/RURA/018_13.06.2018, 335HD/ICT/RURA/018_14.06.2018, 343HD/ICT/RURA/017_22.08.2017, 348HD/ICT/RURA/019_10.05.2019, 349HD/ICT/RURA/018_22.06.2018, 355HD/ICT/RURA/018_22.06.2018, 356HD/ICT/RURA/018_22.06.2018, 357HD/ICT/RURA/018_22.06.2018, 368HD/ICT/RURA/018_29.06.2018, 399HD/ICT/RURA/019_03.06.2019, 401HD/ICT/RURA/018_09.07.2018, 433HD/ICT/RURA/019_19.06.2019, 444HD/ICT/RURA/019_19.06.2019, 448HD/ICT/RURA/018_27.07.2018, 449HD/ICT/RURA/018_27.07.2018, 537HD/ICT/RURA/018_14.09.2018, 607HD/ICT/RURA/018_11.10.2018, 645GM/ICT/RURA/019_11.09.2019, 646GM/ICT/RURA/019_11.09.2019, 712HD/ICT/RURA/018_04.12.2018, 742HD/ICT/RURA/018_14.12.2018, 1350HD/CMR/RURA/015_08.12.2015.

Zambia

Type Approval Ref:

ZMB/ZICTA/TA/2015/3/20, ZMB/ZICTA/TA/2015/3/21, ZMB/ZICTA/TA/2015/10/19, ZMB/ZICTA/TA/2015/12/3, ZMB/ZICTA/TA/2015/12/4, ZMB/ZICTA/TA/2016/1/2, ZMB/ZICTA/TA/2016/11/1, ZMB/ZICTA/TA/2016/9/21, ZMB/ZICTA/TA/2017/6/7, ZMB/ZICTA/TA/2017/6/17, ZMB/ZICTA/TA/2017/9/27, ZMB/ZICTA/TA/2018/5/23, ZMB/ZICTA/TA/2018/6/20, 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/2018/9/10, ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15, ZMB/ZICTA/TA/2018/10/16, 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/2018/10/25, ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27, ZMB/ZICTA/TA/2018/12/16, ZMB/ZICTA/TA/2019/2/44, ZMB/ZICTA/TA/2019/2/45, ZMB/ZICTA/TA/2019/3/23, ZMB/ZICTA/TA/2019/3/37, ZMB/ZICTA/TA/2019/4/8, ZMB/ZICTA/TA/2019/5/13, ZMB/ZICTA/TA/2019/6/13, ZMB/ZICTA/TA/2019/7/7, ZMB/ZICTA/TA/2019/11/47, ZMB/ZICTA/TA/2019/11/48, ZMB/ZICTA/TA/2020/2/35, ZMB/ZICTA/TA/2020/7/121, ZMB/ZICTA/TA/2020/10/51, ZMB/ZICTA/TA/2020/10/57, ZMB/ZICTA/TA/2020/11/18, ZMB/ZICTA/TA/2021/3/95, ZMB/ZICTA/TA/2021/7/63, ZMB/ZICTA/TA/2021/8/104, ZMB/ZICTA/TA/2021/9/17, ZMB/ZICTA/TA/2021/11/9,ZMB/ZICTA/TA/2021/9/40,ZMB/ZICTA/TA/2021/11/10,ZMB/ZICTA/TA/2020/07/121.

Senegal

AGREE PAR ARPT SENEGAL

Numéro d'agrément : XXXXXX/AG/ER

071845/AG/ER,071821/AG/ER,071755/AG/ER,071710/AG/ER,071617/AG/ER,071414/AG/ER,071395/AG/ER,071394/A 072100/AG/ER, 072164/AG/ER, 072164/AG/ER, 072183/AG/ER

Serbia

И005 12, И005 13, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, ИН005 19, И005 20, И005 21,

И011 09, И011 11, И011 13, И011 13-4, И011 14, И011 15, И011 17, И011 18, И011 19, И011 20, И011 2019, И038 20

И038 21/00583 01025,И038 21/00719 01145,И038 21/00738 01159,И038 21/00790 01208,И038 22/00861 01272

P1615004100, P1617143100, P1617143200, P1617197200, P1618131400, P1619000500, P1619047400, P1619048600, P1619053300, P1619073700, P1619073800, P1619083400, P1619095800, P1619127100, P1619130700, P1619134100, P1619135700, P1619153400, P1619154200, P1619193000, P1620011000, P1620037400, P1620052200, P1620093500, P1620106000, P1620166400, P1620167300, P1621036300, P1620069300, P1620151500, P1620169600, P1621036300, P1621077600, P1621134700,P1621089400,P1621105500,P1621134400,P1621134600,P1621134500,P1621136600,P1621147800,P P1622022300, P1622046900, P1622047300, P1622056200

34540-23/19-11, 34540-24/19-9, 34540-49/21-6, 34540-194/21-3, 34540-200/17-5, 34540-242/18-4, 34540-242/21-334540-307/19-3, 34540-263/19-4, 34540-436/19-3, 34540-768/18-5, 34540-871/18-4, 34540-1313/16-3,34540-194/21-3,34540-198/21-13,34540-228/21-5,34540-242/21-3,34540-25/22-5,34540-40/22-13,34540-77/22-10.

Singapore



Fig. 46 Kennzeichnung gemäß Funkkommunikationsgesetz.

Complies with IMDA Standards: DA103238, DA103787, DA103858, DA104328, DA104682, DA104812, DA105282, DA107248, DA107974, DB03227, DB101762, DB103858, DB106879, DB107220.

Registration Number: G1594-19, G1858-19, G5521-19, N0039-21, N0147-19, N0254-17, N0254-17, N0356-20, N0688-15, N0690-18, N0708-17, N0715-15, N0721-15, N0871-19, N0982-20, N1085-21, N1159-18, N1453-20, N1599-19, N1629-17, N1630-17, N1699-17, N2052-18, N2053-18, N2069-19, N2152-20, N2285-19, N2404-19, N2405-19, N2415-18, N2416-18, N2417-18, N2418-20, N2420-18, N2565-18, N2673-18, N2700-18, N2706-19, N2853-18, N2860-16, N2991-18, N2992-18, N3005-18, N3083-18, N3277-20, N3278-20, N3333-13, N3548-18, N3555-18, N3577-18, N3688-18, N3888-16, N3970-18, N3971-18, N4123-19, N4334-20, N4347-21, N4839-18, N4848-18, N4877-19, N4878-19, N4887-19, N4975-17, N5068-19, N5069-19, N5081-20, N5358-20, N5835-20, N5856-20, S2946-20, S3583-19, S5104-21,N5264-21,N5963-21,N0708-17,N1019-22,N1568-22,N1851-22,N1898-22,N3020-22,N3453-22,N3456-22,N3450-22,,N3835-22, G0443-21, N3888-16, N0254-17, N0708-17.

South Africa

ICASA APPROVED:

TA-2005/614, TA-2009/464, TA-2010/218, TA-2010/1235, TA-2011/615, TA-2012/321, TA-2012/1747, TA-2012/1821, TA-2013/1679, TA-2013/1681, TA-2013/1682, TA-2013/1680, TA-2013/1683, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA/2014/792, TA/2014/982, TA-2014/1719, TA-2014/1783, TA-2014/1784, TA-2014/1887, TA-2014/2108, TA-2014/2597, TA-2015/517, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539, TA-2016/3541, TA-2017/052, TA-2017/127, TA-2017/209, TA-2017/2013, TA-2017/2824, TA-2017/3480, TA-2017/2824, TA-2018/175, TA-2018/280, TA-2018/732, TA-2018/842, TA-2018/843, TA-2018/844, TA-2018/845, TA-2018/996, TA-2018/997, TA-2018/998, TA-2018/999, TA-2018/1091, TA-2018/1095, TA-2018/1205, TA-2018/1408, TA-2018/1649, TA-2018/1650, TA-2018/1806, TA-2018/1814, TA-2018/1815, TA-2019/1853, TA-2018/2177, TA-2018/2251, TA-2018/2776, TA-2018/2777, TA-2018/2868, TA-2018/3141, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA/2019/550, TA-2019/582, TA-2019/583, TA-2019/1110, TA-2019/1111, TA-2019/1410, TA-2019/1853, TA-2019/2347, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/5480, TA-2020/6261, TA-2020/6392, TA-2020/6394, TA-2020/7066, TA-2020/7103, TA-2020/7390, TA-2021/0295, TA-2021/0637,TA-2021/7762,TA-2021/0949,TA-2021/1613,TA-2021/1608,TA-2021/2146,TA-2021/2307,TA-2021/2501,TA-2021/3273, TA-2021/0637, TA-2022/0625, TA-2022/0298.

Thailand



Fig. 47 Identification in accordance with Radiocommunication Act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จาก ใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,B57008-21,B57007-21,B57014-21,B57003-22,S01561-22,S01559-22

Turkey

For declarations of conformity, see www.volkswagen.com/generalinfo.

Further information on radio systems

Countries outside the US, which approve and permit radio systems in accordance with US FCC guidelines:

FCC ID: 2AAJCBR20, FCC ID: 2AAJCBR21, FCC ID: 2AA98, FCC ID: 2AA98-COLOUR5C, FCC ID: 2AA98-MEDIUM5C, FCC ID: 2AA98-MEDIUM5C21, FCC ID: 2AA98A, FCC ID: 2AHPN-WLC, FCC ID: 2AOUZ17101001, FCC ID: 2AOUZ17101002, FCC ID: 2AOUZ17101010, FCC ID: 2AOUZ17101022, FCC ID: 2AOUZ17101023, FCC ID: 2AOUZ17101031, FCC ID: 2AOUZ17101032, FCC ID: 2AOUZ17101033, FCC ID: 2AOUZ17101034, FCC ID: 2AOUZ17101041, FCC ID: 2AOUZ17101042, FCC ID: 2AOUZ17101043, FCC ID: 2AOUZ17101051, FCC ID: 2AOUZ17101052, FCC ID: 2AOUZ17101053, FCC ID: 2AOUZ17101054, FCC ID: 2AOUZ17101055, FCC ID: 2AOUZ17101056, FCC ID: 2AOUZ17101057, FCC ID: 2AOUZ17101071, FCC ID: 2AOUZ17101072, FCC ID: 2AOUZ18020531, FCC ID: 2AOUZ18020532, FCC ID: 2AOUZ18020533, FCC ID: 2AOUZ18020534, FCC ID: 2AOUZ18100931, FCC ID: 2APOM-MQBA0, FCC ID: 2AVXWWSBRC001, FCC ID: 2AXPS-WPC003-1, FCC ID: 772C-LB1FD, FCC ID: BEJLCW05-VWE5, FCC ID: BEJMIB2, FCC ID: BEJMIB2PQ, FCC ID: BEJ-MEBICAS3, FCC ID: BEJ-MIBPQMIN, FCC ID: BEJ-MIB3OI, FCC ID: BEJTLAHW3IU-E, FCC ID: BEJTLAHW3IU-N, FCC ID: BEJTLVHE4IU-E, FCC ID: BEJTLVHE4IU-N, FCC ID: BEJTLVHM3IU-E, FCC ID: BEJTLVHW3IU-E, FCC ID: BEJTLVHM3IU-N, FCC ID: BEJTLVM3IU-N, FCC ID: BEJTUVM01IU, FCC ID: CWTUGZZF1, FCC ID: CWTUGZZF2, FCC ID: IYZVK2, FCC ID: KR5-BCMEVOC, FCC ID: KR5FS14T, FCC ID: KR5FS14TK, FCC ID: KR55NA920791A, FCC ID: LTQR3TR, FCC ID: NBG010180T, FCC ID: NBG010905A, FCC ID: NBG011719A, FCC ID: NBG013854, FCC ID: NBG01RS4, FCC ID: NBG011719A, FCC ID: NBG10176, FCC ID: NBG9068, FCC ID: NBG92596263, FCC ID: NBGBCMEVO, FCC ID: NBGBCMEVO5, FCC ID: NBGBCM2R, FCC ID: NBGFS09P03, FCC ID: NBGFS12A,

FCC ID: NBGFS12A01, FCC ID: NBGFS12P, FCC ID: NBGFS12P01, FCC ID: NBGFS12PM, FCC ID: NBGFS12P01M, FCC ID: NBGFS125C, FCC ID: NBGFS125C1, FCC ID: NBGFS125C5, FCC ID: NBGFS173NP, FCC ID: NBGFS173NPM, FCC ID: NBGFS173NR, FCC ID: NBGFS1744M, FCC ID: NBGFS19, FCC ID: NBGFS191, FCC ID: NBGFS93N, FCC ID: NBGMQBBB, FCC ID: NBGMQBBH, FCC ID: NBGPQ12P01, FCC ID: NBGRSB19, FCC ID: NF3-FR5CPEC, FCC ID: NF3-LRR3SCU, FCC ID: NF3-LRR4, FCC ID: NF3-MRR1PLUS, FCC ID: NF3-MRR1REAR, FCC ID: NF3-MRREVO14F, FCC ID: NF3-LRR3SCU, FCC ID: NT8-FPK8IMMO5D, FCC ID: NT8-VWMIBREGIO, FCC ID: NZLADHL5D, FCC ID: OAYARS4B, FCC ID: OAYARS5B, FCC ID: OYGTSSRE4UD, FCC ID: OYGTSSRE4UF, FCC ID: OYGTSSSG4G5, FCC ID: QIPALAS6A-US, FCC ID: QISME919BS-567BN, FCC ID: QISME919BS-567BNB, FCC ID: QZ9-KA3, FCC ID: RK7MBC-NAR, FCC ID: RK7MBC-NAR2, FCC ID: RK7185-00, FCC ID: RK7186-00, FCC ID: RX2BNFHL, FCC ID: RX2BNFLL, FCC ID: T8GA270, FCC ID: T8GA475, FCC ID: T8GA476, FCC ID: T8GP114, FCC ID: VPYLB1KD, FCC ID: WJLHT-5,FCC ID: NF3-FR5CUEC, FCC ID: NBG01RS55, FCC ID: NF3-F5CP42, FCC ID: NBG01RS53,FCC ID: NBGFS125C1.

Interference statement

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.

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.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

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.

FCC Class B digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 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.

Ukraine

For declarations of conformity, see www.volkswagen.com/generalinfo.

Further information on radio systems

United Arab Emirates

TRA, REGISTERED No_DEALER No

ER01458/21, ER0029197/10_DA0014517/08, ER0109760/13_DA0043253/10, ER0126849/14_DA0127935/14, ER0130894/14_DA44932/15, ER0130898/14_DA44932/15, ER0130932/14_DA44932/15, ER01458/21_DA0018994/09, ER34947/14_DA0043252/10, ER35080/14_DA0028019/10, ER35423/14_DA35176/14, ER36213/14_DA36758/14, ER37557/15_DA0028019/10, ER37571/15_DA0028019/10, ER37807/15_DA38660/15, ER39135/15_DA36758/14, ER39136/15_DA36758/14, ER39739/15_DA36758/14, ER40309/15_DA44932/15, ER40510/15_DA44932/15, ER40885/15_DA44877/15, ER42982/15_DA36758/14, ER43831/16_DA36758/14, ER45185/16_DA36758/14, ER45520/16_DA44932/15, ER46672/16_DA38660/15, ER46796/16, ER47876/16_DA44932/15, ER47877/16_DA44932/15, ER47887/16_DA28019/10, ER48223/16_DA44932/15, ER49378/16_DA38660/15, ER49719/16_DA0062437/11, ER49796/16_DA35176/14, ER50430/16, ER51643/17_DA44932/15, ER53878/17_DA44932/15, ER53915/17_DA44932/15, ER53925/17_DA44932/15, ER54754/17_DA0043253/10, ER54922/17, ER55421/17_DA36758/14, ER61136/18_DA40068, ER61137/18_DA0089862/12, ER62566/18_DA44932/15, ER62570/18_DA44932/15, ER63911/18_DA44932/15, ER64149/18, ER64150/18, ER65216/18, ER65415/18, ER65217/18, ER65416/18, ER66801/18_DA77281/18, ER66978/18_DA36758/14, ER66969/18, ER67571/18, ER67572/18, ER67685/18, ER68006/18_DA40068/15, ER68096/18_DA36975/14, ER68097/18_DA36975/14, ER68568/19_DA76163/18, ER68570/19, ER68572/19, ER69987/19_DA44932/15, ER70009/19_DA44932, ER70046/19_DA44932, ER70534/19, ER70554/19_DA0043253/10, ER70659/19_DA44932/15, ER71148/19_DA0043253/10, ER71355/19_DA38660/15, ER71413/19_DA0089862/12, ER71414/19_DA0089862/12, ER72288/19, ER72723/19, ER72725/19, ER73393/19_DA0086237/12, ER74095/19, ER75266/19_DA0086237/12, ER76113/19, ER76114/19, ER76324/19_DA56674/16, ER76515/19, ER76869/19, ER77956/20_DA76153/18, ER78093/20_DA36975/14, ER78187/20_DA36975/14, ER79367/20, ER80171/20, ER81399/20_DA0089862/12, ER88450/20_DA0086237/12, ER88708/20, ER89638/20_DA36975/14, ER90272/20_DA0028019/10, ER90294/20_DA0043253/10, ER90295/20_DA0043253/10, ER91750/20, ER95816/21_DA36758/14, ER97243/21,ER64150/18,ER64149/18_DA36975/14,ER98887/21_DA77281/18,ER65217/18_DA36975/14,ER65216/18 ER69987/19_DA44932/15, ER45520/19_DA44932/15, ER70046/19_DA44932/15,ER47877/16_DA44932/15, ER47876/16_DA44932/15, ER48223/16_DA44932/15.

Vietnam

ICT

SunTech VietNam Technology Company Limited, C00082015, SUNTECH VietNam, SUNTECH VN:

71/CVT-TT3

220221.01-TN, 220208.14-TN, 773/TTDLCL-CN, 210816.05-TN, 210526.20-TN, 2108106.04-TN, 3568/CVT-CNDV, 210526.21-TN, 2357/CVT-CL,220310.03-TN,220321.12-TN

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Hella KGaA Hueck Co.: A0858170820AF04A3, C0013190118AF04A2, C0036120121AF04A3, C0065120418AF04A2, C0068190418AF04A2, C0080180319AF04A2, C0092300320AF04A2, C0100100420AF04A2, C0163150719AF04A2,

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Except where indicated or specifically stated, the technical data applies 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 country-dependent equipment. All data in the official vehicle documents always takes precedence.

The official vehicle documents show which drive and which power output your vehicle has.

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

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg (approx. 165 lbs)), service fluids and, if 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 inside and outside of the vehicle.

— Add-on parts.

— Drawbar load when towing a trailer.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate ("safety compliance label") on the B-pillar on the driver side *(→ Safety certificate)* *(→ Type plate)*.

Performance figures

The values apply only for optimum road and weather conditions.

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle *(→ Type plate)* or on the safety certificate *(→ Safety certificate)* always have priority.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (approx. 3,000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,000 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 (approx. 300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

The following sample vehicle identification numbers are used to demonstrate the structure.

Group	①			②			③		④	⑤	⑥	⑦					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	M	E	4	0	0	9	5	3
	W	V	W	A	F	2	9	N	4	8	Y	0	0	0	0	0	1

① Vehicle manufacturer identifier:

WVW

Volkswagen Passenger Cars

WVG

Volkswagen Passenger Cars

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus(Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor (Indonesia)

② Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③ Vehicle class per model:

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

CR

Touareg

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check digits: the filler characters or check digits may differ depending on the manufacturer.

(5) VIN index per model year:

M

2021

N

2022

P

2023

R

2024

(6) Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

K

Volkswagen Osnabrück Plant

Or: Volkswagen Kaluga Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

U

Volkswagen Uitenhage Plant

V

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

The letters assigned to the production locations may differ on a vehicle-specific basis or may have a double assignment.

(7) Sequential production number in a model year.

Position of the vehicle identification number



Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification 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. The vehicle identification number can also be found on the type plate.

Depending on model, country and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the bonnet space in the right water drainage channel.

— In the bonnet space on the right suspension turret.

— In the bonnet space close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

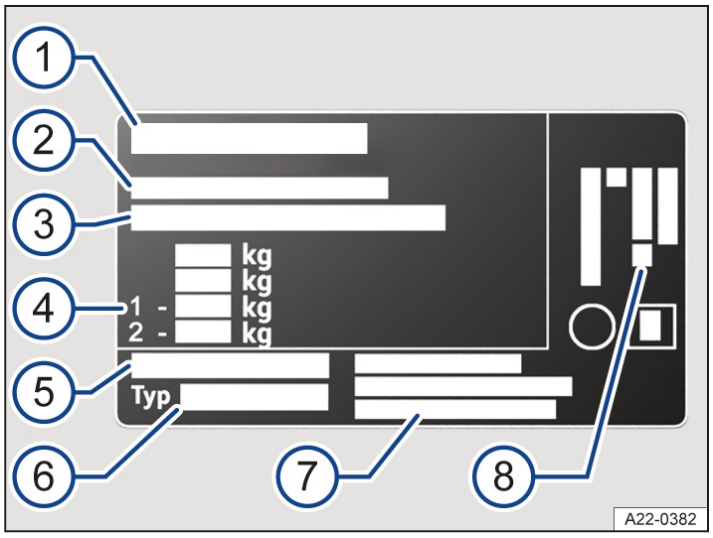

Fig. 1 Type plate (illustration): variant 1.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

(1) Manufacturer code.

(2) Type approval.

(3) Vehicle identification number.

4 Gross vehicle weight rating.

Gross combination weight rating (vehicle plus trailer).

Gross front axle weight rating.

Gross rear axle weight rating.

5 Type approval number, country-specific.

6 Vehicle type.

7 Manufacturer's address.

8 Engine code.

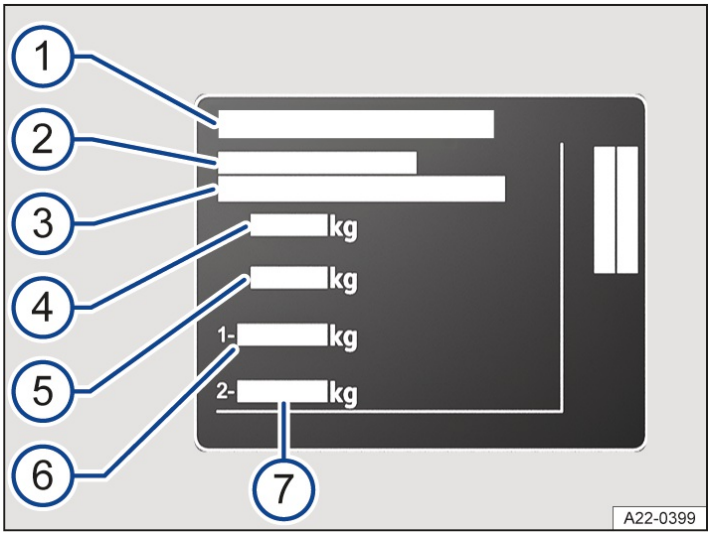

Fig. 2 Type plate (illustration): variant 2.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1 Manufacturer code.

2 Type approval.

3 Vehicle identification number.

4 Gross vehicle weight rating.

5 Gross combination weight rating (vehicle plus trailer).

6 Gross front axle weight rating.

7 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.

Safety certificate

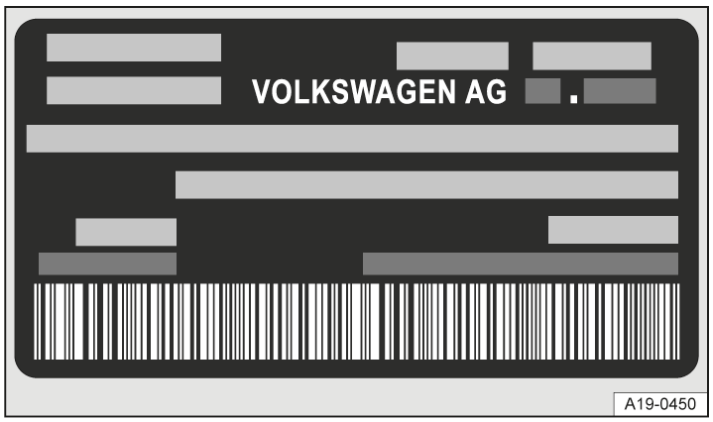

Fig. 1 Safety certificate (illustration).

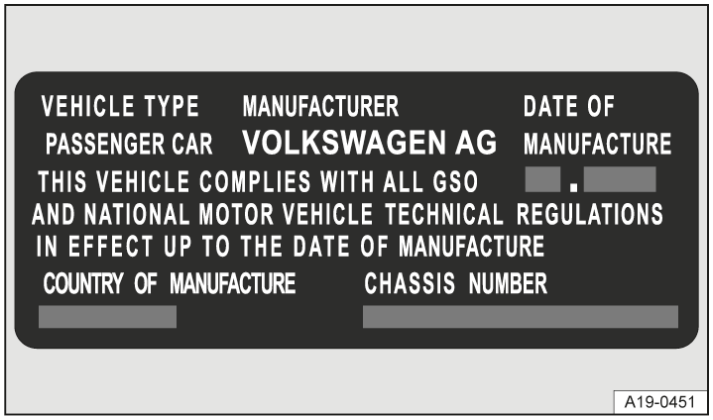

Fig. 2 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

— Vehicle type.

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle identification number.

Dimensions

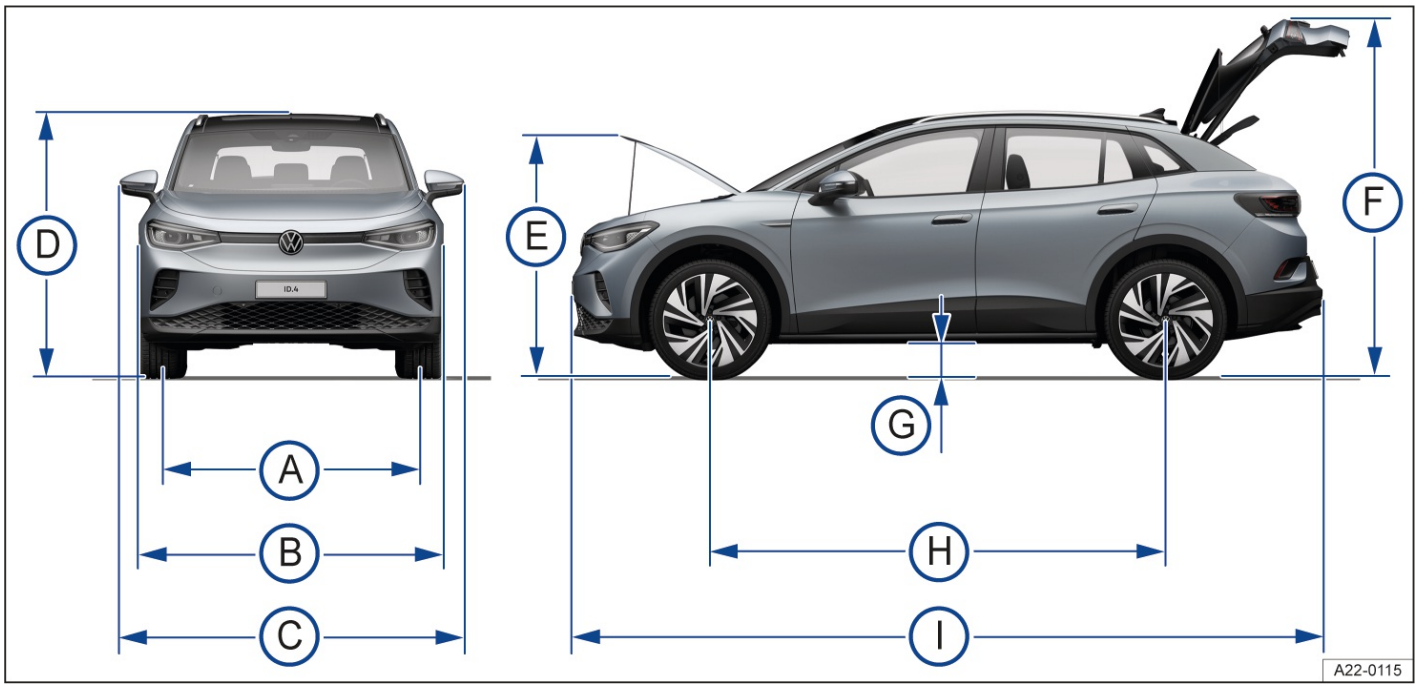

Fig. 1 Vehicle dimensions.

The data in the table applies to the basic model with basic equipment.

The specified values can vary due to different tyre and wheel sizes, additional equipment, different model versions, retrofitted accessories and for special vehicles.

Information on the composition of the weights can be found in section *(→ Technical data)*.

Key to *Fig. 1*:			
A	Front track	mm	1,588 – 1,598
	Rear track	mm	1,564 – 1,574
B	Width	mm	1,852
C	Width from exterior mirror to exterior mirror	mm	2,108
D	Height to the upper edge of the roof at kerb weight	mm	1,610 – 1,612
	Height at kerb weight with GPS aerial	mm	1,632 – 1,634
E	Height with open bonnet at kerb weight	mm	1,730 – 1,732
F	Height with open boot lid at kerb weight	mm	2,176 – 2,179
G	Ground clearance between the axles at kerb weight	mm	169 – 171
H	Wheelbase with full load	mm	2,769 – 2,771
	Turning circle diameter	m	10.2
I	Length from bumper to bumper	mm	4,582 – 4,584
I	Length with a factory-fitted towing bracket	mm	4,690 – 4,692

109 kW, 52 (55) kWh, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	109
Engine code		EBJA
Maximum torque	Nm	220
Maximum speed	km/h	160

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,968 – 1,971
Gross vehicle weight rating	kg	2,480 – 2,490
Gross front axle weight rating	kg	1,110 – 1,120
Gross rear axle weight rating	kg	1,420

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,200
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,480 – 3,490
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

125 kW, 52 (55) kWh, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	125
Engine code		EBJA
Maximum torque	Nm	310
Maximum speed	km/h	160

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,965 – 1,968
Gross vehicle weight rating	kg	2,470 – 2,480
Gross front axle weight rating	kg	1,110 – 1,120
Gross rear axle weight rating	kg	1,410

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,200
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,470 – 3,480
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

128 kW, 77 (82) kWh, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	128
Engine code		EBJA
Maximum torque	Nm	235
Maximum speed	km/h	160

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	2,123
Gross vehicle weight rating	kg	2,660
Gross front axle weight rating	kg	1,180
Gross rear axle weight rating	kg	1,530

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,200
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,660
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

150 kW, 77 (82) kWh, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	150
Engine code		EBJA
Maximum torque	Nm	310
Maximum speed	km/h	160

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	2,120
Gross vehicle weight rating	kg	2,660
Gross front axle weight rating	kg	1,180
Gross rear axle weight rating	kg	1,530

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,200
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,660
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

195 kW, 77 (82) kWh, all-wheel drive, electric motor

Engine overview

Power, maximum	kW	195
Engine code		EBJA, EBRA
Maximum torque (front engine)	Nm	162
Maximum torque (rear engine)	Nm	310
Maximum speed	km/h	180

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	2,221
Gross vehicle weight rating	kg	2,750
Gross front axle weight rating	kg	1,260
Gross rear axle weight rating	kg	1,540

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,200
Maximum trailer weight braked, gradients up to 8 %	kg	1,400
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,950
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

220 kW, 77 (82) kWh, all-wheel drive, electric motor

Engine overview

Power, maximum	kW	220
Engine code		EBJA, EBRA
Maximum torque (front engine)	Nm	162
Maximum torque (rear engine)	Nm	310
Maximum speed	km/h	180

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	2,239
Gross vehicle weight rating	kg	2,750
Gross front axle weight rating	kg	1,260
Gross rear axle weight rating	kg	1,540

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,200
Maximum trailer weight braked, gradients up to 8 %	kg	1,400
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight	kg	3,950
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*