Thank you for choosing Volkswagen

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

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

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

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

⚠ WARNING

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

About this owner's manual

This owner's manual is valid for all 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. 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.

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.

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

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

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

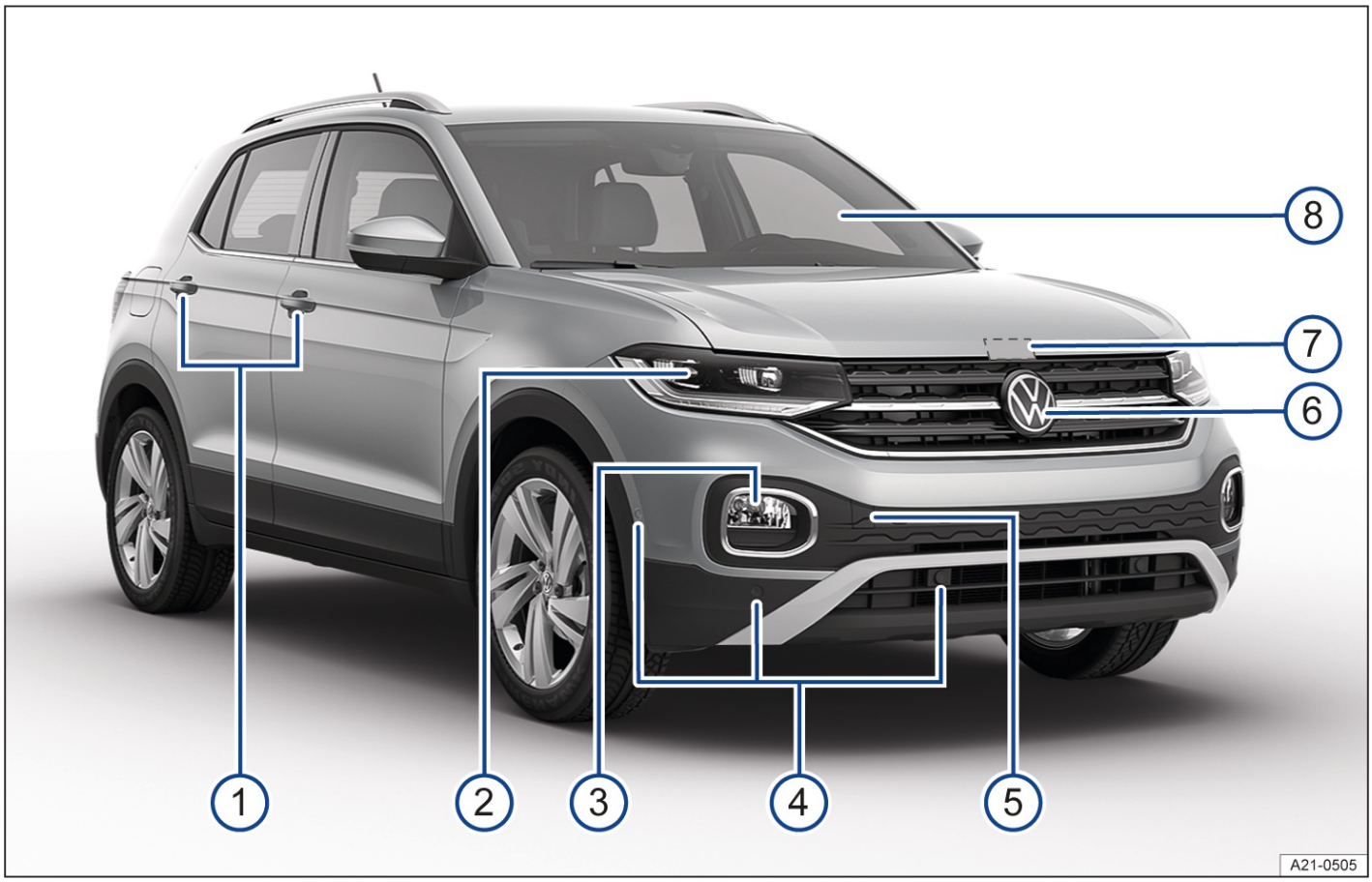


Fig. 1 Overview of vehicle from front.

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

Rear view

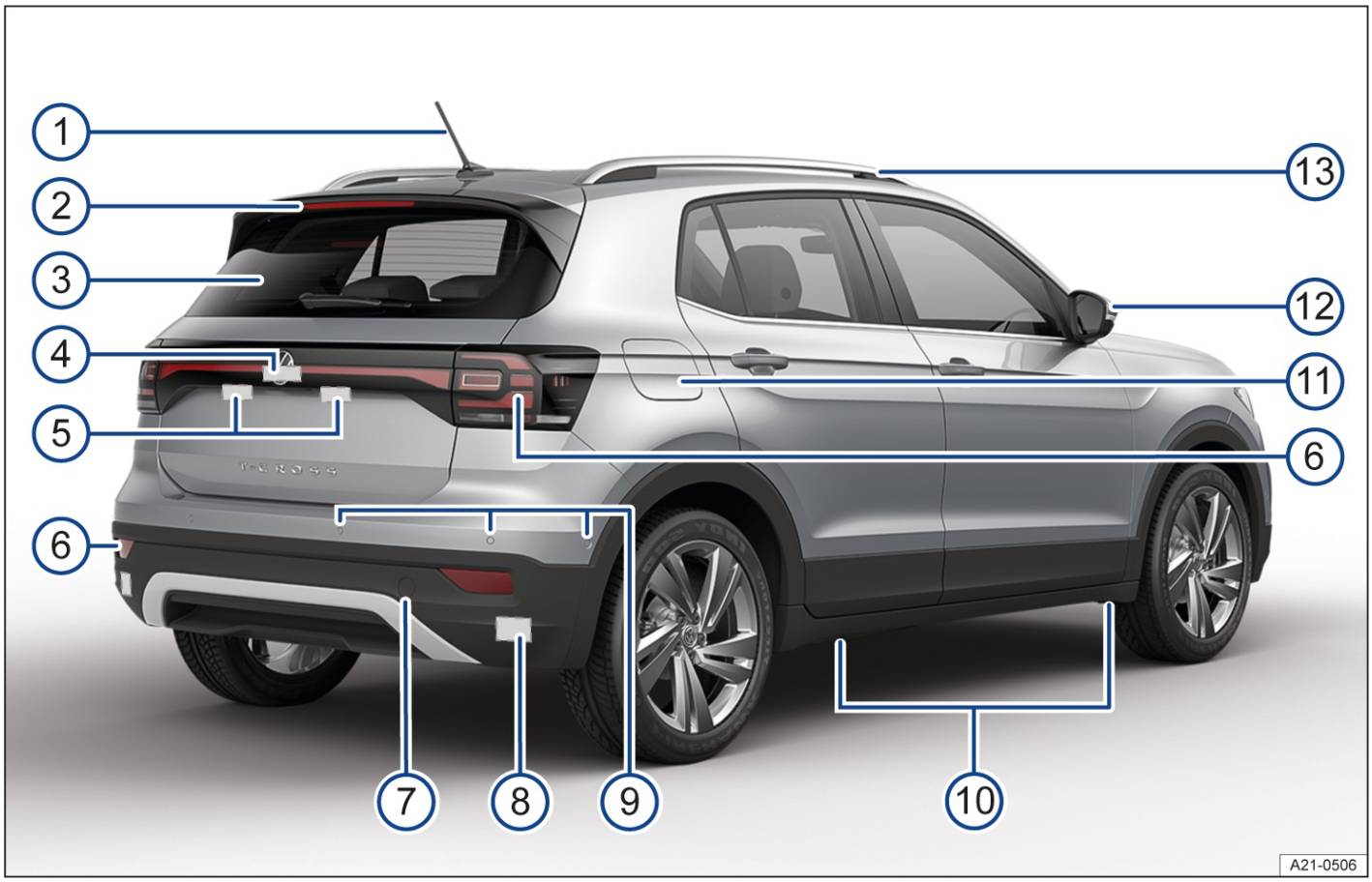


Fig. 1 Overview of vehicle from rear.

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)*
4. Area
   - — of the button for opening the boot lid
   - — of the camera for parking systems , *(→ Vehicle care, exterior)*
5. Number plate light
6. Tail light clusters
7. Behind a cover: mounting for towing eye
8. Behind the bumper: radar sensor for assist systems *(→ Vehicle care, exterior)*
9. Sensors for assist systems *(→ Vehicle care, exterior)*
10. Jacking points
11. Tank flap
12. Exterior mirrors *(→ Exterior mirrors)*
    - — Blind Spot Monitor display
13. Roof railing *(→ Roof carrier)*

Driver door

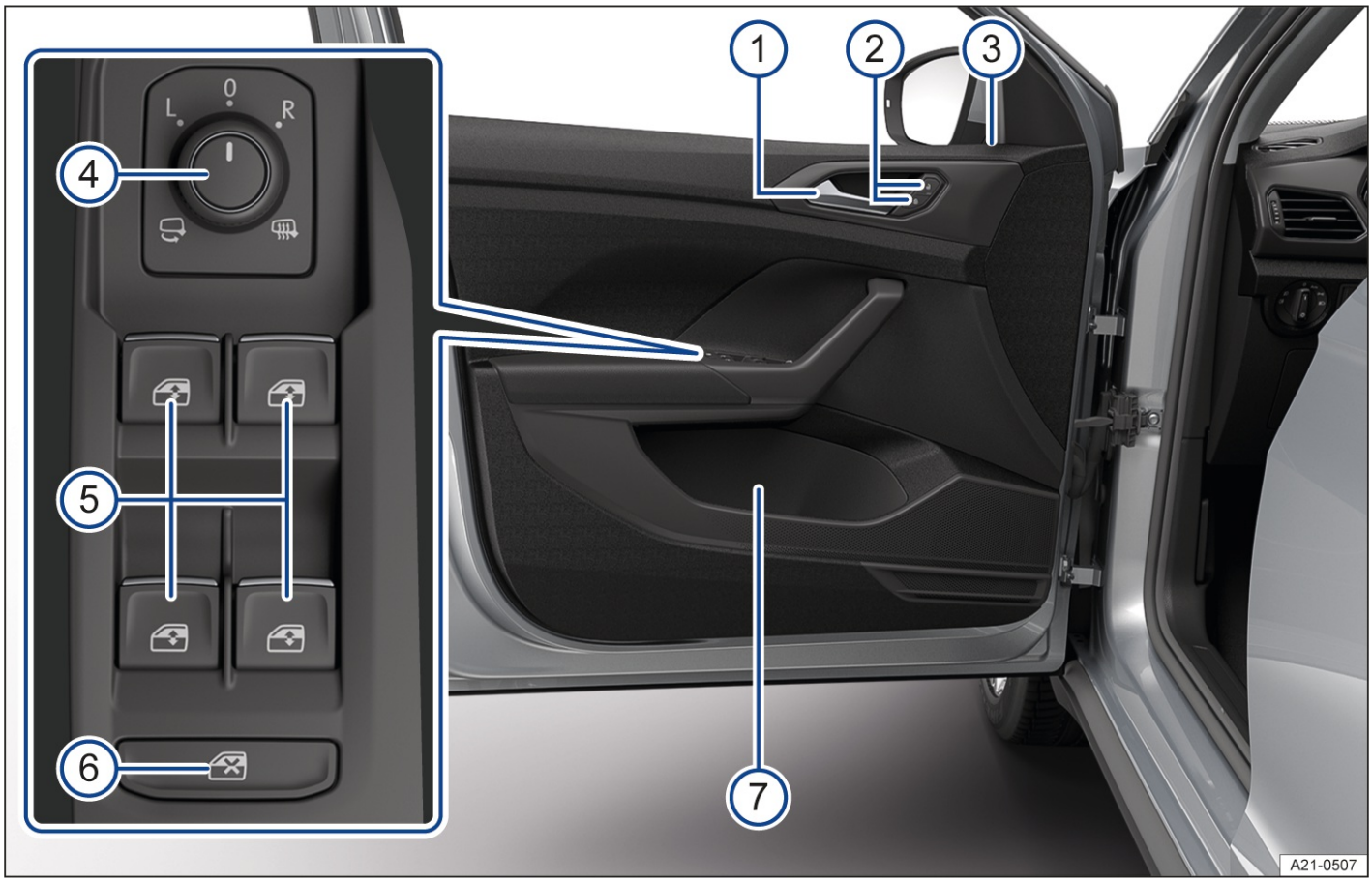


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

1. Door release lever
2. Central locking button for locking and unlocking the vehicle *(→ Central locking button)*
3. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
4. Rotary knob for exterior mirror settings and functions *(→ Exterior mirrors)*
5. Buttons for operating the electric windows
6. Button for deactivating the electric window buttons in the rear doors.
7. Stowage compartment
   - with bottle holder
   - with stowage facility for high-visibility waistcoat *(→ Emergency equipment)*

Driver side

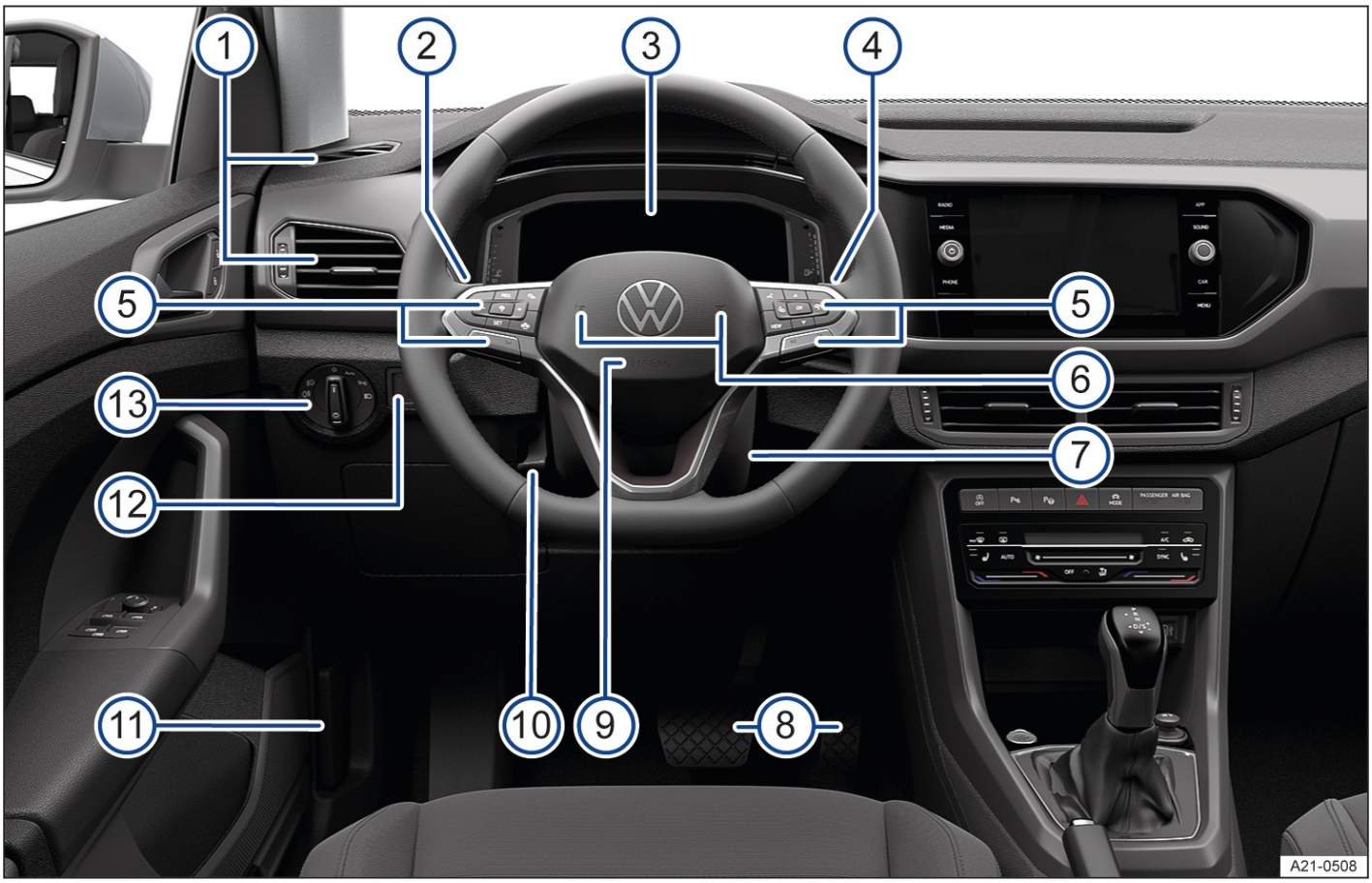


Fig. 1 Overview of the driver side (left-hand drive vehicles).

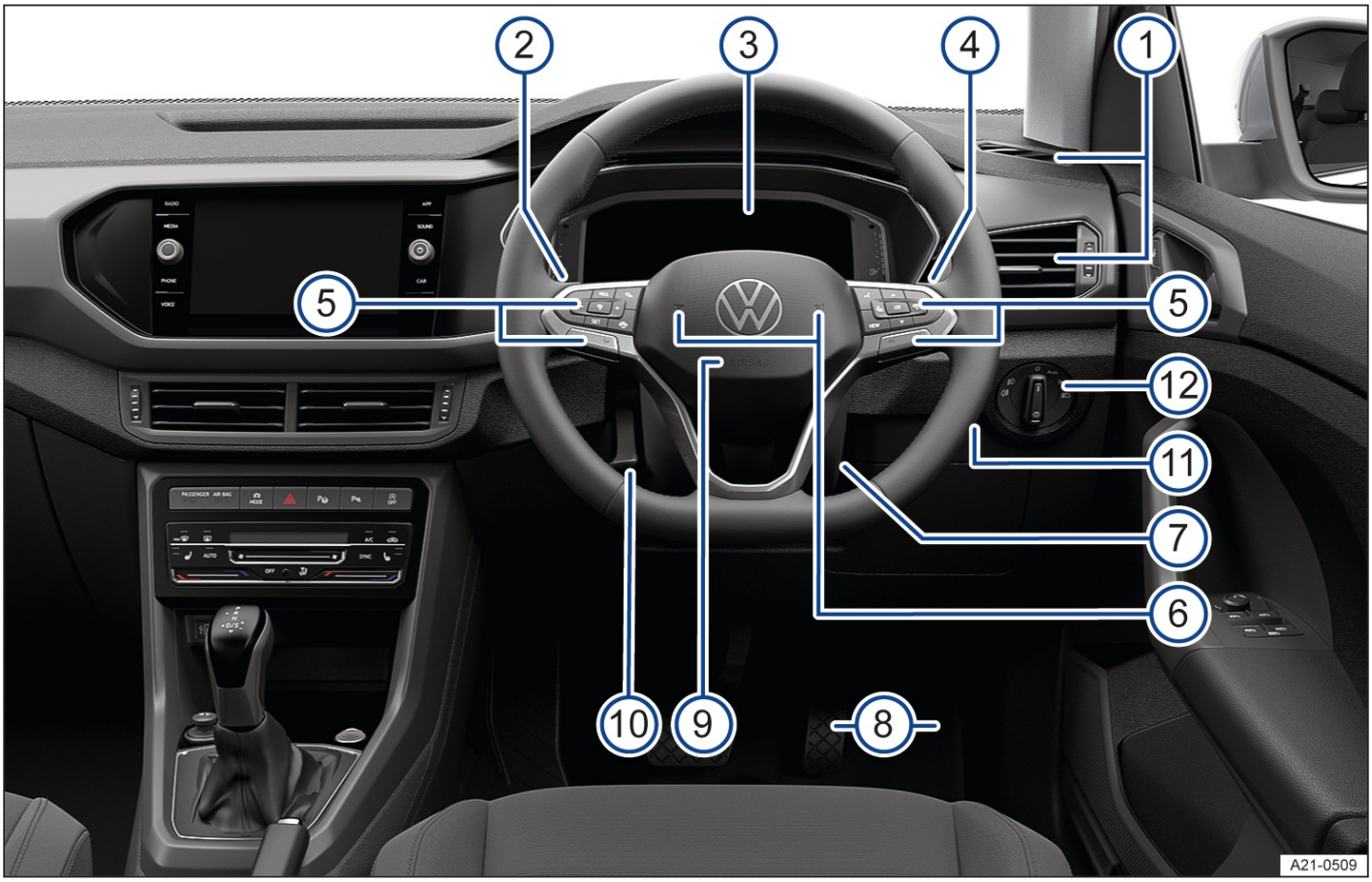


Fig. 2 Overview of the driver side (right-hand drive vehicles).

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

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

— With switches and buttons for the driver assist systems

3 Instrument cluster *(→ Digital instrument cluster (Pro))*

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

4 Lever for wipers and washers

— With buttons for operating the menus *(→ Digital instrument cluster (Pro))*

5 Controls on the multifunction steering wheel

— for driver assist systems

— for menu selection *(→ Digital instrument cluster (Pro))*

— for accepting telephone calls OK

— for audio, navigation ⋈ ⋈ , ,

— for volume adjustment ⊿ ⊿

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

— to switch between the current and previous menus VIEW *(→ Digital instrument cluster (Pro))*

6 Horn

7 Ignition lock *(→ Ignition lock)*

8 Pedals *(→ Pedals)*

9 Location of the driver front airbag

10 Lever for adjusting the steering column position

11 Release lever for bonnet *(→ In the engine compartment)*

12 Control for headlight range control *(→ Headlight range control)*

13 Light switch

Centre console

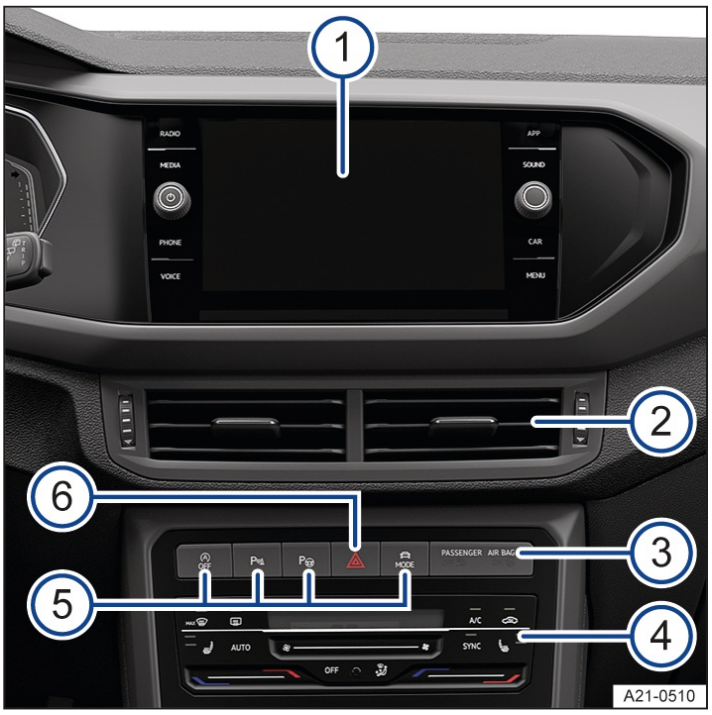


Fig. 1 Overview of the upper section of the centre console.

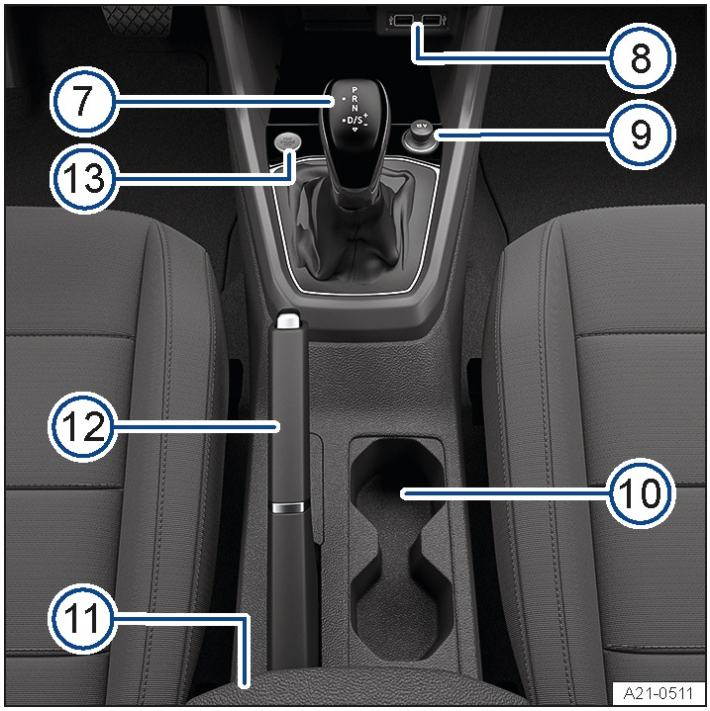


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

1. Infotainment system
2. Vents *(→ Air distribution of the air conditioning system)*
3. Indicator lamp for the front passenger front airbag switch-off function OFF
4. Controls for air conditioning system
5. Buttons
   - for start/stop system
   - for assist systems for parking and manoeuvring
   - for driving profile selection

(6) Hazard warning lights button ⚠

(7) Release the lever

— for DSG® dual clutch gearbox

— for manual gearbox *(→ Manual gearbox)*

(8) USB sockets

(9) 12-volt socket *(→ Sockets)*

(10) Stowage compartment with drink holder

(11) Centre armrest with stowage compartment

(12) Handbrake lever *(→ Handbrake)*

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

Front passenger side

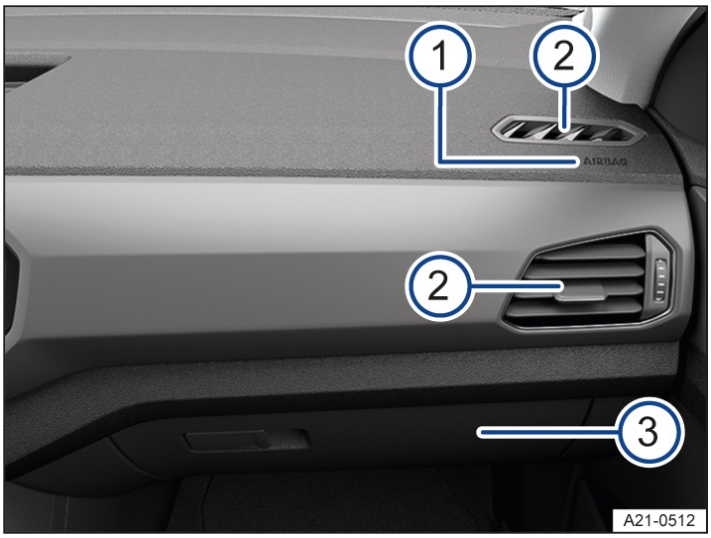
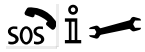


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

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

1. Location of front passenger front airbag in the dash panel
2. Vents *(→ Air distribution of the air conditioning system)*
3. Glove box:
   - — with opening lever
   - — with vent for cooling the glove box (depending on model)
   - — with holder for coins and plastic cards
   - — with mounting for glasses compartment
4. Key switch for switching off the front passenger front airbag

Controls in the roof

Symbol	Meaning
	Buttons for interior and reading lights .
	Buttons for emergency call service, information call and breakdown call .

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 and serious injury or 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*
	The handbrake is applied → *Handbrake*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Low brake fluid level → *Brake fluid level*
	Take over control of the vehicle and be prepared to brake. → *Introduction to the topic*
	STOP Do not drive on! Engine oil level too low → *Engine oil level very low*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Fault in engine coolant system → *Coolant*
	STOP Do not drive on! Fault in steering → *Steering fault*
	Rear Traffic Alert has detected an obstacle at the rear → *Rear Traffic Alert*
	STOP Do not drive on! Fault in the 12-volt power supply system → *12-volt power supply*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately*

	Do not drive on! Gearbox overheated! → *Gearbox overheated*
	Central warning lamp → *Priority 2 warning*
	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*
	Check the brake pads → *Brake pad wear indicator*
	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*
	Traction control system (TCS) switched off → *TCS*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failure or fault*
	Engine oil system fault → *or Fault in engine oil system*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *or Fault in engine oil system*
	Fuel tank almost empty → *Fuel tank almost empty*
	Travel Assist not available → *Travel Assist is not available or does not function as expected*
	Vehicle lighting failure → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	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*

	STOP Do not drive on! Low tyre pressure → *Low tyre pressure*
	STOP Do not drive on! Fault in tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*
	Switching off Front Assist → *Operating Front Assist*
	Front Assist is starting up → *or Front Assist is starting up*
	Cruise control system fault → *Cruise control system faulty*
	Speed warning → *Driving data display*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Lane keeping system (Lane Assist) is regulating → *Driving with the lane keeping system*
	Lane keeping system (Lane Assist) is regulating → *Driving with the lane keeping system*
	Fault in Blind Spot Monitor → *Blind Spot Monitor is not working*
	Rear Traffic Alert braking intervention → *Rear Traffic Alert*
EPC	Fault in engine management system → *Fault in engine management system*
	Exhaust system fault → *Emissions-relevant fault*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	Fault in 12-volt power supply → *12-volt power supply*
	Gearbox fault → *Clutch is slipping*, → *Gearbox overheated*
	Vehicle key not in vehicle → *No valid vehicle key recognised*
	Depress the brake pedal. → *Engine does not start*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp (with factory-fitted towing bracket)*
	Speed stored, regulation active → *Introduction to the topic*, → *Switching the ACC on and off*
	The speed limiter is switched on → *Introduction to the topic*
	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 the lane keeping system*
	Lane Assist active → *Driving with the lane keeping system*
	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*

	Main beam or headlight flasher → *Switching main beam on and off*
	Economical mode → *Economical mode*
	Outside temperature colder than +4°C (+39°F) → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*, → *Analogue instrument cluster information displays*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Information displays on the digital instrument cluster Pro*, → *Analogue instrument cluster information displays*
	Service due → *Service interval display*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction to the topic*
	Main-beam control active → *Switching on main-beam control*
	Take over steering → *Take over steering*
	Front Assist is starting up → *or Front Assist is starting up*
	Distance warning → *Warning levels and braking intervention*
	Speed regulation is switched on → *Introduction to the topic*
	Cruise control system faulty → *Cruise control system faulty*
	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 limiter switched on, system control active → *Introduction to the topic*
	Eco driving profile → *Characteristics of the driving profiles*
	Speed regulation due to the road layout → *Driving with predictive cruise control*
	Normal driving profile → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Sport mode → *Characteristics of the driving profiles*
	Mobile phone connected via Bluetooth® → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*, → *Analogue instrument cluster information displays*
	Mobile phone battery charge level → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*, → *Analogue instrument cluster information displays*
	Reference to information in the owner's manual → *Note about information in the owner's manual*
	Cruise control due to speed limit → *Driving with predictive cruise control*

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 the Vehicle 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 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.

Introduction to instrument cluster

The vehicle may be equipped with an analogue or 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

If the driver is distracted when driving, this can cause accidents and serious injuries.

- 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.

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

When you start the engine 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.

Overview of the digital instrument cluster Pro

The Digital Cockpit Pro is a digital instrument cluster with high-resolution TFT colour display. By selecting different information profiles, it is possible to view additional displays in addition to the standard round instruments, e.g. rev counter. The term “digital instrument cluster Pro” is used below to refer to the Digital Cockpit Pro.

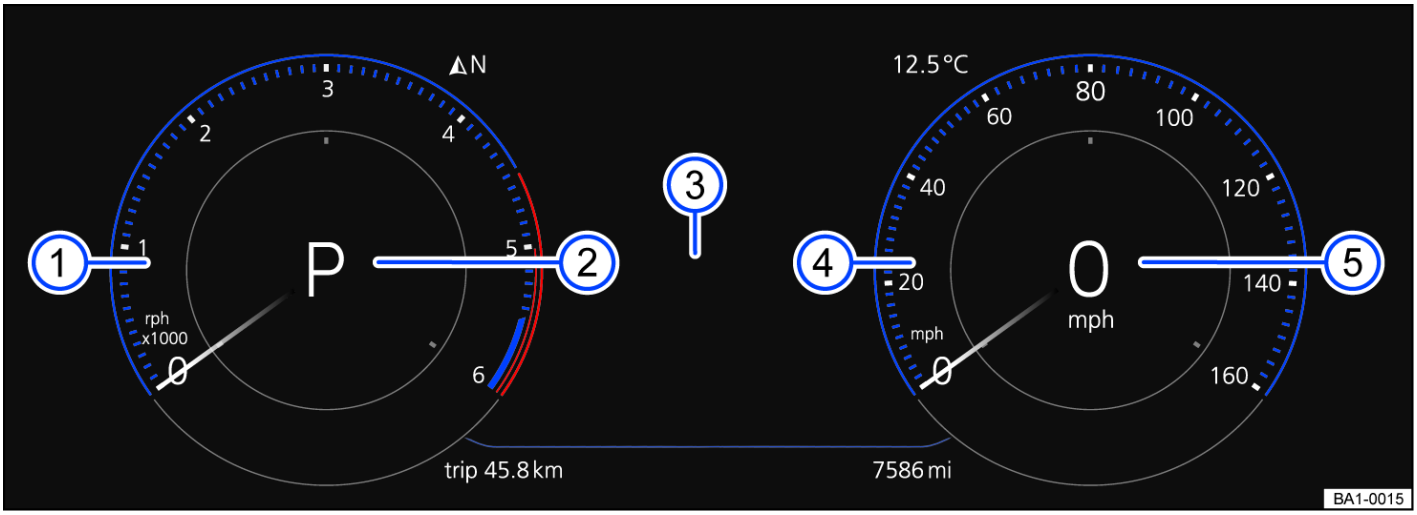


Fig. 1 Digital instrument cluster Pro in the dash panel (illustration).

1. Rev counter (running engine speed in revolutions x 1,000 per minute).
2. Currently selected gear or selector lever position .
3. Displays.
4. Speedometer.
5. Digital speed display.

Operating the digital instrument cluster Pro

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

Fig. 2 On the right of the steering column: buttons on the wiper lever.

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The digital instrument cluster Pro is then operated only with the buttons on the multifunction steering wheel. The functions of the buttons on the multifunction steering wheel depend on the vehicle equipment.

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

Vehicles without multifunction steering wheel: If any priority 1 warnings are displayed, you will be unable to open any menus *(→ Warning and information messages)*. Some warnings can be confirmed and hidden with the OK/RESET button *→ Fig. 2* (1).

Selecting a menu or information display

Vehicles with multifunction steering wheel:

1. Switch on the ignition.
2. If a message or the vehicle pictogram is displayed, press the OK button, several times if required.
3. Press the or button to display a menu or browse through a menu.
4. To open the menu or information display shown, press OK or wait until the menu or information display opens automatically after a few seconds.

Vehicles without multifunction steering wheel:

1. Switch on the ignition.
2. If a message or the vehicle pictogram is displayed, press the button OK/RESET → *Fig. 2* (1), several times if required.
3. To access the menu selection or to return from a menu or an information display to the menu selection, hold down the rocker switch → *Fig. 2* (2).
4. To browse through the menus, press the rocker switch up or down.
5. To open the displayed menu or information display, press the button OK/RESET → *Fig. 2* (1) or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

Vehicles with multifunction steering wheel:

1. Press the arrow button △ or ▽ in the displayed menu until the required menu option is marked.

   A frame appears around the selected option.
2. Press the OK button to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.
3. To return to menu selection, press the ◁ or ▷ button.

Vehicles without multifunction steering wheel:

1. In the menu displayed, press the rocker switch → *Fig. 2* (2) on the wiper lever upwards or downwards until the desired menu option is marked.

   A frame appears around the selected option.
2. Press the button OK/RESET → *Fig. 2* (1) to make the desired changes.

   A tick ☑ indicates that the relevant function is switched on.
3. Select the menu option Back or hold down the rocker switch → *Fig. 2* (2).

VIEW button on the multifunction steering wheel

The button VIEW allows you to change between the classic view of the round instruments, the large view without information profiles and the extended view with highlighted information profiles. The classic view shows the large round instruments on the right and left and the selected information profile in the middle.

1. To select a profile from the list of default information profiles, press and hold the VIEW button:

Classic

View without information profile.

Automatic

The information profiles adapt to the selected driving profile. Only for vehicles with driving profile selection.

Memory entry 1

Individual selection of the information profiles.

Memory entry 2

Individual selection of the information profiles.

Memory entry 3

Only for vehicles with navigation system fitted at the factory.

Navigation map on the digital instrument cluster Pro

Depending on the vehicle equipment, the digital instrument cluster Pro is able to display a detailed navigation map.

The navigation map can be shown in three sizes. With the larger map size, the navigation map is displayed over the entire width of the display. To select the preferred map size:

1. Select the Navigation menu option.
2. Press the VIEW button on the multifunction steering wheel to toggle between map sizes.
3. Press the arrow button △ or ▽ on the multifunction steering wheel to zoom in and out.
4. To switch to Auto zoom, press the OK button on the multifunction steering wheel when zooming manually.

Depending on the equipment level, navigation is shown on two screens or only one. The navigation map can be displayed in the digital instrument cluster Pro and Infotainment system or only on the Infotainment system display. If the navigation map is displayed on the Infotainment system, only navigation arrows are shown in the digital instrument cluster.

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

If the driver is distracted when driving, this can cause accidents and serious injuries.
- Never operate the digital instrument cluster Pro while the vehicle is in motion.
- Adjust all settings in the digital instrument cluster Pro and Infotainment system only when the vehicle is stationary.

Information displays on the digital instrument cluster Pro

Information profiles

Various topic-specific information profiles *(→ Vehicle settings menu)* can be selected via the Digital Cockpit menu option in the vehicle settings of the Infotainment system. Depending on the selected information profile, the digital instrument cluster Pro shows additional information in the centre of the round instruments, or the round instruments are hidden and the additional information is displayed across the whole width of the display. The following information profiles are available:

— Audio. Digital display of current audio playback.

— Assist systems. Graphic representation of various driver assist systems .

— Distance covered. Display of the distance covered.

— Selector lever display. Display of the current gear or selected position.

— Speed. Display of the speed.

— Navigation. Graphic representation of arrow navigation.

— Range. Display of the remaining range.

— Consumption. Graphic representation of current consumption and digital display of average consumption.

— Dynamic Road Sign Display. Display of recognised road signs.

— Time of arrival information. Display of the remaining driving time, distance to the destination and estimated time of arrival.

The number and scope of the available information profiles may differ depending on the vehicle equipment.

Possible displays in the digital instrument cluster Pro

Depending on equipment, various information may be displayed in the digital instrument cluster Pro:

— Outside temperature display.

— Road signs detected by the Dynamic Road Sign Display system.
— Driver assist systems.
— Driving data display and menus for various settings.
— Gear-change indicator *(→ Gear-change indicator)*.
— Speed warnings.
— Speed warning for winter tyres.
— Open doors, bonnet and boot lid.
— Infotainment system and navigation information.
— Mileage displays.
— Compass display.
— Radiator fan run-on.
— Engine code (EC
).
— Personalisation: welcome and user selection *(→ Personalisation)*.
— Service interval display.
— Start/stop system status display .
— Telephone information.
— Time.
— Selector lever position.
— Warning and information messages.
— Warning and indicator lamps *(→ Symbols in the instrument cluster)*.
— Depending on equipment: economical mode eco. Status display for Active Cylinder Management (ACT
) *(→ Driving economically)*.

Outside temperature display

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

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

— When the vehicle is stationary.
— When travelling at very low speeds.

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

⚠ WARNING

Streets and bridges can be iced over at outside temperatures above freezing point.
The snowflake symbol ❄ indicates that there is a risk of black ice.
There may also be black ice on the road at outside temperatures above +4 °C(+39 °F) when the snowflake symbol ❄ is not displayed.
- Never rely only on the outside temperature display!

Gear-change indicator

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

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 *(→ Winter tyres)*.

Compass display

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

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

Mileage displays

The odometer registers the total distance travelled by the vehicle.

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

1. Reset the trip recorder via the Infotainment system or via the service menu *(→ Service menu)*.

Radiator fan run-on

This display appears after the vehicle ignition has been switched off if the radiator fan is in after-run mode.

An after-run time of the radiator fan may be caused by the following:

— Exhaust gas treatment, e.g. during particulate filter regeneration.

— Active brake cooling after driving down hills.

— Dissipation of engine heat after vehicle operation under high loads, e.g. trailer towing.

Engine code

1. Open the Service menu *(→ Service menu)*.
2. Select the Engine code menu option.

Telephone information

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

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

Selector lever position

The selector lever position is displayed on the side of the selector lever and in the digital instrument cluster.

The digital instrument cluster may show which gear has been selected if the selector lever is in D/S position or in Tiptronic mode *(→ Automatic gearbox)*.

Economical mode

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

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

Correspondingly qualified workshops can program and modify other functions depending on the vehicle equipment level. Volkswagen recommends using a Volkswagen dealership.

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

Some notifications in the digital instrument cluster may be overridden by sudden events, e.g. incoming telephone calls.

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

Overview of the digital instrument cluster Basic

The digital cockpit is a digital instrument cluster with high-resolution TFT colour display. Additional content can be displayed by selecting different views, e.g. rev counter, and different displays in the main display area and secondary display areas. The term “digital instrument cluster Basic” is used below to refer to the Digital Cockpit.

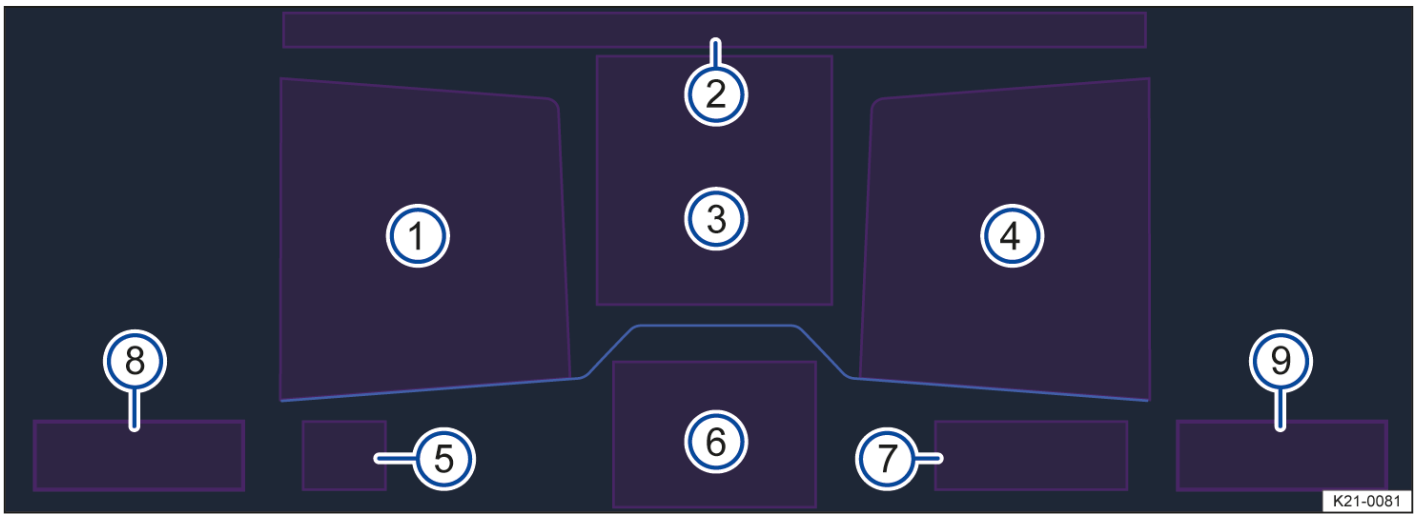


Fig. 1 Digital instrument cluster Basic in the dash panel (illustration).

1. Secondary display area.
2. Time, compass and temperature.
3. Main display area.
4. Secondary display area.
5. Currently selected gear or selector lever position.
6. Active driver assist system.
7. Range.
8. Coolant temperature display.
9. Fuel gauge.

Operating the digital instrument cluster Basic

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

Fig. 2 On the right of the steering column: buttons on the wiper lever.

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The digital instrument cluster Basic is then operated only with the buttons on the multifunction steering wheel. The functions of the buttons on the multifunction steering wheel depend on the vehicle equipment.

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

Vehicles without multifunction steering wheel: If any priority 1 warnings are displayed, you will be unable to open any menus *(→ Warning and information messages)*. Some warnings can be confirmed and hidden with the OK/RESET button *→ Fig. 2* (1).

Views in the main display area

Vehicles with multifunction steering wheel:

1. Press the VIEW button to switch to the main display.

The display in the display area can show the following views:

Digital view

Digital speedometer with secondary displays.

Speed

Classic speedometer display as round instrument.

Rev counter

Classic rev counter display as round instrument.

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

When the ignition is switched off, a display appears showing information on the vehicle status, e.g. total mileage.

An additional secondary display can be configured in the middle of the round instrument in the speed and rev counter views.

Selecting secondary displays

Vehicles with multifunction steering wheel: The secondary displays can be configured or hidden independently of each other. Various driving data, navigation information or information on audio playback or the mobile phone interface can be displayed in the secondary displays. Select the secondary displays as follows:

1. Select the right or left secondary display area with the or button.
2. Select the desired secondary display with the arrow buttons and .
3. Confirm the selection with the OK button.

Selecting secondary displays in the round instrument

Vehicles with multifunction steering wheel:

1. Select the desired secondary display with the arrow buttons and .
2. Confirm the selection with the OK button.

Vehicles without multifunction steering wheel:

1. To access the secondary displays, press the rocker switch → *Fig. 2* (2) at the top or bottom.
2. To scroll through the menus, press the rocker switch → *Fig. 2* (2) at the top or bottom.
3. To confirm the selected secondary display, press the button OK/RESET → *Fig. 2* (1).

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

If the driver is distracted when driving, this can cause accidents and serious injuries.
- Never operate the digital instrument cluster Basic while the vehicle is in motion.
- Adjust all settings in the digital instrument cluster Basic and Infotainment system only when the vehicle is stationary.

Information displays on the digital instrument cluster Basic

Possible displays

Depending on the vehicle equipment, various information can be displayed in the main display and secondary display areas of the digital instrument cluster Basic:

— Outside temperature display.
— Date and time.
— Digital speed.
— Road signs detected by the Dynamic Road Sign Display system.
— Driver assist systems.
— Multifunction display, e.g. Driving time/Distance covered.
— Gear-change indicator *(→ Gear-change indicator)*.
— Speed warning for winter tyres.
— Open doors, bonnet and boot lid.
— Mileage displays.
— Compass display.
— Radiator fan run-on.
— Engine code (EC
).
— Navigation information.
— Oil temperature.
— Customisation: Welcome *(→ Personalisation)*.
— Radio information.
— Service interval display.
— Start/stop system status display .
— Telephone information.
— Selector lever position.
— Warning and information messages.
— Warning and indicator lamps.
— Depending on equipment: economical mode eco. Status display for Active Cylinder Management (ACT
) *(→ Driving economically)*.
— Destination information.

Additional settings can be adjusted in the submenu.

Outside temperature display

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

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

— When the vehicle is stationary.
— When travelling at very low speeds.

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

WARNING

Streets and bridges can be iced over at outside temperatures above freezing point.
The snowflake symbol ❄ indicates that there is a risk of black ice.
There may also be black ice on the road at outside temperatures above +4 °C(+39 °F) when the snowflake symbol ❄ is not displayed.
- Never rely only on the outside temperature display!

Gear-change indicator

While the vehicle is in motion, the digital instrument cluster may show which gear should be selected to reduce fuel

consumption *(→ Gear-change indicator)*.

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 *(→ Winter tyres)*.

Compass display

If the Compass secondary display is activated, the current compass direction in which you are driving is shown as a blue arrow with a representation of the vehicle in combination with a compass.

Radiator fan run-on

This display appears after the vehicle ignition has been switched off if the radiator fan is in after-run mode.

An after-run time of the radiator fan may be caused by the following:

— Exhaust gas treatment, e.g. during particulate filter regeneration.

— Active brake cooling after driving down hills.

— Dissipation of engine heat after vehicle operation under high loads, e.g. trailer towing.

Engine code

1. Open the Service menu *(→ Service menu)*.
2. Select the Engine code menu option.

Navigation information

When route guidance is active, the Navigation information secondary displays shows an arrow to indicate the direction of travel.

An arrow after the entry in the configuration menu links to a submenu.

The submenu contains the home address and a list of recent destinations. You can start route guidance using the OK button.

Telephone information

If the Telephone secondary display is activated and a mobile telephone is connected via Bluetooth, the Bluetooth symbol is shown in the digital instrument cluster. In addition, the symbol shows the charge level of the mobile phone battery

A list of recent calls is displayed in the submenu. The list can be used to call the contacts shown.

Selector lever position for automatic gearbox

The selected position and, depending on driving profile, the selected gear are displayed both on the selector lever and in the digital instrument cluster. The gear shift pattern is displayed in the instrument cluster upon actuation of the brake or selector lever.

Economical mode

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

Destination information

When route guidance is active, the Destination information secondary display shows the expected journey time and the distance to the destination.

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

Some notifications in the digital instrument cluster may be overridden by sudden events, e.g. incoming telephone calls.

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

Overview of analogue instrument cluster

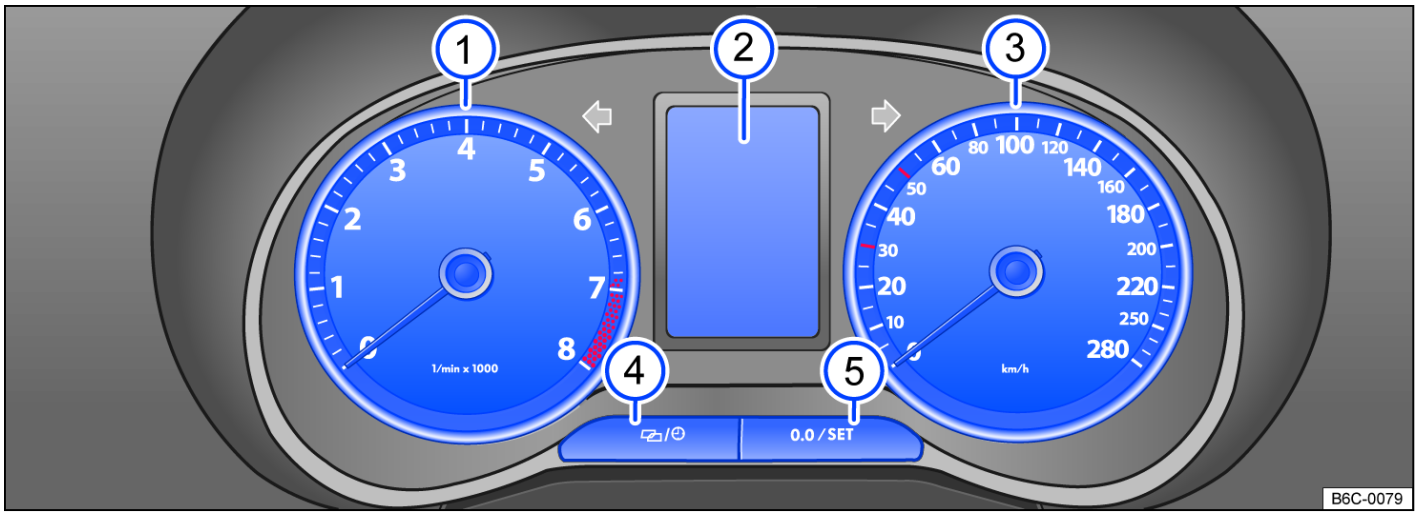


Fig. 1 Analogue instrument cluster in the dash panel (variant 1).

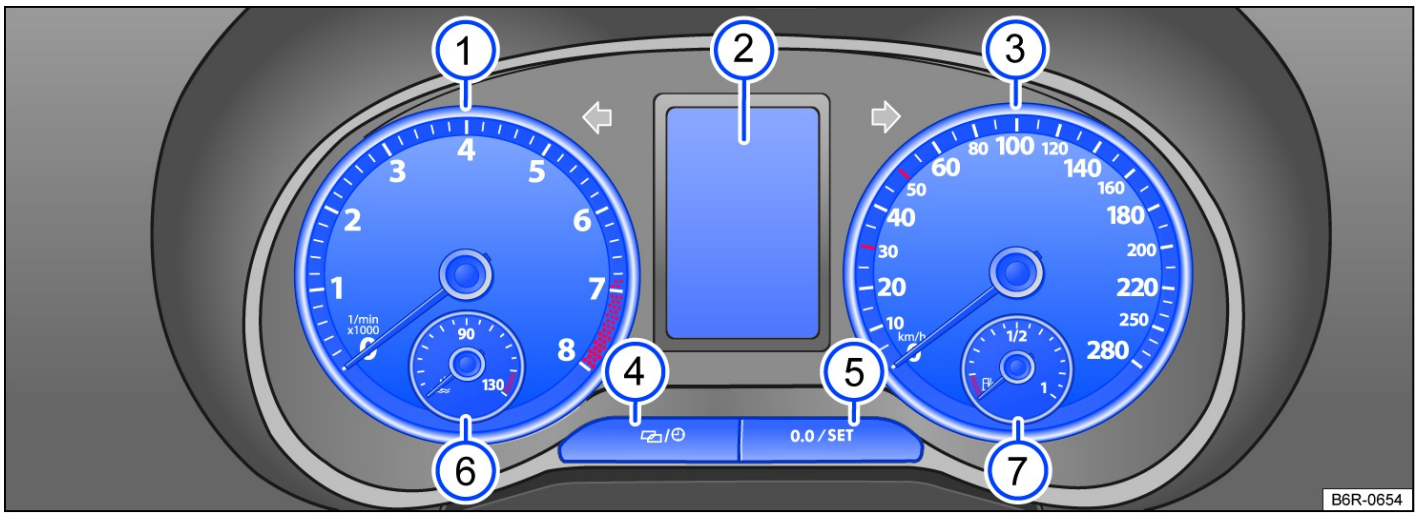


Fig. 2 Analogue instrument cluster in the dash panel (variant 2).

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

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

(3) Speedometer. In km/h or mph depending on the vehicle.

(4) Setting button for the clock.

(5) Reset button for the trip recorder display (trip).

— Press the 0.0/SET button for approximately 1 second to reset the trip recorder to 0.

6 Coolant temperature display.

7 Fuel gauge.

Operating the analogue instrument cluster

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

Fig. 2 On the right of the steering column: buttons on the wiper lever (illustration).

Vehicles with multifunction steering wheel:

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

Vehicles without multifunction steering wheel:

If any priority 1 warnings are displayed, you will be unable to open any menus *(→ Warning and information messages)*. Some warnings can be confirmed and hidden with the OK/RESET → *Fig. 2* (1) button on the wiper lever.

Selecting the menu or Infotainment system display

Vehicles with multifunction steering wheel:

1. Switch on the ignition.
2. Personalisation: select user.
3. If a message or the vehicle pictogram is displayed, press the button OK → *Fig. 1*, several times if required.
4. Press the or button to display a menu or browse through a menu → *Fig. 1*.
5. To open the menu or information display shown, press the OK button → *Fig. 1* or wait until the menu or information display opens automatically after a few seconds.

Vehicles without multifunction steering wheel:

1. Switch on the ignition.

2. Personalisation: select user.
3. If a message or the vehicle pictogram is displayed, press the OK/RESET → *Fig. 2* (1) button on the wiper lever, several times if required.
4. Press and hold the rocker switch TRIP → *Fig. 2* (2) on the wiper lever to access the menu selection *(→ Driving data display (multifunction display))* or to return to the menu selection from a menu or an information display.
5. To scroll through the menus, press the rocker switch TRIP → *Fig. 2* (2) on the wiper lever at the top or bottom.
6. To open the displayed menu or information display, press the button OK/RESET → *Fig. 2* (1) on the wiper lever or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

Vehicles with multifunction steering wheel:

1. Press the arrow button △ or ▽ in the displayed menu → *Fig. 1* until the required menu option is marked.

   A frame appears around the selected option.
2. Use the OK button → *Fig. 1* to confirm the selection.

   A tick ☑ indicates that the relevant function is switched on.

Vehicles without multifunction steering wheel:

1. In the displayed menu, press the rocker switch TRIP → *Fig. 2* (2) on the wiper lever at the top or bottom until the desired menu option is marked.

   A frame appears around the selected option.
2. Press the button OK/RESET → *Fig. 2* (1) on the wiper lever to make the desired changes.

   A tick ☑ indicates that the relevant function is switched on.

Returning to menu selection

Vehicles with multifunction steering wheel:

1. Press the ↩ or ↪ button → *Fig. 1*.

Vehicles without multifunction steering wheel:

1. Select the Back menu option.

VIEW button on the multifunction steering wheel

Vehicles with multifunction steering wheel:

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

Mileage displays

The odometer registers the total distance travelled by the vehicle.

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

1. Briefly press the 0.0 button in the analogue instrument cluster to reset the trip recorder to zero.

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

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Never operate the analogue instrument cluster while the vehicle is in motion.
- Drive with your full attention and with responsibility.

Analogue instrument cluster information displays

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

— Outside temperature display.

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

— Driver assist systems.

— Driving data display and menus for various settings.

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

— Speed warnings.

— Speed warning for winter tyres.

— Open doors, bonnet and boot lid.

— Infotainment system and navigation information.

— Mileage displays.

— Compass display.

— Radiator fan run-on.

— Engine code (EC
).

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

— Service interval display.

— Start/stop system status display .

— Telephone information.

— Time.

— Depending on equipment: economical mode eco. Status display for Active Cylinder Management (ACT
) *(→ Driving economically)*.

— Selector lever position.

— Warning and information messages.

— Warning and indicator lamps *(→ Symbols in the instrument cluster)*.

Correspondingly qualified workshops can program and modify other functions depending on the vehicle equipment level. Volkswagen recommends using a Volkswagen dealership.

Outside temperature display

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

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

— When the vehicle is stationary.

— When travelling at very low speeds.

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

WARNING

Streets and bridges can be iced over at outside temperatures above freezing point.
The snowflake symbol ❄ indicates that there is a risk of black ice.
There may also be black ice on the road at outside temperatures above +4 °C(+39 °F) when the snowflake symbol ❄ is not displayed.

● Never rely only on the outside temperature display!

Gear-change indicator

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

Open doors, bonnet and boot lid

The analogue instrument cluster indicates if any doors, the bonnet or boot lid are open after 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 analogue 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 *(→ Winter tyres)*.

Compass display

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

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

Mileage displays

The odometer registers the total distance travelled by the vehicle.

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

1. Reset the trip recorder via the Infotainment system or via the service menu *(→ Service menu)*.

Radiator fan run-on

This display appears after the vehicle ignition has been switched off if the radiator fan is in after-run mode.

An after-run time of the radiator fan may be caused by the following:

— Exhaust gas treatment, e.g. during particulate filter regeneration.

— Active brake cooling after driving down hills.

— Dissipation of engine heat after vehicle operation under high loads, e.g. trailer towing.

Engine code

1. Open the Service menu *(→ Service menu)*.
2. Select the Engine code menu option.

Telephone information

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

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

Selector lever position

The engaged selector lever position is displayed on the side of the selector lever and in the analogue instrument cluster.

The analogue instrument cluster may show which gear has been selected if the selector lever is in D/S position or in Tiptronic mode *(→ Automatic gearbox)*.

Economical mode

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

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

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

Some notifications in the analogue instrument cluster may be overridden by sudden events, e.g. incoming telephone calls.

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

Rev counter

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

You should change up a gear, select selector lever position D/S or lift your foot off the accelerator before the needle reaches the red zone.

NOTICE

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

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

Digital fuel gauge

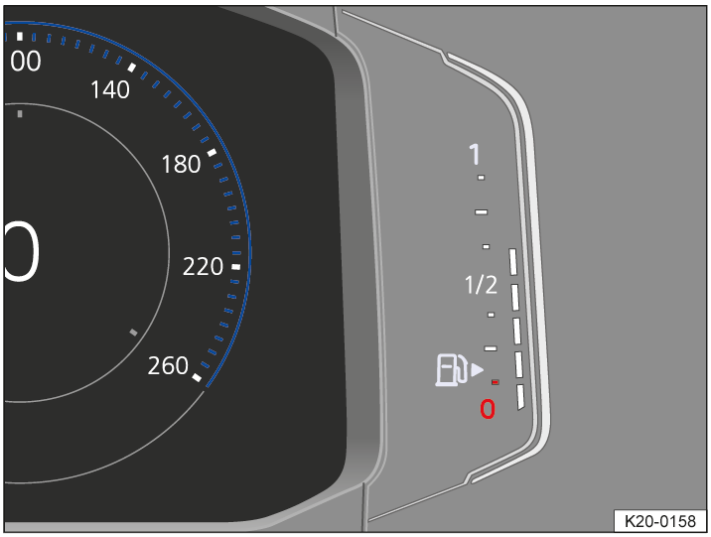


Fig. 1 Fuel gauge in the digital instrument cluster Pro (illustration).

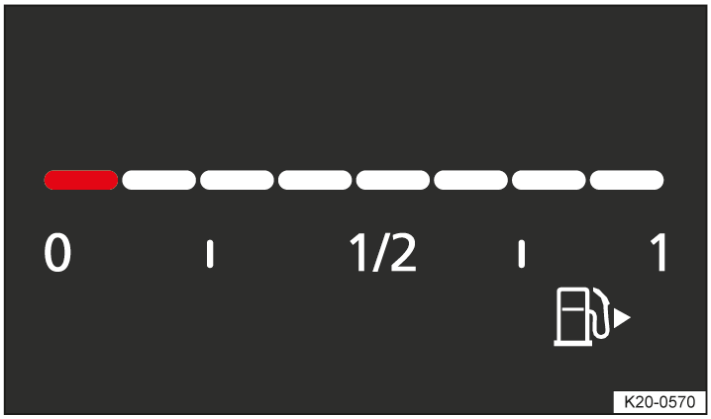


Fig. 2 Fuel gauge in the digital instrument cluster Basic (illustration).

WARNING

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

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

NOTICE

Never run the fuel tank completely dry. Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

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

Analogue fuel gauge

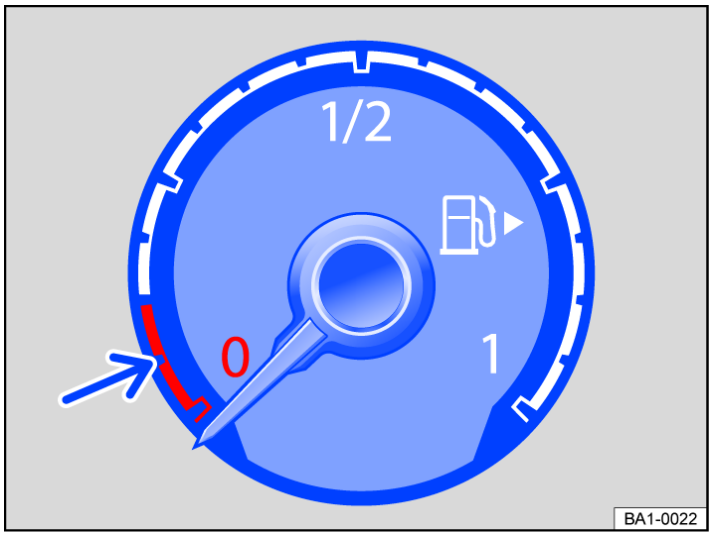


Fig. 1 Fuel gauge in the analogue instrument cluster (illustration).

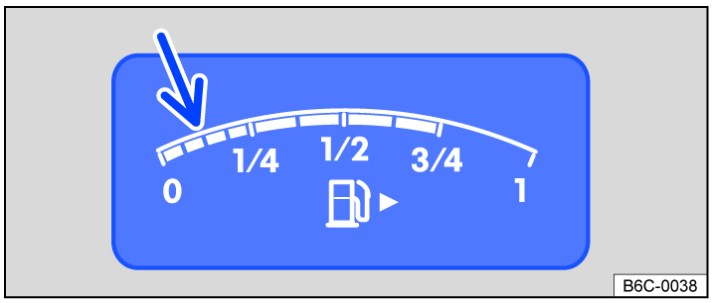


Fig. 2 Fuel gauge in the instrument cluster display (illustration).

WARNING

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

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

NOTICE

Never run the fuel tank completely dry. Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

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

Fuel tank almost empty

The indicator lamp lights up yellow. The reserve volume (red marking) is being consumed.

1. Fill the tank as soon as possible.

Digital coolant temperature display

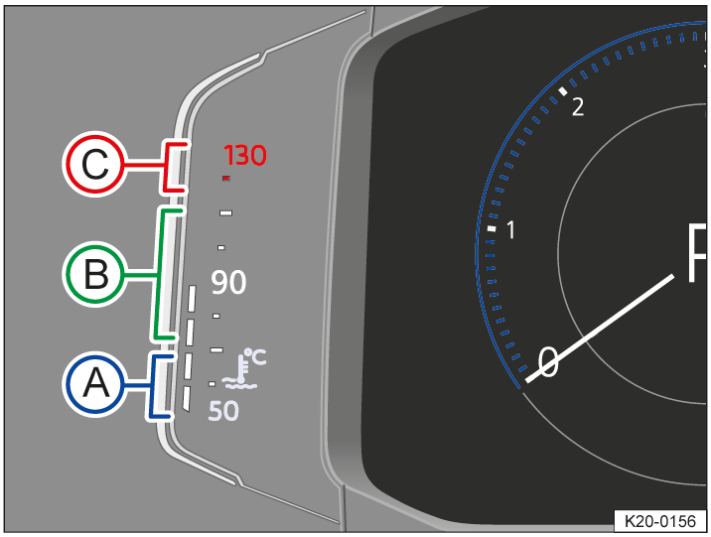


Fig. 1 Coolant temperature display in the digital instrument cluster Pro (illustration).

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

(B) Normal area.

(C) Warning area. The bar may also move into the warning range when the engine is working hard, especially at high ambient temperatures.

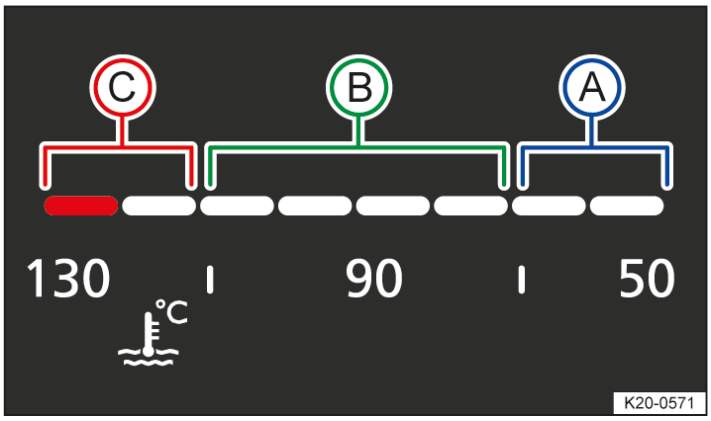


Fig. 2 Coolant temperature display in the digital instrument cluster Basic (illustration).

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

(B) Normal area.

(C) Warning area. The bar may also move into the warning range when the engine is working hard, especially at high ambient temperatures.

If the indicator lamp flashes, the coolant temperature is too high or the coolant level is too low *(→ Coolant)*.

Analogue coolant temperature display

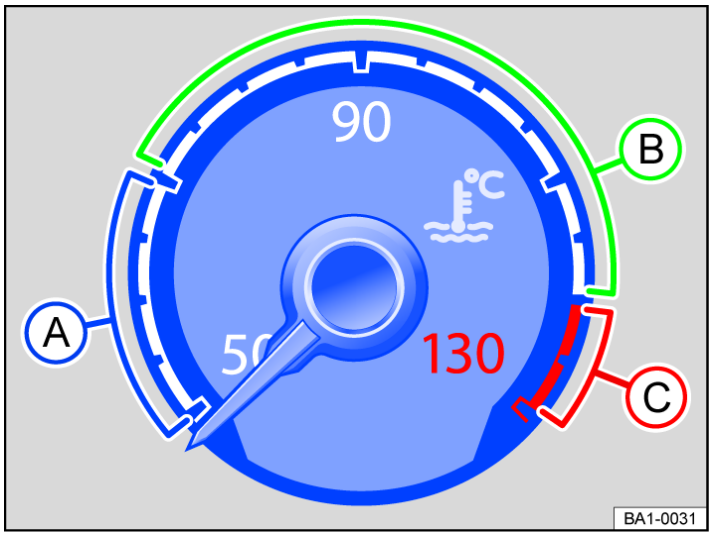


Fig. 1 Coolant temperature display in the analogue instrument cluster (schematic diagram).

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

(B) Normal area.

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

If the indicator lamp flashes, the coolant temperature is too high or the coolant level is too low *(→ Coolant)*.

Driving data display

The driving data display shows driving and fuel consumption data. Different driving data can be displayed depending on the vehicle equipment level. The displayed driving data depends on the current driving behaviour, the vehicle condition, e.g. particulate filter regeneration, and the current driving situation, e.g. urban driving. The driving data values are determined as average values over route sections of varying length. This means that the currently displayed value may differ from the actual average value.

Since start **recorder**

The memory will be deleted if the journey is interrupted for more than 2 hours.

Since refuelling **recorder**

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

Long-term **recorder**

The memory records driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1999.9 km (mi) or 9999.9 km (mi) distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Multifunction display of digital instrument cluster Pro and analogue instrument cluster

The driving data is available in the context menu in the digital instrument cluster Pro.

Changing between the displays in the digital instrument cluster Pro and analogue instrument cluster

Vehicles with multifunction steering wheel:

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

Vehicles without multifunction steering wheel:

1. Press the rocker switch TRIP on the wiper lever.

Changing memory in the digital instrument cluster Pro and analogue instrument cluster

Vehicles with multifunction steering wheel:

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

Vehicles without multifunction steering wheel:

1. Press the OK/RESET button on the wiper lever.

Deleting a driving data memory in the digital instrument cluster Pro and analogue instrument cluster

Vehicles with multifunction steering wheel:

1. Select the memory that you wish to delete.
2. Press the OK button on the multifunction steering wheel.

Vehicles without multifunction steering wheel:

1. Select the memory that you wish to delete.

2. Press the OK/RESET button on the wiper lever.

Adjusting the speed warning in the digital instrument cluster Pro and analogue instrument cluster

Vehicles with multifunction steering wheel:

1. Select the display Warning at --- km/h or Warning at --- mph.
2. Press the OK button on the multifunction steering wheel to save the current speed and activate the warning.
3. Set the speed within approximately 5 seconds using the △ and ▽ arrow buttons on the multifunction steering wheel. Then press the OK button or simply wait a few seconds.

   The speed is now saved and the warning is activated.
4. To deactivate, press the OK button again.

   The stored speed will be deleted.

Vehicles without multifunction steering wheel:

1. Select the display Warning at --- km/h or Warning at --- mph.
2. Press the OK/RESET button on the wiper lever to save the current speed and activate the warning.
3. Within approximately 5 seconds, set the speed using the rocker switch TRIP on the wiper lever. Then press the OK/RESET button or simply wait a few seconds.

   The speed is now saved and the warning is activated.
4. To deactivate, press the OK/RESET button again.

   The stored speed will be deleted.

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

In some countries a single acoustic warning will sound at speeds faster than around 80 km/h(around 50 mph) and a continuous acoustic warning from around 120 km/h (around 75 mph). The indicator lamp also appears in the instrument cluster display. This warning is a legal requirement and cannot be changed.

Multifunction display of the digital instrument cluster Basic

The driving data is available in the secondary display area in the digital instrument cluster Basic.

Multifunction display in the digital instrument cluster Basic

Vehicles with multifunction steering wheel:

1. Select the right or left secondary display area with the or button.
2. Select the desired multifunction display with the arrow buttons △ and ▽.
3. Confirm the selection with the OK button.

Vehicles without multifunction steering wheel:

1. To access the secondary displays, press the rocker switch on the wiper lever at the top or bottom.
2. To browse through the menus, press the rocker switch up or down.
3. To confirm the selected driving data display, press the OK/RESET button.

Resetting a multifunction display in the digital instrument cluster Basic

Vehicles with multifunction steering wheel:

1. Press the or button.

2. Use the arrow buttons △ and ▽ to select the corresponding multifunction display in the configuration menu.

   An arrow after the entry in the configuration menu links to a submenu.
3. Select Reset data in the submenu and confirm with the OK button.

Vehicles without multifunction steering wheel:

1. Press and hold the OK/RESET button.

Driving data in the Infotainment system

In addition to the display on the instrument cluster, driving data can also be displayed in the Infotainment system.

Selecting displays on the Infotainment system

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

∅Average consumption

The average fuel consumption is displayed after around 300 m (around 984 ft).

Range

Approximate calculation of the distance in km (mi) that the vehicle can still travel under the current driving conditions.

∅Average speed

The average speed is displayed after around 100 m (around 328 ft).

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

⚠ WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.
- 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.

Service menu

Settings can be made in the Service menu depending on the vehicle equipment.

Opening the Service menu in the digital instrument cluster Pro

1. Select the Range information profile.
2. Press and hold the OK button on the multifunction steering wheel for approximately 4 seconds.
3. Navigate through the menu using the buttons on the multifunction steering wheel.

Opening the Service menu in the digital instrument cluster Basic

1. Select secondary display Driving time/Distance covered.
2. Press and hold the ↑ or ↓ button on the multifunction steering wheel in the same direction for around 6 seconds.
3. Navigate in the menu using the arrow buttons △ and ▽.

Resetting the service interval display

1. Select the Service menu.
2. Observe the instructions on the instrument cluster display.

Resetting the oil service

1. Select the Reset oil service menu.
2. Observe the instructions on the instrument cluster display.

Resetting the trip recorder on the digital instrument cluster Pro

1. Select the Reset trip menu.
2. Observe the instructions on the instrument cluster display.

Displaying the engine code

1. Select the Engine code menu.

   The engine code is displayed on the instrument cluster.

Setting the time

1. Select the Time menu.
2. Set the time with the arrow buttons △ and ▽.

Displaying copyright information

1. Select the Copyright menu to access copyright information.

Service interval display

Service events are displayed on the instrument cluster and in the Infotainment system. The content of the displays can vary as different versions of the instrument cluster and Infotainment system are available.

Service schedules at Volkswagen are divided into two categories, oil change service and inspections. The service interval display provides information on the next service which includes an oil change and on the next scheduled inspection.

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

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

Service notification

If an oil change service or inspection is due soon, a service alert will appear the next time the ignition is switched on.

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

Service event

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

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules in the Infotainment system

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

To access the service schedule in the Infotainment system:

1. Depending on the version, press the MENU button or function button and select the Vehicle menu in the Infotainment system.

   Or: press the CAR button or function button, depending on the version.
2. Depending on the version, select the Settings menu.
3. Select the Service menu option to display the service information.

Accessing service schedules in the analogue instrument cluster

1. Press and hold the 0.0 button in the instrument cluster until the text Service appears on the display.
2. Release the 0.0 button.

   The current scheduled service will be shown in the display.

Accessing service schedules in the digital instrument cluster Pro and Basic

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

1. Open the Service menu *(→ Service menu)*.

Resetting the service interval display

If the service interval display was not reset after the oil change service or inspection, the display can be reset as follows:

Vehicles with analogue instrument cluster:

1. Switch off the ignition.
2. Press and hold the 0.0 button in the instrument cluster.
3. Switch on the ignition again.
4. Release the 0.0 button when one of the following messages appears on the instrument cluster display: Reset oil service? or Reset inspection?.
5. Press the 0.0 button on the instrument cluster to confirm.

Vehicles with digital instrument cluster: The service interval display can only be reset via the Service menu *(→ Service menu)*.

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

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

The service message will disappear automatically after a few seconds when the engine is running, or when you press the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel.

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

Time

Setting the time in the Infotainment system

1. Depending on version, press the MENU button or function button and open the Vehicle menu.

   Or: press the CAR button or function button, depending on the version.
2. Depending on the version, open the Settings menu.
3. To set the time, select the Time and date menu option.

Setting the time in the digital instrument cluster Pro

1. Select the Range information profile.
2. Press and hold the OK button on the multifunction steering wheel until the Service menu is available on the instrument cluster display *(→ Service menu)*.
3. Select the Time menu.
4. Set the correct time with the arrow buttons △ or ▽.

Setting the time in the digital instrument cluster Basic

1. Open the Service menu *(→ Service menu)*.
2. Select the Time menu.
3. Set the correct time with the OK button.

Setting the time in the analogue instrument cluster

1. To set the time on all vehicle clocks, press and hold the 0.0 button in the analogue instrument cluster until the text Time appears in the instrument cluster display.
2. Release the 0.0 button.

   The time is displayed and the hour setting is marked.
3. Press the 0.0 button repeatedly until the desired number of hours is displayed.

   Press and hold the 0.0 button to scroll through quickly.

   After a few seconds, switching to the minute display takes place automatically.
4. Press the 0.0 button repeatedly until the desired number of minutes is displayed.

   Press and hold the 0.0 button to scroll through quickly.
5. Release the 0.0 button to finish setting the time.

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. Depending on the equipment, press the MENU button or function button and select the Vehicle menu.

   Or: depending on the version, press the CAR button or function button and select the Settings menu.

   Or: tap the function button and select the Auto menu.
4. Tap the corresponding function buttons to open additional menus in theVehicle settings menu or tap the function button and select the corresponding function buttons to adjust the settings in the menu options.
5. To return to the previous menu, tap the function button.

A tick ☑ indicates that the relevant function is switched on.

Systems settings and vehicle information display

— Vehicle settings (Settings).

— Depending on equipment: Think Blue. Trainer *(→ Think Blue. Trainer.)*.

— Depending on equipment: performance monitor .

— Depending on equipment: lap timer .

— Digital instrument cluster (Pro) .

— Digital instrument cluster (Basic) .

— Active media.

— Driving data.

— Vehicle Status.

— Radio station selection.

When you start the engine 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

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

- Drive with your full attention and with responsibility.

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

- The driver is responsible at all times for their fitness to drive.
- Never drive a vehicle when you are tired.
- The system cannot always detect the driver's level of alertness. Observe the information in the section on the limits of the Driver Alert System.
- In certain situations, the system may wrongly interpret intentional driving manoeuvres as a lack of alertness from the driver.
- No urgent warning will be given in the event of the phenomenon known as microsleep.
- 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.

— Sporty driving style.

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

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

— The vehicle has been stationary for longer than 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 or will disappear on its own after 5 seconds:

Vehicles without multifunction steering wheel:

1. Press the OK/RESET button on the wiper lever.

Vehicles with multifunction steering wheel:

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

The Driver Alert System is switched on automatically when the engine is started.

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 or overtaking restrictions. Within the limits of the system, the system also displays sub-plates, e.g. temporary restrictions or restrictions in wet conditions. In some cases, the system can also display the current speed limits on non-signposted routes.

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 the Dynamic Road Sign Display function are displayed on the instrument cluster display and on the Infotainment system.

Display of road signs

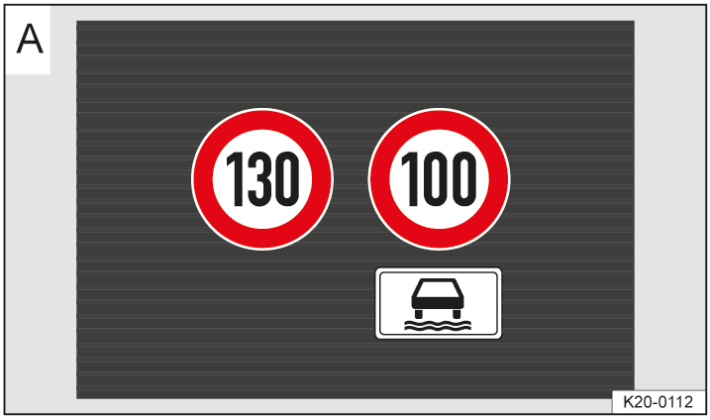


Fig. 1 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

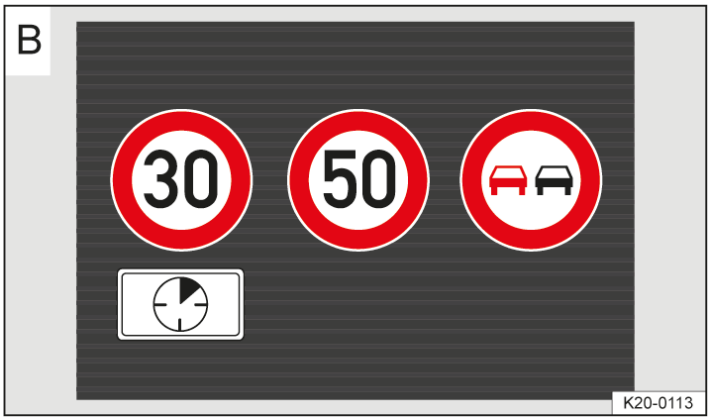


Fig. 2 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

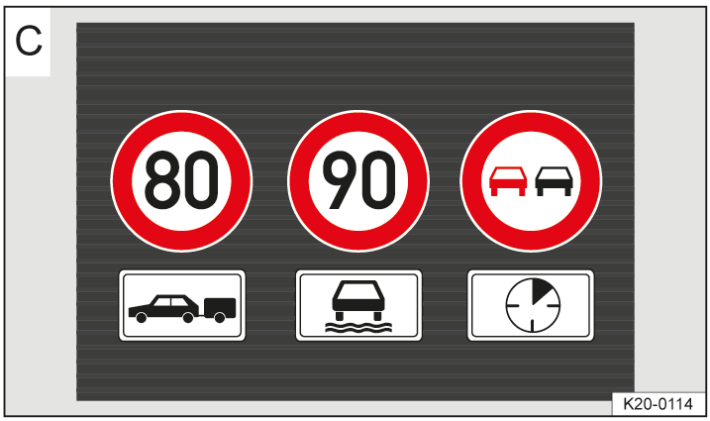


Fig. 3 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs with the accompanying sub-plates *→ Fig. 1*, *→ Fig. 2*, *→ Fig. 3*:

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:

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

Sub-plate:

if the windscreen wiper is active while the vehicle is in motion, the applicable road sign with the “when wet” sub-plate will be moved left to the first position, for example.

3rd position:

A further road sign can be displayed in the third position, e.g. “overtaking not permitted at certain times”.

⚠ WARNING

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

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

⚠ WARNING

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

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

! *NOTICE*

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

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

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 using LED 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

Switching on and off

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

Speed warning

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

The speed warning can be set or completely deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The settings can be adjusted in increments of 5 km/h (3 mph) within a range between 0 km/h (mph) and 10 km/h (5 mph) above the permitted maximum speed.

Trailer mode

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

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between around 60 km/h (40 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 around 80 km/h (50 mph) in Germany.

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

Personalisation

The personalisation function allows personalised vehicle settings, such as air conditioning system settings, to be saved in a We Connect user account. User identification takes place when logging on to your We Connect user account in the Infotainment system.

Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the We Connect user account via an existing internet connection.

Welcome and user account selection

After switching on the ignition, the name of the identified user appears in the Infotainment system. If automatic key assignment is activated, the user is identified via the vehicle key. If automatic key assignment is not active, the last user logged in to the vehicle is always displayed.

If you are not the identified user, you have the following options:

— Select your own user account from the user list if you were already logged in to the vehicle.

— Log in to your We Connect user account with your access details in order to add your user account to the user list.

— Create a new user account directly from the vehicle if you are not yet registered with We Connect.

If you do not wish to log in to We Connect or register, a guest user account is available in the Infotainment system. The current vehicle settings are retained when switching to the guest user account.

After you have logged in, the vehicle settings saved online are loaded and activated in the vehicle. When you log in to a vehicle with your user account for the first time, the factory settings are applied.

If the car has seats with memory function, you can manually cancel transfer of the corresponding setting in the Infotainment system display.

User management and settings

When the ignition is switched on, you can use the user management menu in the Infotainment system for user management and to select the settings. Here new users can log in or register and you can remove saved user accounts from the Infotainment system's memory *(→ Manage users)*.

Opening the user management menu:

1. Tap Users in the main menu.

Opening the settings menu:

1. In the user management menu, tap Settings.

Switching user account

You can select the user account via the user management menu. Here you can activate another available user account in the vehicle, log into an existing We Connect user account, or register with We Connect using a new user account.

Automatically assigning vehicle keys to user accounts

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

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

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

opened.

If automatic key assignment is deactivated, the vehicle key assignment is also deleted. When the Infotainment system is switched on, the last active user in the vehicle is always displayed.

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.

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:

— Opening and closing (single door unlocking, convenience opening, windows).
— Wiper settings.
— Light and vision (daytime running lights, dipped beam switch-on times, convenience turn signal)
— Air conditioning system settings.
— Active driver assist systems.
— Driving profile selection.
— Multifunction display and instrument cluster (selection of displays).

Introduction to the topic

Number of seats

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

Each seat is equipped with a seat belt.

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

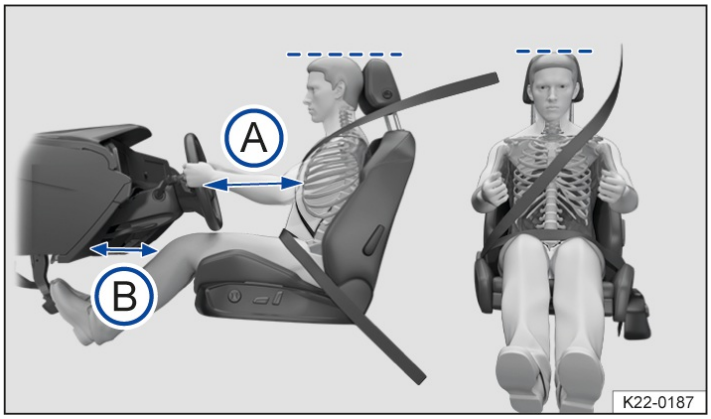


Fig. 1 Schematic diagram: Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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 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.

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

— 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.

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 drive wearing bulky, loose 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 correspondingly 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 (version 1).

Fig. 3 On the instrument cluster display: fasten seat belt prompt for the rear seats (version 2).

When the ignition is switched on, the seat belt warning system shows the driver in the instrument cluster display whether or not adult passengers in the rear have fastened their seat belts.

The display varies depending on the instrument cluster version.

Type 1

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

The alternately flashing symbols indicate that the passenger on this seat has not fastened their seat belt.

The symbol indicates that this seat is not occupied.

Type 2

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 rear seat belt is unfastened when the vehicle is in motion, the symbol for this seat will light up red continuously or the symbols will flash alternately, depending on the instrument cluster version. 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.

- 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

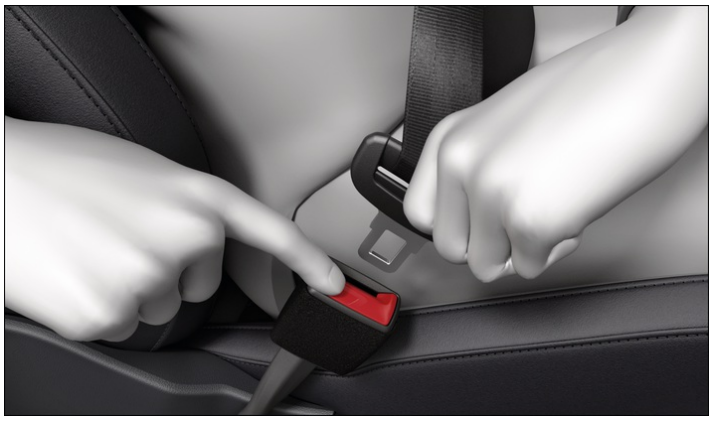


Fig. 2 Removing the latch plate from the buckle.

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

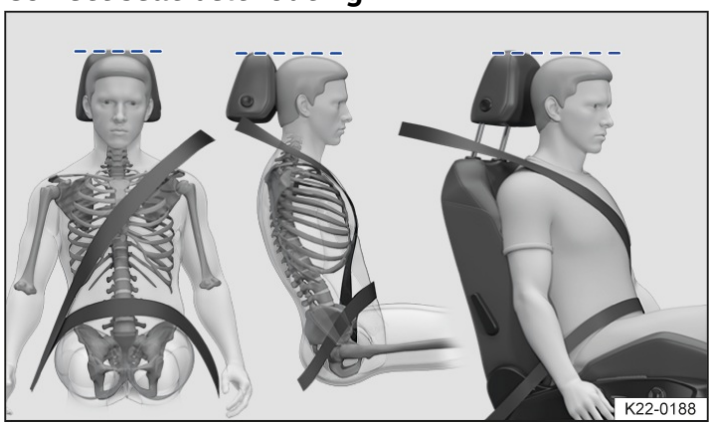


Fig. 1 Correct seat belt routing and head restraint adjustment.

— 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

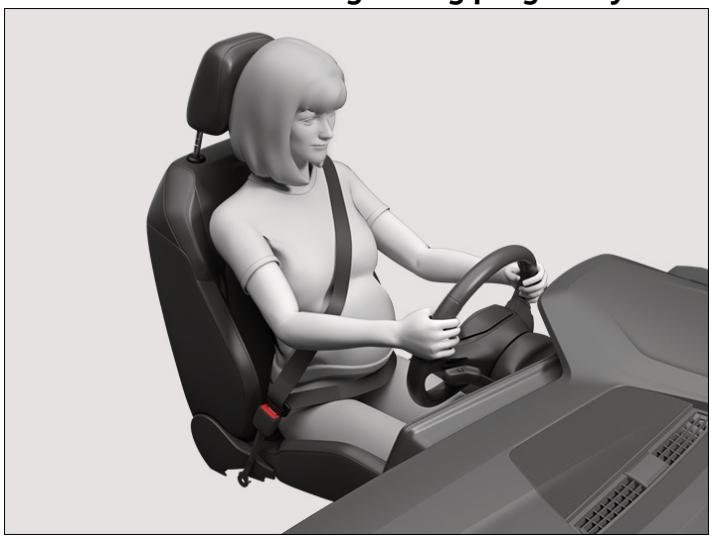


Fig. 2 Correct seat belt routing during pregnancy.

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 severe injuries in the event of an accident or a sudden braking or driving manoeuvre.

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.
- The seat belt itself or a loose seat belt can cause serious injuries if the seat belt shifts from harder body parts in the direction of softer body parts such as the stomach.
- Route the seat belt so that it lies flat and snugly on your upper body.
- The lap part of the seat belt must lie across the pelvis and never across the stomach. Route the seat belt so that it lies flat and snugly on your pelvis. Pull the belt a little again to tighten it if necessary.
- For pregnant women, the seat belt must be positioned evenly over the chest and as low as possible over the pelvis during the entire course of the pregnancy. It must lie flat so that no pressure is exerted on the lower body.
- Do not twist the seat belt when it is fastened.
- 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

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).

⚠ WARNING

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

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

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.

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

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

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.

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.

Settings in the Infotainment system

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

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

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

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.

— Reverse gear is engaged.

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. Switch off and restart the engine.

— 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.

— When the vehicle rolls over.

— 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 airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.

- 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

The airbag system can only be triggered once. 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.

- 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 cause the surface of the airbag units to become porous. In an accident that triggers the airbag, loose plastic parts can be propelled through the vehicle interior and cause serious injury.

- Never clean the dash panel or the airbag covers 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.

Front airbags

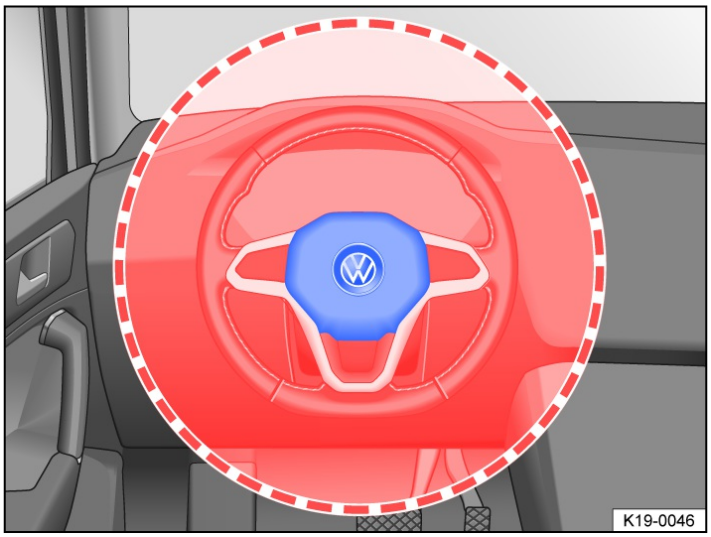


Fig. 1 On the driver side: location and deployment zone of the driver front airbag.

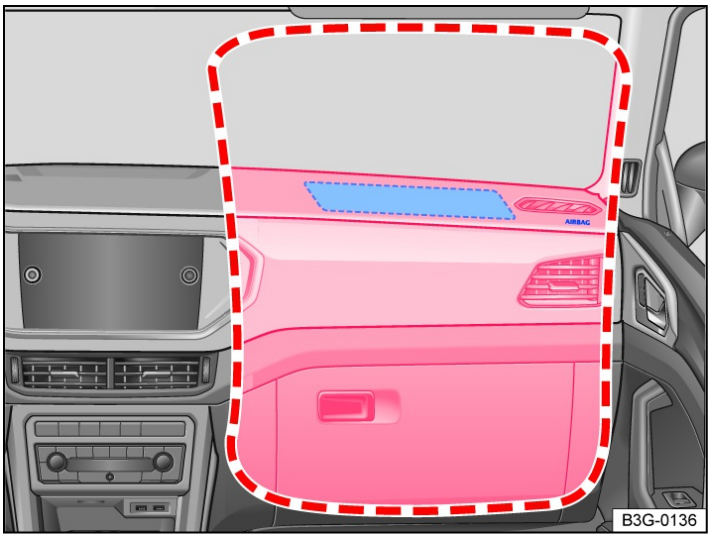


Fig. 2 On the front passenger side: location and deployment zone of the front passenger front airbag.

⚠ WARNING

An incorrect seat position could hinder the proper function of the front airbag and cause serious injury.

- Always hold the steering wheel with both hands at the sides on the rim in the nine o'clock and three o'clock positions while driving.
- Adjust the driver seat so that there is at least 25 cm(approximately 10 inches) between the driver's rib cage and the hub of the steering wheel. If your build makes it impossible to fulfil this requirement, then you must contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

Switching the front passenger front airbag on and off

Fig. 1 In the dash panel on the front passenger side: key-operated switch for 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 centre console: indicator lamp for activated front passenger front airbag (depending on country).

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.

OFF 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 .
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 .
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

The front passenger front airbag should be switched off only in exceptional circumstances. If the airbag is deactivated, people on the front passenger seat may be severely or fatally injured in the event of an accident.

- 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.
- It is the driver's responsibility to ensure that the key-operated switch is set to 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.

- Have the airbag system checked immediately by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never fit a child seat on the front passenger seat. Remove any child seat present! The front passenger front airbag may trigger during an accident in spite of the fault.

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 emergency key from the key-operated switch before switching 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.

- Never leave the vehicle key or emergency key in the key-operated switch.

Side airbags

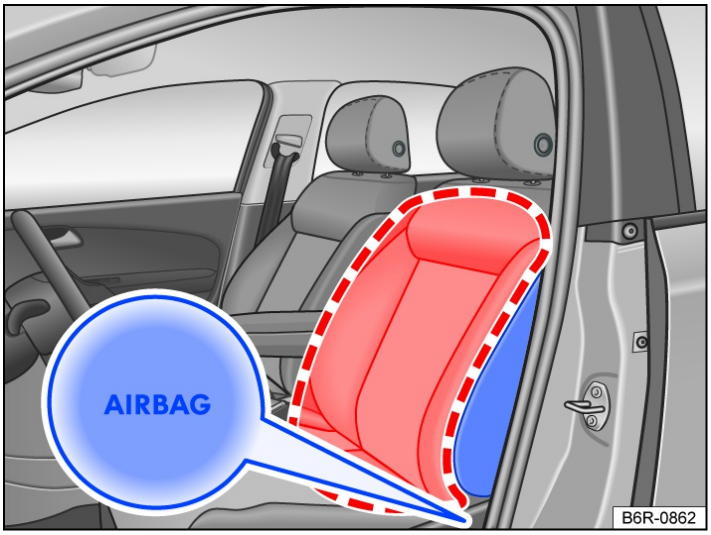


Fig. 1 On the side of the two front seats: location and deployment zone of the side airbag.

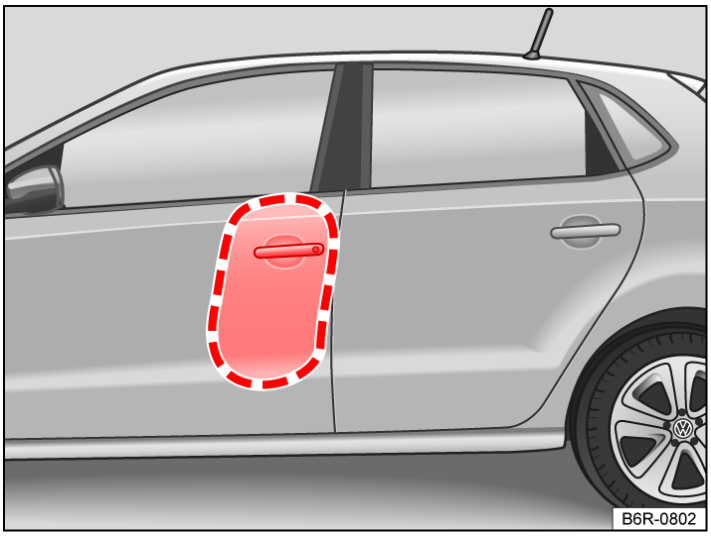


Fig. 2 In the interior on both sides of the vehicle: deployment zone of the side airbag at the front.

⚠ WARNING

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

- Never remove the seats from the vehicle or alter any components of these seats.
- Do not exert too much force on the 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 side airbags repaired immediately by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Curtain airbags

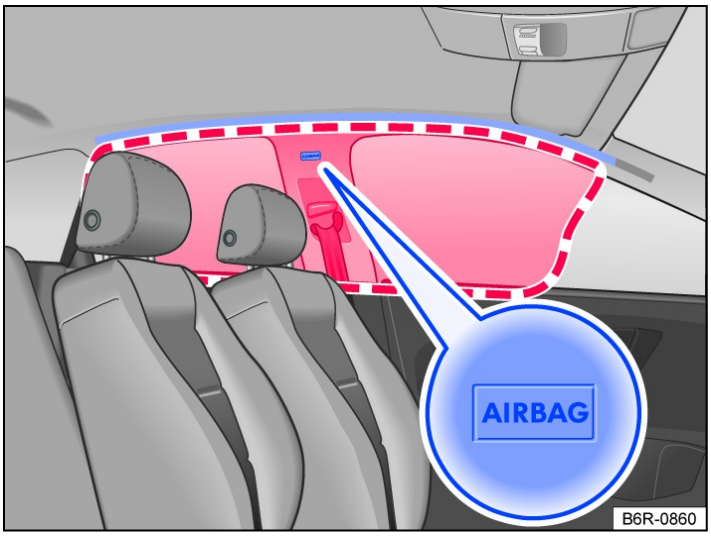


Fig. 1 On both sides of the vehicle: location and deployment zone of the curtain airbag.

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(approximately 59 inches) tall must not be carried in the vehicle unless they are secured in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ and must be complied with.
- Always secure children in the vehicle in a suitable child seat. The seat used must be appropriate to the child's height, weight and age.
- 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(around 39 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 regulationECE 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)*.

— When fitting a child seat on the rear bench seat, push the rear bench seat back as far as possible *(→ Rear bench seat)*.

— 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 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 on the outer seat cushions *(→ 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 on the outer seats in the second row →⚠.

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 up to 105 cm (approx. 41 in) in height:
  — 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 over 100 cm (approx. 39 in) in height:
  — 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 (approximately 39 to 59 inches).

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. Fold down any protective caps that may be 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

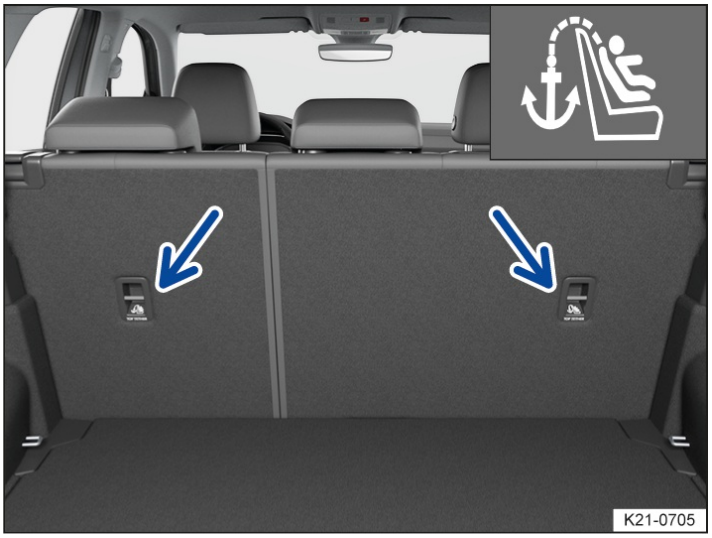


Fig. 1 On the rear of the rear bench seat: top tether anchor points for top tether.

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 for use with the top tether are marked by a symbol and sometimes also with “TOP TETHER” *→ Fig. 1*, *→ 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.

1. Observe the instructions *(→ Child seats)*.
2. Push the head restraint on the vehicle seat all the way up or remove it.
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 as shown by the arrows *(→ Child seat with ISOFIX or i-Size)*. The child seat must click and audibly securely into place.
5. Remove the luggage compartment cover if necessary.

6. Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding anchor point labelled "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 tow-starting or towing.

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

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

⚠ WARNING

Any broken-down vehicle poses a high accident risk for the vehicle occupants and other road users.

- Stop the vehicle as soon as possible and when safe to do so.
- Park the 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.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass or fuel.

! *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.

Emergency equipment

First-aid kit

Depending on the 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.

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 the country and 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 the country and 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

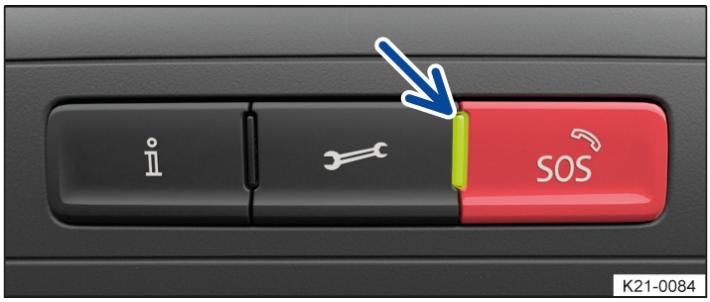


Fig. 1 In the roof console: control for voice services and indicator lamp.

Information Call.

Breakdown Call.

Emergency Call Service.

Depending on the vehicle equipment and country, voice services can be performed by means of the control in the roof console → *Fig. 1*, , . 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 of the country in which the vehicle is registered withCar-Net or We Connect or in the language of the country for which the vehicle was produced.

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 is registered withCar-Net or We Connect or 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 in the Infotainment system. If present in the vehicle, the legally required eCall Emergency System cannot be switched off and cannot be deactivated *(→ We Connect)*.

⚠ 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.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. If the legally required eCall Emergency System is not present in the vehicle, calls will be forwarded to the emergency call number 112.
- 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 has been deactivated. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. No emergency call will be made if the legally requiredeCall Emergency System is not present in the vehicle. Also forwarding to the emergency number 112 does not take place.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

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

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 correspondingly 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.
— Time of collision.
— 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 requiredeCall 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 .

It is possible to see whether the legally required eCall Emergency System is present in the vehicle in the Manage services area on the Infotainment system *(→ We Connect)*.

Back-up to 112 emergency number

In some situations, the Emergency Call Service may be restricted or unavailable. If the legally requiredeCall Emergency System is not present in the vehicle, emergency calls will be made to the general emergency call number 112 if possible. In this case, only a voice-based connection is established. No data will be transmitted, e.g. regarding the vehicle or its location.

Troubleshooting

Emergency Call Service is faulty

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

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

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

Legally required eCall Emergency System

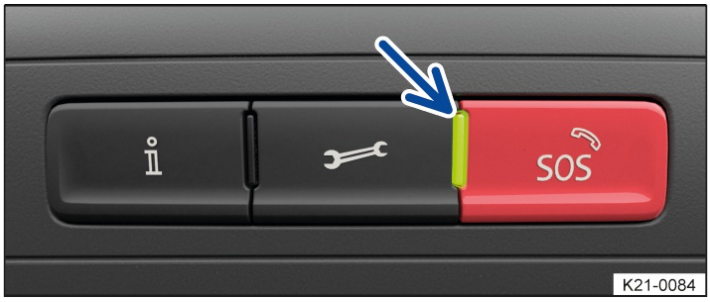


Fig. 1 In the roof console: control for legally required eCall Emergency System and indicator lamp.

- Information Call.
- Breakdown Call.
- 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 required eCall 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 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.

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 is 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. If fitted, briefly press on the button cover and fold the button cover down.
2. Press the button for the legally required eCall Emergency System → *Fig. 1* 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. 1* 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. The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → *Fig. 1*.

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 required eCall 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 correspondingly 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 required eCall 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 required eCall Emergency System. It may not be possible to make an emergency call.

1. Go to a correspondingly 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 legal emergency call system eCall is only available to a limited extent. It is not possible to establish a voice connection to the public emergency call centre, for example.

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

Functions of the vehicle key

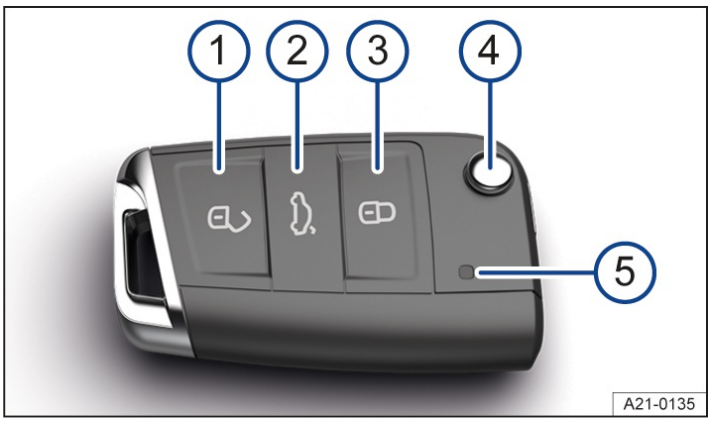


Fig. 1 Vehicle key.

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

WARNING

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

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

NOTICE

Protect the key from moisture and excessive vibration.

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

Changing the button cell

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

Vehicle key with key bit

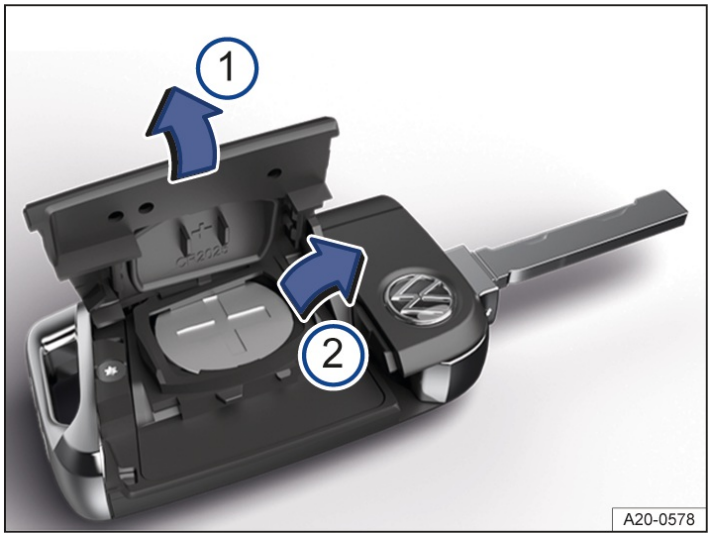


Fig. 1 Vehicle key: replacing the button cell (illustration).

(1) Cover.
(2) Button cell.

1. Fold out the key bit.
2. Prise off the cover →*Fig. 1* (1).
3. Lever the button cell out of the battery compartment →*Fig. 1* (2), →⚠.
4. Press the new button cell into the battery compartment.
5. Press the cover onto the housing →*Fig. 1* (1), →ⓘ.
6. 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 discharged batteries only with new batteries of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.
- If the battery 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. Unfold key bit or remove spare 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 key bit.
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.

The synchronisation process is complete.

Troubleshooting

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

Unlocking or locking the vehicle with Keyless Access

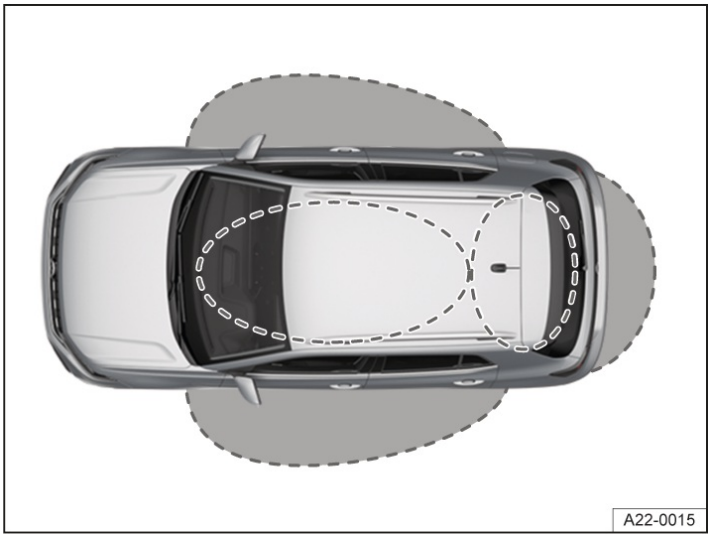


Fig. 1 Keyless Access: operating ranges.

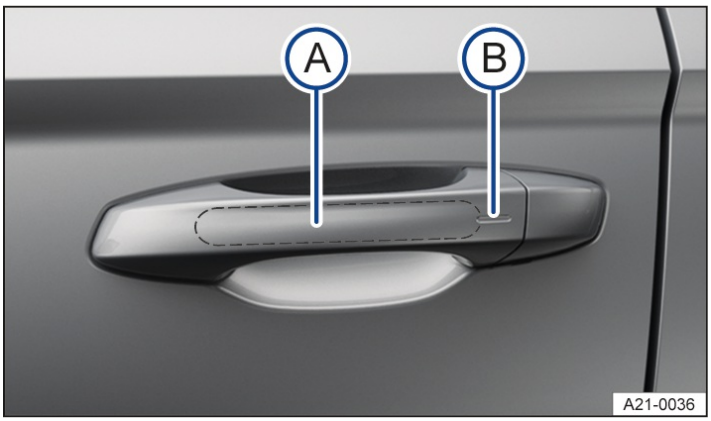


Fig. 2 In the door handle: sensors.

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

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

Unlocking the vehicle

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

Locking the vehicle

1. Switch off the ignition.
2. Close driver or front passenger door.
3. Touch the sensor on the outside of the driver or front passenger door handle → *Fig. 2* (B).

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

Locking and 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 → *Fig. 1*.

The boot lid is locked automatically after it is closed.

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

Temporarily deactivating Keyless Access

Keyless Access can be deactivated temporarily as described below so that the vehicle cannot be unlocked and started due to misuse by unauthorised third parties.

1. Lock the vehicle with the button on the vehicle key.
2. Then touch the sensor on the outside of the door handle once within 5 seconds → *Fig. 2* (B). Do not put your hand around the door handle when doing this.

   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 only using the vehicle key. The keyless locking and starting system Keyless Access is reactivated the next time the vehicle is unlocked.

Operating the convenience functions

The electric windows can be closed automatically.

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

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

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

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

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

Troubleshooting

Keyless Access does not work

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

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 switch off the ignition.
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. If at least one window is open and the sensors in a door handle are continuously activated, all windows will close. All windows could open if the jet of water or steam is moved away from the door handle sensors briefly and then moved back again.

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

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 tank flap of the vehicle.

The vehicle can be locked if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

A symbol in the instrument cluster display indicates if one or more doors are not closed properly . Do not drive on! 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 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.
- Open or close the doors only when there is no-one in the movement path of the doors.

WARNING

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

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

WARNING

The opening and closing paths of the doors and boot lid are potential danger areas where injury can occur.

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

WARNING

Careless locking of the doors can cause serious injuries.

- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- The central locking system locks all doors. Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.

- Never leave children or people requiring assistance alone in the vehicle. All doors can be locked from the inside using the central locking button. This may mean that people lock themselves in the vehicle. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

You can save some settings in the user account in personalisation.

Indicator lamp in the driver door

The central locking indicator lamp is located in the driver door *(→ Driver door)*.

The vehicle is locked: A red LED flashes for approximately two seconds, firstly at short intervals and then more slowly. The indicator lamp does not flash if the vehicle was locked with the central locking button in the driver door *(→ Central locking button)*.

Automatic locking and unlocking

Automatic locking (Auto Lock)

The vehicle locks itself automatically at speeds above approximately 15 km/h (9 mph). The indicator lamp in the central locking button will light up yellow when the vehicle is locked.

Automatic unlocking (Auto Unlock)

All vehicle doors and the boot lid are automatically unlocked if one of the following conditions applies:

— The vehicle is at a standstill and the vehicle key has been removed.

— *On vehicles with automatic gearbox:* the parking lock P is engaged and the ignition is switched off.

— Or: the door release lever has been operated.

— Or: in an accident where the airbags have been triggered *(→ Doors)*.

Automatic unlocking gives emergency responders access to the vehicle.

Depending on the settings made for central locking in the Infotainment system, it may be the case that all of the doors and the boot lid are unlocked only when the button has been pressed twice.

Central locking button

Fig. 1 In the driver door: central locking button (illustration).

(1) Central locking button.

- unlock the vehicle.

- lock the vehicle.

The central locking button functions with the ignition switched on or off only when all doors are closed.

If the vehicle has been locked from outside with the vehicle key, the central locking buttons do not work.

Please note the following when using the central locking button to lock the vehicle from inside:

— The indicator lamp in the button lights up yellow when all doors are closed and locked.

— The anti-theft alarm will not be activated *(→ Anti-theft alarm)*.

The doors can be opened from the inside by pulling the door release handle. The indicator lamp in the button goes out. The unopened doors and boot lid remain locked and cannot be opened from the outside.

Opening and closing the driver door manually

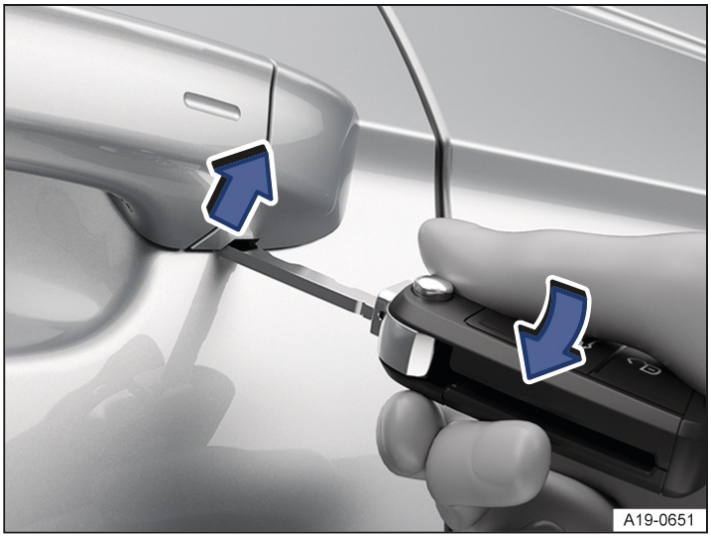


Fig. 1 Handle on the driver door: levering off the cover.

When manual locking takes place, all doors are locked. With manual unlocking, only the driver door is unlocked.

Observe the information about the anti-theft alarm *(→ Anti-theft alarm)*.

1. Place the key bit or spare key on the notch of the driver's door handle from below.
2. Hold your index finger under the key bit.
3. Lever the cap off with the vehicle key in the direction of the arrow *→ Fig. 1*.
4. Insert the key bit into the lock cylinder and lock or unlock the vehicle.
5. Pull the door handle and fit the cap again.

Things to note when unlocking manually

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

— The vehicle must be started manually once unlocked .

— Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

The anti-theft alarm is not activated when the vehicle is locked manually using the key bit *(→ Anti-theft alarm)*.

Manually closing the front passenger door and rear doors

Fig. 1 In the front edge of a door: locking the vehicle manually with the key bit or spare key (variant 1).

Fig. 2 In the front edge of a door: locking the vehicle manually with the key bit or spare key (variant 2).

If door locking does not function, 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. If present, remove the rubber seal in the front edge of the door → *Fig. 1*.
3. Insert the key bit or manual key in the vertical slot and turn or press → *Fig. 2*.
4. If present, fit the rubber seal again.
5. Check that the door is locked.
6. The vehicle should be checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

The manually locked door is unlocked again when the vehicle is unlocked or the door is opened from the inside.

Childproof lock

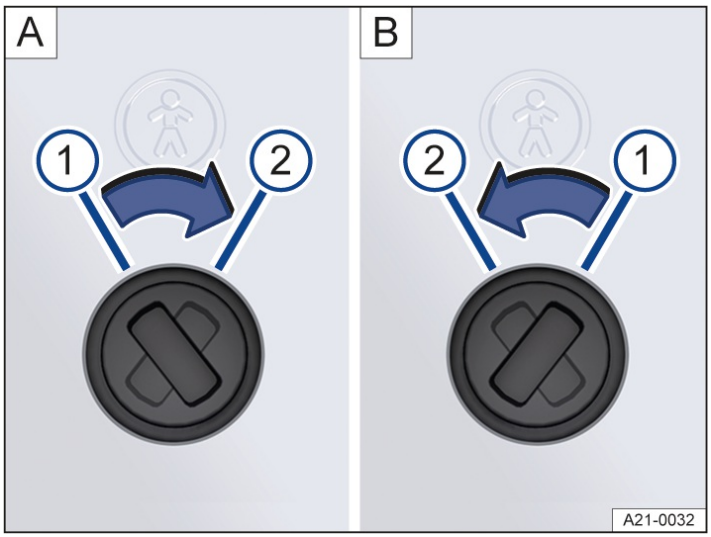


Fig. 1 Childproof lock: A rear left door, B rear right door.

1. Childproof lock is switched off.
2. Childproof lock is switched on.

The childproof lock is located in the inner door panel of the rear doors.

The childproof lock prevents the rear doors being opened from the inside.

When the childproof lock is activated, the door can only be opened from the outside.

Switching the childproof lock on and off

1. Unlock the vehicle and open the appropriate rear door.
2. Move the slot to the corresponding position → *Fig. 1*.

WARNING

The door cannot be opened from the inside when the childproof lock is activated.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This may mean that these people lock themselves in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

SAFELOCK

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism.

The SAFELOCK deactivates the door release levers if the vehicle has been locked. This makes it more difficult to break into the vehicle. The doors can no longer be opened from the inside →⚠.

Deactivating SAFELOCK

The SAFELOCK can be deactivated in one of the following ways:

— Press the button on the vehicle key again within two seconds.

— On vehicles with the keyless locking and starting system Keyless Access: Touch the sensor on the outside of the door handle again within 2 seconds .

— Switch on the ignition.

There may be an indication of the activated SAFELOCK in the display of the instrument cluster.

The following applies when SAFELOCK is deactivated:

— The vehicle can be unlocked and opened from the inside using the door release lever.

— The anti-theft alarm is active *(→ Anti-theft alarm)*.

⚠ WARNING

Always take care when using the SAFELOCK as you could cause serious injuries.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key. The doors can no longer be opened from the inside once the SAFELOCK is activated.

If you unlock the driver door mechanically using the vehicle key, only the driver door is unlocked, and not the whole vehicle. The doors are released (but not unlocked) and the central locking button is activated only when you switch on the ignition.

Troubleshooting

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.

Response when locking the vehicle with a second vehicle key

On vehicles with the keyless locking and starting system Keyless Access: the vehicle key inside the vehicle is disabled for starting the engine as soon as the vehicle is locked from outside with a second vehicle key. However, an emergency start is possible.

1. Press the button on the vehicle key inside the vehicle to enable this key for starting the engine normally.

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

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

If there is no valid vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display. This may 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 with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to five minutes.

When does the system trigger an alarm?

— When a door that was unlocked mechanically with the vehicle key is opened.

— When the bonnet is opened.

— When the boot lid is opened.

— If the ignition is switched on using an invalid key.

— If the 12-volt vehicle battery is disconnected.

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.

   Or: switch on the ignition using a valid vehicle key.

   A short alarm lasting around one second may sound.
2. *On vehicles with locking and starting system Keyless Access:* grip the door handle .

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

When the 12-volt vehicle battery is disconnected, the anti-theft alarm system can be triggered.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered .

Introduction to the topic

The boot lid is unlocked and locked together with the doors.

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

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.
- After closing the boot lid, always check that the boot lid is properly closed. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads, e.g. bicycles, are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid if necessary or remove the load beforehand.
- Close and lock the boot lid and all doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

WARNING

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

- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.

WARNING

If there is a large amount of snow or a heavy load on the boot lid, the boot lid may lower by itself and cause serious injuries due to the additional weight.

- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it, e.g. a luggage carrier.
- Remove the snow or load before opening the boot lid.

WARNING

Do not close the boot lid by pushing it down with your hand on the window. The rear window may shatter and cause injuries.

NOTICE

Never use the opening mechanism to fix or hold a load. This could lead to damage that makes it impossible to close the boot lid.

NOTICE

Never use the rear window wiper to fix a load or hold on to it. This may result in damage where the rear window wiper is torn off.

NOTICE

Never use the rear spoiler to fix or hold a load. This may result in damage where the rear spoiler is torn off.

Opening and closing the boot lid

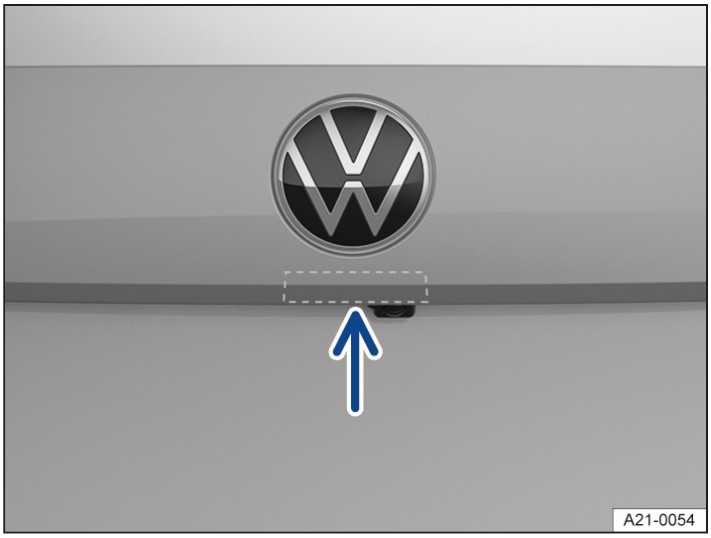


Fig. 1 In the boot lid: button for opening the boot lid (illustration).

Fig. 2 Open boot lid: handle recesses for closing the boot lid.

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.

Unlocking the boot lid manually

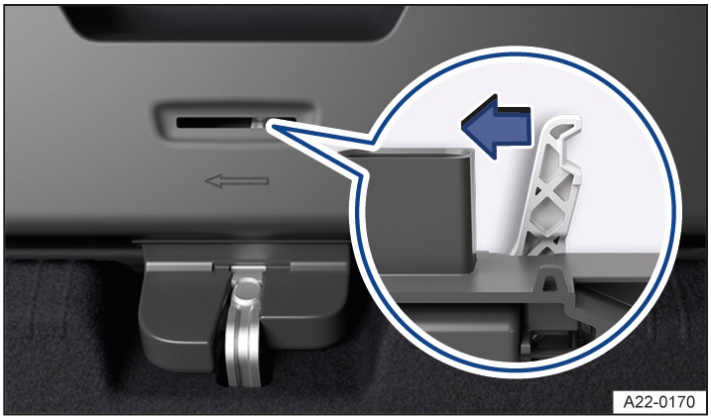


Fig. 1 In the luggage compartment: service opening in the boot lid.

Unlocking the boot lid manually

1. Insert a suitable object into the service opening in the boot lid and press the release lever in the direction of the arrow → *Fig. 1*.

Troubleshooting

Boot lid cannot be opened or closed

1. Check whether the boot lid is blocked by an obstacle.

   The boot lid can be moved by hand. You will need to use more force than usual.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

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.

Opening and closing windows

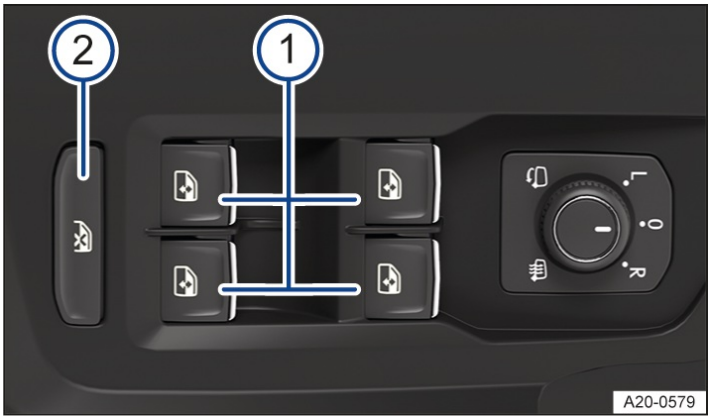


Fig. 1 In the driver door: electric window buttons.

(1) Open windows: press the button.

Close windows: pull the button.

(2) Deactivate the electric window buttons in the rear doors: press button.

The button is located only in the driver door.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

— To start one-touch closing, pull the button for the appropriate window up briefly into the second position.

— To start one-touch opening, press the button for the appropriate window down briefly into the second position.

— To stop the one-touch function, press or pull the button for the appropriate window again.

Convenience opening and closing

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

Depending on country, it may be possible to only open the windows from outside with the vehicle key.

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.

   All turn signals will flash once as confirmation that all the windows have been closed.

2. To interrupt this function, let go of the locking or unlocking button.

   Or: to interrupt the function, take your finger off the sensor.

Settings for convenience opening can be adjusted in the Vehicle settings 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.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door

are not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated so that they cannot be opened or closed.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a 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.

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

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.
- Ensure that nobody obstructs the path of the window, especially if a window is being closed when the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

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

One-touch opening and closing does not work

One-touch opening and closing is deactivated if the 12-volt vehicle battery has been disconnected or discharged while the windows were not fully closed. The function will have to be reset.

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

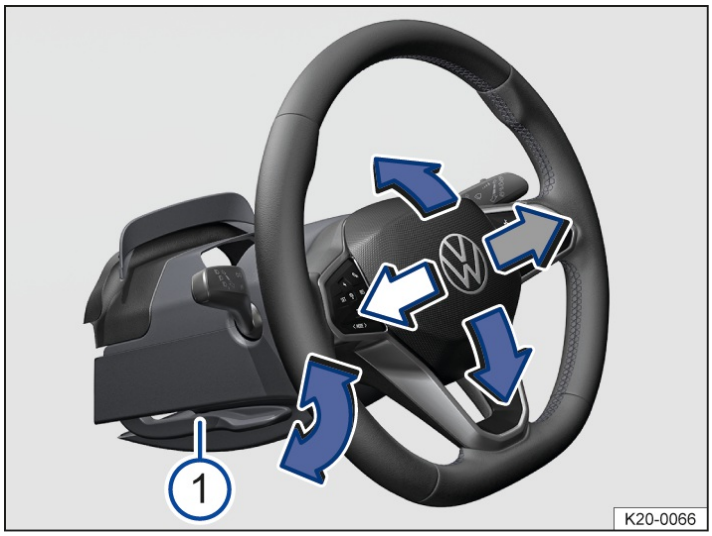


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).

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

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 lumbar support, operate the lever.
2. To adjust the seat backrest, relieve the pressure on the backrest and turn the handwheel.

   Front passenger seat: to adjust the backrest, relieve the pressure on the backrest and operate the lever (depending on equipment).
3. To adjust the seat height, move the lever up or down, repeating several times if necessary.
4. To move the front seat forward or back, pull the lever. The front seat must engage after you release the lever!

Folding the front passenger seat backrest forwards

The front passenger seat backrest can be folded forwards to a horizontal position.

The front passenger front airbag must be switched off if any items are to be transported on the front passenger seat when folded forwards *(→ Airbag system)*.

Folding the front passenger seat backrest forwards

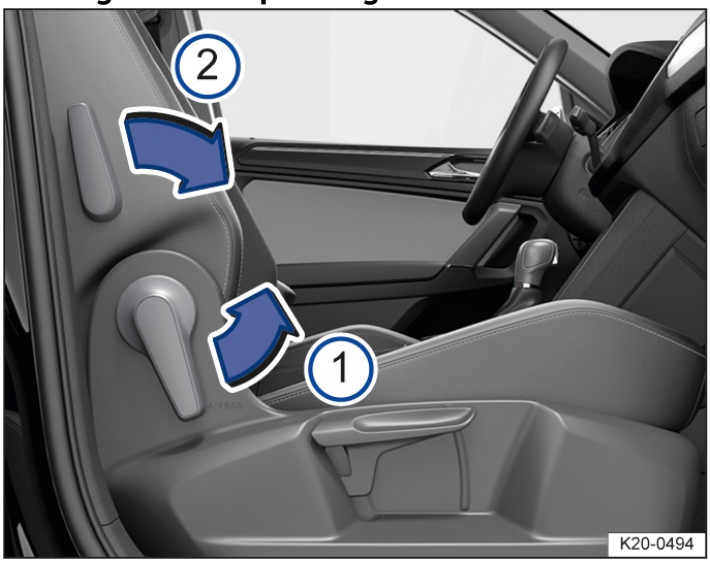


Fig. 1 Front passenger seat: folding backrest forwards.

1. Remove any items from the front passenger seat cushion →⚠.
2. Lower the front passenger seat as far as possible.
3. Push the front passenger seat as far back as possible.
4. Push the head restraint all the way down.
5. Release the front passenger seat backrest in the direction of the arrow → *Fig. 1* (1).
6. Fold the front passenger seat backrest forwards in the direction of the arrow → *Fig. 1* (2) until it is horizontal.

When it is folded down, the front passenger seat backrest must engage securely into place.

Folding back the front passenger seat backrest

When folding back, make sure that there are no items or body parts in the area of the hinges.

1. To fold back, release the front passenger seat backrest again → *Fig. 1* (1).
2. Fold back the front passenger seat backrest so that it is upright.

When it is folded up, the front passenger seat backrest must engage securely into place.

⚠ WARNING

Serious injuries could be caused if the front passenger seat backrest is folded forwards and backwards in an uncontrolled way and without taking due care.

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.
- While folding the front passenger seat backrest forwards, always make sure that no people or animals are in its path.
- The front airbag must be switched off and the Passengers AIR BAG OFF indicator lamp must light up for as long as the front passenger seat backrest is folded forwards.
- When folding forwards and backwards, keep all hands, fingers, feet and other body parts away from the seat hinges and seat locking mechanism.
- Floor mats or other objects could get caught in the hinges on the front passenger seat backrest. This could cause the front passenger seat backrest to fail to engage securely when you return it to the upright position.

- When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly, it could move suddenly and cause serious injuries.

WARNING

The open seat anchorages and hinges of the folded front passenger seat backrest can cause serious injuries in the event of a sudden braking manoeuvre or accident.

- Never transport persons or children on the front passenger seat when the front passenger seat backrest is folded forwards.
- If the front passenger seat backrest is folded forwards, you must use only the rear seat behind the driver seat. This also applies to children in child seats.

WARNING

Items that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, please observe the following guidelines:

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- The front airbag must be switched off and the Passengers AIR BAG OFF indicator lamp must light up for as long as the front passenger seat backrest is folded forwards.

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

Always adjust the rear seats to their correct position before starting any journey and make sure that all passengers have fastened their seat belts.

- The rear seat should be adjusted only when the vehicle is stationary as the rear seat could otherwise move unexpectedly while the vehicle is in motion. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- The risk of serious injury is increased for passengers on the rear seats if they are not sitting upright because the seat belts are incorrectly positioned.
- The rear seat should be adjusted only when there is no one in the adjustment area of the rear seats.

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

The rear centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children. An incorrect sitting position can cause severe injuries.
- Never transport an adult or child on the centre armrest.

NOTICE

- Items in the luggage compartment could cause damage when pushing the rear seat forwards or backwards.
- When the rear seat is moved forwards, objects could move into the space between the seat and luggage compartment floor. Remove any items or objects from this space before pushing the rear seat back.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners may also cause damage.

Adjusting the rear bench seat

Moving the rear bench seat in longitudinal direction

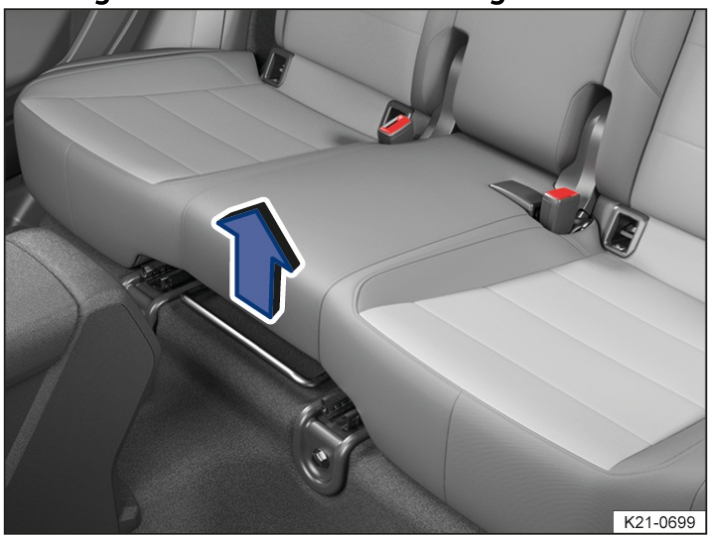


Fig. 1 Under the seat cushion of the rear bench seat: adjusting lever.

1. Pull the lever upwards in the direction of the arrow → *Fig. 1* and push the rear bench seat forward or back in longitudinal direction *(→ Rear seats)*.
2. Release the lever and engage the rear bench seat in position by pushing forwards and backwards slightly.

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

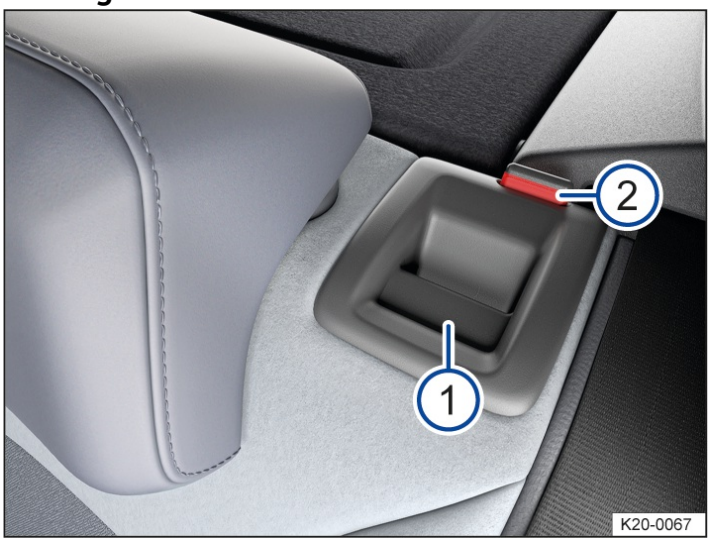


Fig. 1 In the rear seat backrest: release button.

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 you can see the red marking → *Fig. 1* (2).

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

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

Adjusting the head restraints

Adjusting the height of the head restraint

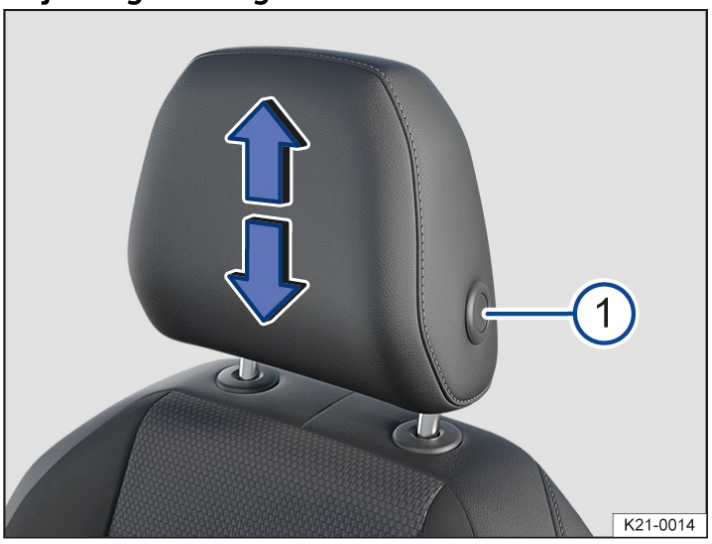


Fig. 1 Illustration: adjusting the front head restraint.

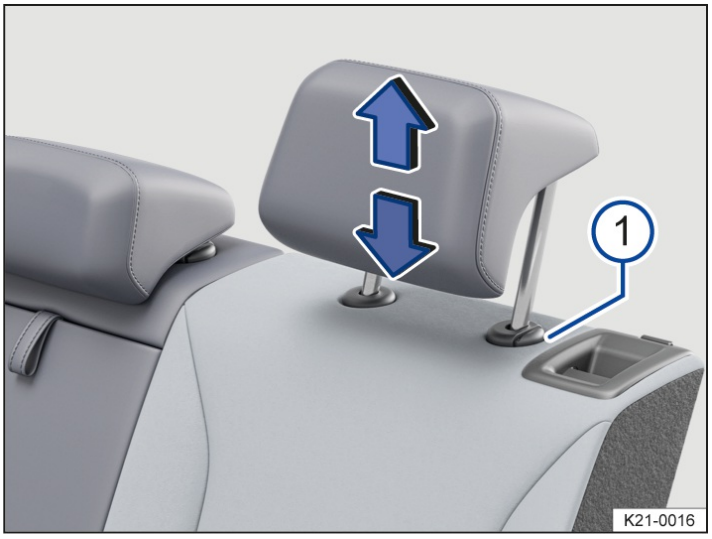


Fig. 2 Illustration: adjusting the rear head restraint.

1. While pressing the → *Fig. 1* (1) or → *Fig. 2* (1) button if necessary, push the head restraint up or down in the direction of the arrows.

The head restraint must engage securely into position.

Removing and installing the head restraints

Removing the front head restraints

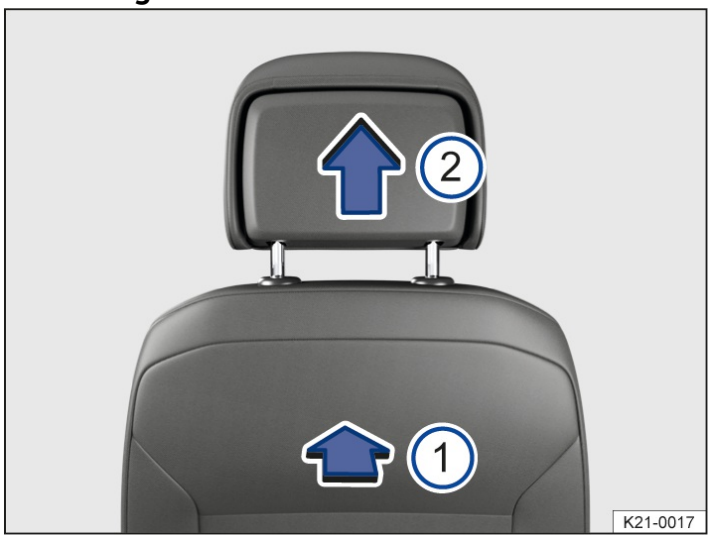


Fig. 1 Illustration: removing front head restraint.

1. If necessary, lower the head restraint.
2. To release the head restraint, feel for the recess in the marked area→ *Fig. 1* (1) on the rear side, press in and hold in the direction of the arrow.
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 Illustration: removing rear head restraint.

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

Front centre armrest

Fig. 1 Front centre armrest (illustration).

— To move it backwards and forwards: push the centre armrest in the direction of the arrow all the way forwards or all the way backwards → *Fig. 1*.

Depending on the vehicle equipment, there may be a stowage compartment under the centre armrest.

⚠ WARNING

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- Always keep stowage compartments closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect sitting position can cause serious injury.

Switching turn signals on and off

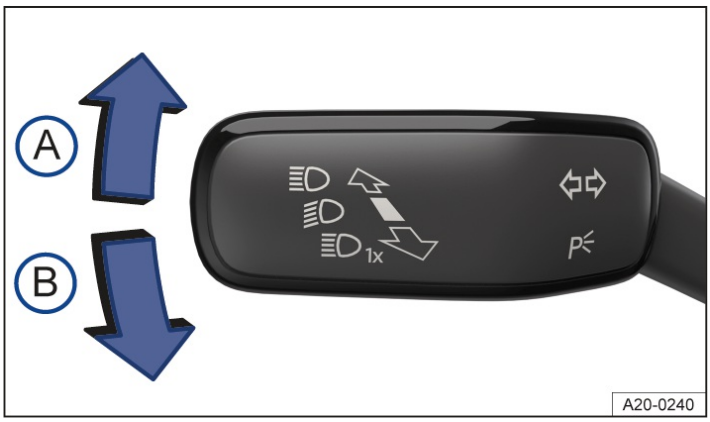


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(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 lead to accidents and serious injuries.

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off
.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Switching lights on and off

Fig. 1 Next to the steering wheel: light switch(one variant).

Switching lights on

1. Switch on the ignition.
2. Turn the light switch to the corresponding position → *Fig. 1*:

0

The daytime running lights are switched on.

AUTO

Automatic lighting control: dipped beam is switched on or off depending on the brightness level and the weather conditions → ⚠, *(→ Automatic lighting control)*.

The side lights and daytime running lights are switched on. The symbol in the light switch lights up green.

Dipped beam is switched on.

Switching off the lights

1. Switch off the ignition.
2. Turn the light switch to the corresponding position:

0

The lights are switched off.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

The side lights or continuous parking light on both sides of the vehicle are switched on . The symbol in the light switch lights up green.

Dipped beam is switched off.

Vehicles with ignition lock: the side lights will stay on while the vehicle key is in the ignition lock.

Vehicles with starter button: the side lights will stay on while the driver door is closed.

Daytime running lights

The daytime running lights (dependent on equipment level) can increase the visibility of your vehicle in traffic during the day.

The daytime running lights are switched on every time the ignition is switched on when the light switch is in position **0**, or **AUTO** (if brightness is detected).

The daytime running lights cannot be switched on or off manually.

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch 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.

- Always switch on dipped beam when it is dark or raining and in poor visibility.
- The tail lights will not be switched on with the daytime running lights. If the tail lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

WARNING

The automatic lighting control function AUTO switches the dipped beam headlights on and off only when there is a change in the level of brightness.

- Switch the dipped beam on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.

Switching main beam on and off

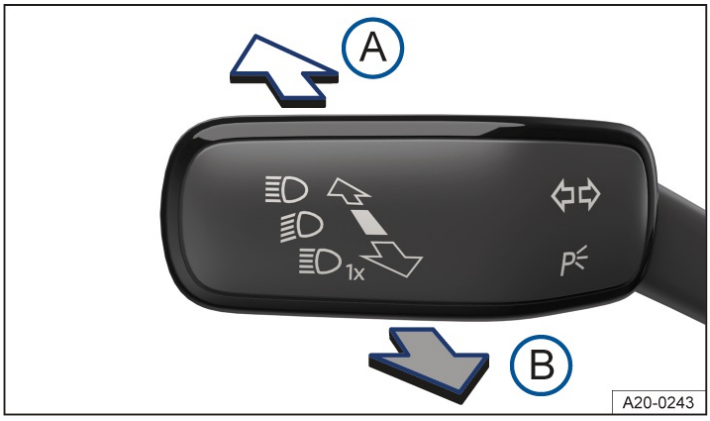


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(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))*.

⚠ WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

- Use main beam only if other road users cannot be distracted or dazzled.

Main-beam control

Main-beam control automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Main-beam control normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

Within the limits of the system, main-beam control automatically switches the main beam on or off depending on the surroundings and traffic conditions and on the driving speed →⚠.

Switching on main-beam control

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 the main-beam control is switched on, the indicator lamp in the instrument cluster display lights up. When main-beam control is active, the blue indicator lamp lights up in the instrument cluster.

Switching off main-beam control

1. Switch off automatic lighting control AUTO.

   Or: if main-beam control is switched on and active, pull back the turn signal and main beam lever.

   Or: if main-beam control is switched on and not active, tap the turn signal / 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 the main beam control in time or 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, main-beam control will also be available once more.

— If the camera is faulty or the power supply is interrupted.

WARNING

The increased convenience offered by main-beam control cannot replace the full concentration of the driver. Incorrect activation of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- The main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations.
- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

NOTICE

Please observe the following points in order to avoid impairing the proper function of the system:

- 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.

Troubleshooting

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 (with factory-fitted towing bracket)

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.

In light switch position AUTO, 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.

Switching on and off the fog lights

The fog lights can be switched on when the ignition is switched on and when the light switch is in the AUTO, side lights and dipped beam positions *(→ Dipped beam)*.

Switching on the fog lights

1. Pull the light switch out to the first stop.

   The indicator lamp in the light switch lights up green.

Switching off the fog lights

1. Press in the light switch or turn to 0 position.

If the fog lights are switched on while the automatic lighting control is switched on AUTO, the dipped beam will also be switched on irrespective of the prevailing light conditions outside.

Switching the rear fog light on and off

The rear fog light can be switched on when the ignition is switched on and when the light switch is in the AUTO and dipped beam positions *(→ Dipped beam)*:

Switching on the rear fog light

1. Pull out the light switch.

   The indicator lamp lights up yellow in the instrument cluster.

Switching off the rear fog light

1. Press in the light switch or turn to 0 position.

If the rear fog light is switched on while the automatic headlight control is switched on AUTO, the dipped beam headlights will also be switched on irrespective of the prevailing light conditions outside.

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

If the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate lighting and the buttons in the centre console and the dash panel. The daytime running lights also switch on when the ignition is switched on.

If the vehicle is not locked from outside when the ignition is switched off, the continuous parking light on both sides of the vehicle switches on automatically after around 10 minutes to reduce 12-volt vehicle battery discharge *(→ Parking light)*.

Switching parking lights on and off

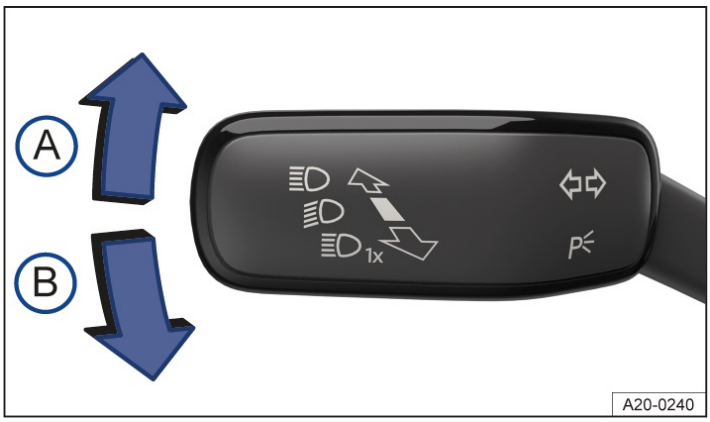


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(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.

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 will detect a weak 12-volt vehicle battery and switch off the side lights or parking lights in good time so that the engine can still be started – however, this will occur after 2 hours at the earliest.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for 2 hours, the 12-volt vehicle battery can be discharged to such an extent that it is no longer possible to start the engine →⚠.

⚠ WARNING

Accidents and serious injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides.

Coming Home and Leaving Home function (orientation lighting)

The Coming Home and Leaving Home function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

Depending on equipment, the vehicle can have an automatic or manual Coming Home function:

— Automatic Coming Home function: the Coming Home and Leaving Home functions are controlled automatically by a rain and light sensor.

— Manual Coming Home function: the Coming Home function is switched on manually.

The Leaving Home function is controlled automatically by a rain and light sensor.

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on the automatic Coming Home function

1. Switch off the ignition.

The Coming Home lighting is switched on when the light switch is in position AUTO and the rain and light sensor detects darkness.

The switch-off delay starts when the last vehicle door or the boot lid is closed.

Switching on the manual Coming Home function

1. Switch off the ignition.
2. Operate headlight flasher.

The Coming Home lighting is switched on when the driver door is opened. The switch-off delay starts when the last vehicle door or the boot lid has been closed.

Switching off the Coming Home function

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: switch off the lights.

   Or: switch on the ignition.

Switching on the Leaving Home function

1. Unlock the vehicle when the automatic headlights function AUTO is switched on and the rain and light sensor detects darkness.

Switching off the Leaving Home function

1. Automatically after the switch-off delay.

   Or: lock the vehicle.

   Or: switch off the lights.

   Or: switch on the ignition.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

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

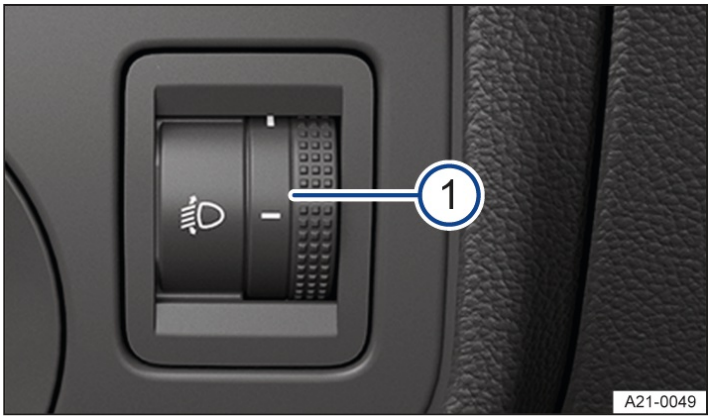


Fig. 1 Next to the steering wheel: control for headlight range control.

(1) Control for headlight range control.

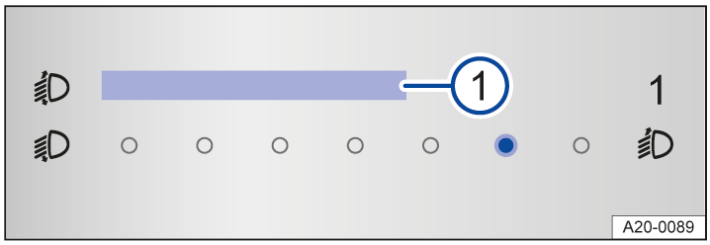


Fig. 2 In the Infotainment system: touch slider for headlight range control.

(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 →⚠.

With some equipment levels, the headlight range can be adjusted either with the control →*Fig. 1* (1) or with the touch slider in the Infotainment system →*Fig. 2* (1).

Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

1. Press the MENU button or function button.
2. To open the Vehicle settings menu, tap the Vehicle and function buttons.
3. Tap the Light function button to open the Light settings menu.
4. Tap the Headlight range control function button.
5. Tap the required position (typical vehicle load level) →*Fig. 2* (1).

Adjusting with the control on the dash panel:

1. Turn the control →*Fig. 1* (1) to the required position (typical vehicle load level).

Adjustment value 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.

Adjustment value with control:

–

Front seats occupied and luggage compartment empty.

1

All seats occupied and luggage compartment empty.

2

All seats occupied and luggage compartment fully loaded.

Towing a trailer with a low drawbar load.

3

Only the driver seat occupied and luggage compartment fully loaded.

Towing a trailer with maximum drawbar load.

If you have different loads, you can also select a position between the settings.

Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on →⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- 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 can lead to accidents and serious injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible. 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)*.

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.

When the lights are switched off and the ignition switched on, the instrument and switch lighting(needles and scales) is switched on. As the ambient light becomes lower, the lighting of the scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the dipped beam in good time, i.e. when driving through tunnels.

Interior and reading lights, background lighting

Switching the interior and reading lights on or off

The scope and design of the controls in the roof vary depending on the vehicle equipment.

Press the corresponding button:

0 Switch off the interior lights.

Switch on the interior lights.

REAR Switches the rear interior lights on and off.

The interior lights switch on automatically when leaving the vehicle and when it is unlocked.

The interior lights switch on automatically when leaving the vehicle and when it is unlocked.

Switch the reading light on or off.

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

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

Other areas can also be illuminated, e.g. the footwell.

Depending on the equipment level, the brightness and colour of the background lighting can be adjusted in the vehicle settings 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.

Vehicles with starter button: 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.

Vehicles with ignition lock: If the vehicle key has been removed from the ignition lock, 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 user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Operating the wiper lever

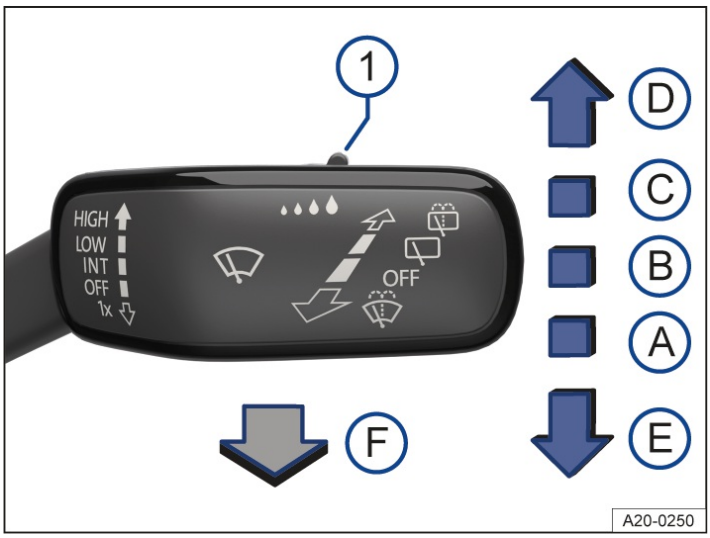


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

The wipers function only when the ignition is switched on and the bonnet or boot lid are closed. Move the wiper lever to the desired position→ⓘ:

- (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. Push and hold the lever down 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.

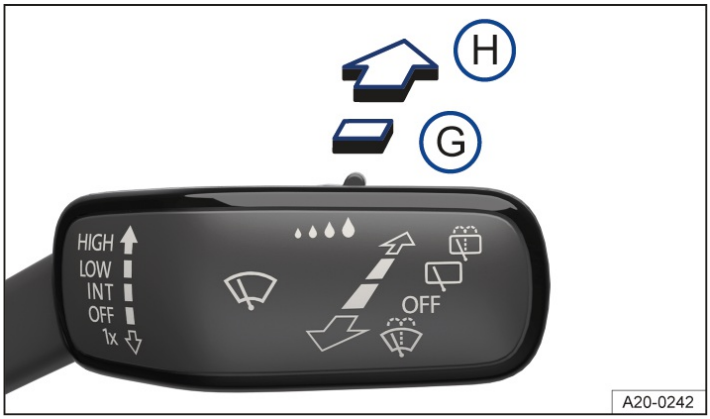


Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

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.

- 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, for example. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

WARNING

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn 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.

NOTICE

Do not use the wipers when the window is dry. Using the wipers when the window is dry can damage the glass.

- 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.

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

If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically 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

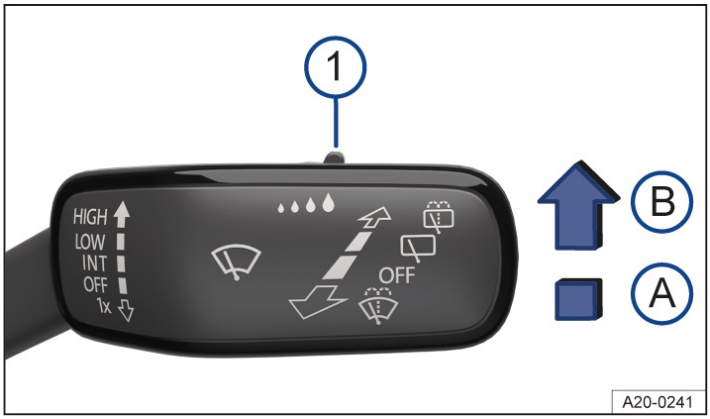


Fig. 1 On the right of the steering column: wiper lever.

(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 necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

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

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 lead to accidents and serious injuries.

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If 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.
- 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.

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

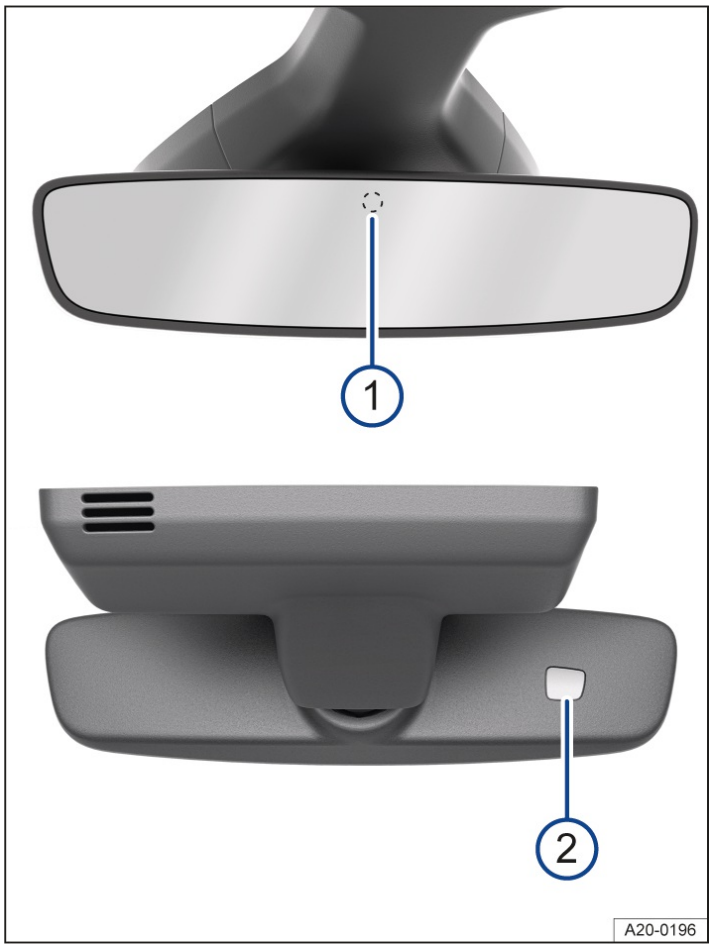


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

(1) Sensor for light incidence from the rear.

(2) Sensor for light incidence from the front.

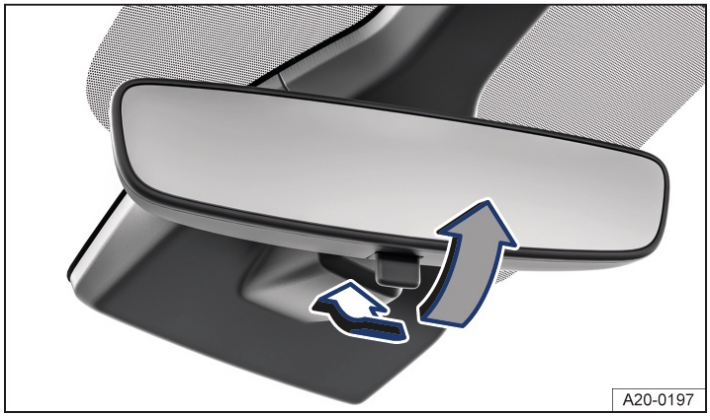


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear→ *Fig. 1* (1) and from the front (2).

Depending on the values measured, the interior mirror dims automatically.

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.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.

— Pull the lever back to select the anti-dazzle function → *Fig. 2*.

⚠ WARNING

The illuminated display from a portable navigation device can lead to functional impairment of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

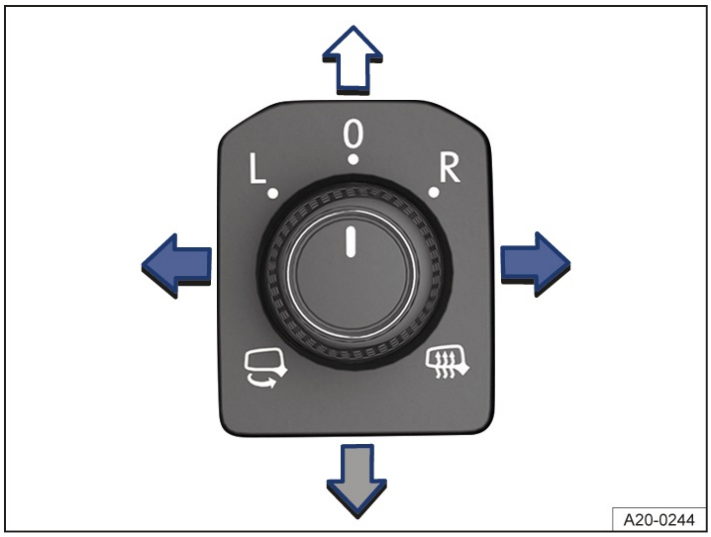


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive 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 to the desired symbol → *Fig. 1*.
3. To adjust the exterior mirror, press the rotary knob forward, back, right or left in the direction of the arrows.

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.

0

Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , L, R or 0.

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. Apply the handbrake.
3. Switch on the ignition.
4. Put the gearbox into neutral.
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.
7. Put the gearbox into neutral.
8. 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

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

NOTICE

Exterior mirrors may be damaged if they are not folded in when driving through a car wash.

- Always fold in the exterior mirrors.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

The exterior mirror heating should be switched off when it is no longer needed. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Sun visors

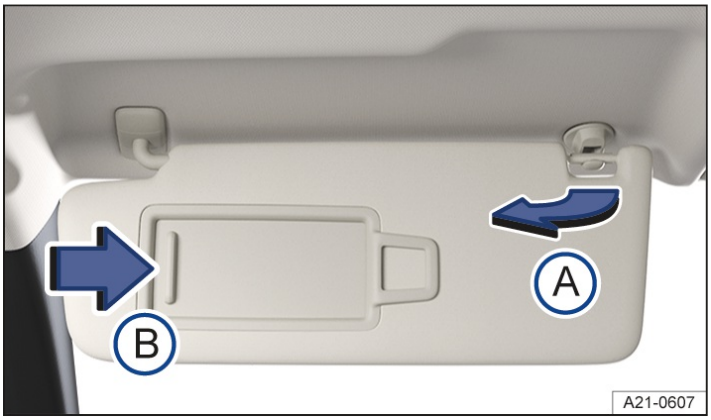


Fig. 1 In the front headliner: sun visor.

(A) Pull out of the holder.
(B) Slide the cover open.

Adjustment options for sun visors

— Folded down over the windscreen.

— Pulled out of the bracket and swung over towards the door → *Fig. 1* (A).

Vanity mirrors

Some vehicles have a vanity mirror on the folded-down sun visor.

Depending on the equipment, the vanity mirror may be located behind a cover.

1. To open, push the cover in the direction of the arrow → *Fig. 1* (B).

WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.
- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

Automatic air conditioning system

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 depend on the vehicle equipment level.

Fig. 1 In the upper part of the centre console: Climatronic air conditioning block (version 1).

Fig. 2 In the upper part of the centre console: Climatronic air conditioning block (version 2).

Display of active functions

Lit up LED

s on the air conditioning block indicate that the function is switched on.

⚠ WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause 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 when 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 *(→ Personalisation)*.

Switching the Climatronic on and off

At the air conditioning block

OFF Switching off the Climatronic.

Adjust the blower speed.

1. To switch on the Climatronic, swipe to the right on the touch slider for fan speed.
   Or: press the + button.
2. To switch off the Climatronic, swipe to the left on the touch slider for fan speed.
   Or: press the - button several times.

Climatronic automatic mode

At the air conditioning block

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.

Manual air conditioning system overview

The manual air conditioning system heats, cools and dehumidifies the air.

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 depend on the vehicle equipment level.

Fig. 1 In the upper section of the centre console: air conditioning block for the manual air conditioning system.

Display of active functions

Lit up LED

s on the air conditioning block indicate that the function is switched on.

⚠ WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause 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 when it is no longer required.

Switching the manual air conditioning system on and off

At the air conditioning block

Adjust the blower speed.

1. To switch on the manual air conditioning system, turn the centre rotary knob clockwise.
2. To switch off the manual air conditioning system, turn the centre rotary knob anticlockwise as far as it will go.

Temperature control

At the air conditioning block

■ ■ Select temperature.

A/C The air is cooled and dehumidified in cooling mode.

SYNC Adopt temperature settings of driver side for all seats.

Setting the temperature on the Climatronic air conditioning block

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.

   Or: turn the left or right rotary knob to ■ or ■.

   Climatronic shows the temperature settings.

Setting the temperature on the air conditioning block of the manual air conditioning system

1. Turn the left rotary knob to ■ or ■.

Maximum cooling output and heating output

1. Tap and hold ■ or ■ on the touch slider of the Climatronic.

   Or: turn the left or right rotary knob as far as it will go to ■ or ■.

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

Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

Air distribution functions on the air conditioning block

Adjust the blower speed.

Direct air towards upper body.

Direct air into the footwell.

Guide air to the upper body and the footwell.

Guide air to the windscreen and the footwell.

Direct air onto the windscreen.

Defrost function

Switching the defrost function on and off

MAX The defrost function of Climatronic clears the windscreen of ice and condensation.

The air is dehumidified and the blower is set to a high speed.

The defrost function of the manual air conditioning system clears the windscreen of ice and condensation.

The air must be dehumidified when the defrost function is switched on. For this reason, you cannot switch on air recirculation mode or switch off cooling mode when the defrost function is switched on.

Air recirculation mode

Switching air recirculation mode on and off at the air conditioning block

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

1. Press on the air conditioning block.

When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations →⚠:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the vehicle's windows.

⚠ WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. The smoke can leave a residue on the evaporator of the cooling system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

Climatronic: When reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.

Manual air conditioning system: If the outside temperature is very high, brief activation of air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

Switching the seat heating on and off in the air conditioning block

When the engine is running, the front seats can be electrically heated.

Switch the seat heating on and off.

Heating levels of the seat heating

The seat heating operating conditions are highlighted in colour:

— Both LED
s light up at the highest temperature setting.

Operating the seat heating

1. To switch on the seat heating with the highest temperature setting, press the or button in the air conditioning block.
2. To set the temperature setting, press the or button repeatedly.
3. To switch the seat heating off, press the or button repeatedly until no LED is lit.

If the seat heating is switched on for more than approximately 15 minutes at the highest temperature setting, the system will automatically switch to the lowest temperature setting.

When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat →.

— The seat is not occupied.

— 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.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this if necessary.

WARNING

Anyone with reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor if you have questions about your own state of health.

- Anyone with reduced sensitivity to pain or temperature should never use the seat heating.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.

- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

To save fuel, switch off the seat heating as soon as possible.

Rear window heating

Switching the rear window heating on and off in the air conditioning block

Switch rear window heating on and off with running engine.

The rear window heating switches off automatically after around 10 minutes at the latest.

NOTICE

Do not apply stickers over the heating elements from the inside to prevent damage to the rear window heating.

To save fuel, switch off the rear window heating as soon as possible.

Cooling mode A/C or the heater cannot be switched on or operation is restricted

Cooling mode A/C works only when the engine is running and at ambient temperatures above +3°C(+38°F).

The cooling mode A/C, heating and defrost function may be restricted when the engine is very hot or at extreme outside temperatures.

— Switch on the blower.

— 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 does not work, switch it off immediately to avoid secondary damage. 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. Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

1. Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system *(→ Vehicle settings menu)*.

Water 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.

Pedals

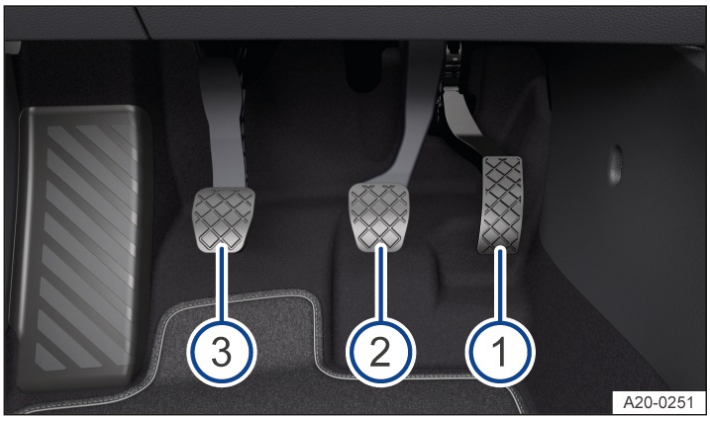


Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

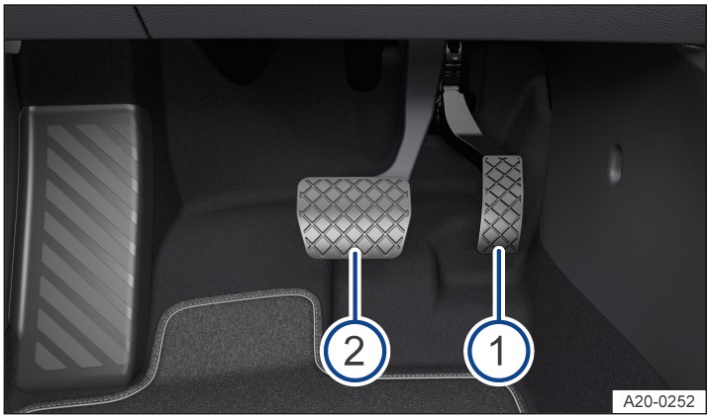


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

1. Accelerator
2. Brake pedal
3. In vehicles with a manual gearbox: Clutch 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 injury.

- 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

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

- When travelling long distances, stop and take a break regularly – at least every 2 hours.

WARNING

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

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

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

Gear-change indicator

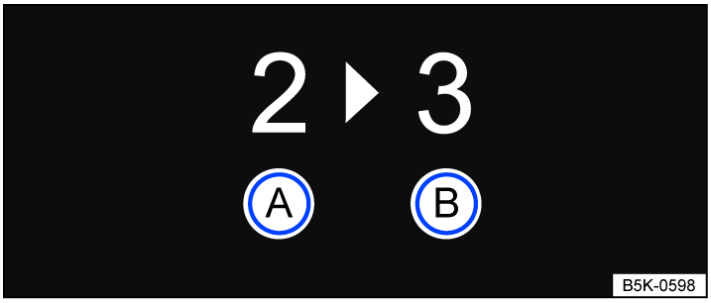


Fig. 1 On the instrument cluster display: gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate the gear which should be selected to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

Vehicles with an automatic gearbox: the gearbox must be in Tiptronic mode for this.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

CAUTION

The gear-change indicator is designed only to assist the driver and cannot replace the driver's own judgement.

- The driver has full responsibility for selecting the correct gear in all situations, e.g. when overtaking or when driving up and down hills.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox.

Driving economically

Adopting the correct driving style can reduce fuel consumption, pollution and wear-and-tear on the engine, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

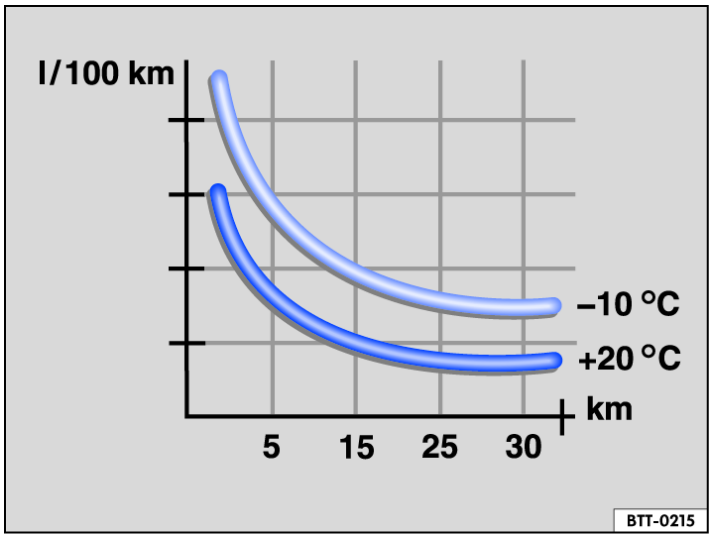


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Think ahead when driving

Repeated acceleration and braking will increase fuel consumption. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping your vehicle at a sufficient distance from the vehicle in front can help you to think ahead when driving.

Use coasting

Vehicles with an automatic gearbox: When the selector lever is in position D and neither the accelerator nor the brake pedal is depressed, the vehicle will roll (“coast”) with practically no energy being consumed.

Change gear to save energy

Shifting up early at engine speeds of 2,000 rpm can save energy. Do not drive gears to the limit and avoid high revs.

— Vehicles with a manual gearbox: change from first to second gear immediately after moving off.

— Vehicles with an automatic gearbox: accelerate slowly and avoid using the kickdown function.

— Pay attention to the gear-change indicator *(→ Gear-change indicator)*.

— Use the ECO driving profile if possible.

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.

Reduce idling

Drive off immediately at low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing.

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary.

Do not overfill the fuel tank

Filling the fuel tank all the way to the top will increase the vehicle weight. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

Engines consume a lot of fuel when cold. They do not reach optimum operating temperature until the vehicle has travelled a few kilometres (miles). The fuel consumption is above average at very low ambient temperatures, e.g. in winter→ *Fig. 1*. Plan your journeys economically and combine several short trips.

Have your vehicle serviced on a regular basis

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Observe the correct tyre pressures

An inadequate tyre pressure does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use tyres with optimised rolling resistance.

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker *(→ Tyre pressure)*.

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

Use low viscosity engine oils

Synthetic, low viscosity engine oils decrease frictional resistance in the engine and spread better and more quickly, especially for cold starts.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

To keep the air resistance of your vehicle as low as possible, remove any add-on parts and equipment once you have finished using them.

Save energy

The alternator powered by the engine generates electricity for convenience functions, such as the air conditioning system, windscreen heating or ventilation system. Saving electrical energy is easy, for example:

— At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window. Only then switch on the air conditioning system.

— Switch off convenience systems as soon as they have served their purpose.

⚠ WARNING

The engine power may be reduced at increasing altitude due to the lower air density. Reduced engine power can lead to accidents, e.g. when overtaking. This can cause severe or fatal injuries.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

⚠ WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral position **N**. The gearbox will not be lubricated and could be damaged.

Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

In vehicles equipped with active cylinder management (ACT) depending on the equipment level, engine cylinders can be automatically deactivated in driving situations with low power requirements. When a cylinder is deactivated, no fuel is injected into that cylinder, which leads to an overall reduction in fuel consumption.

Think Blue. Trainer.

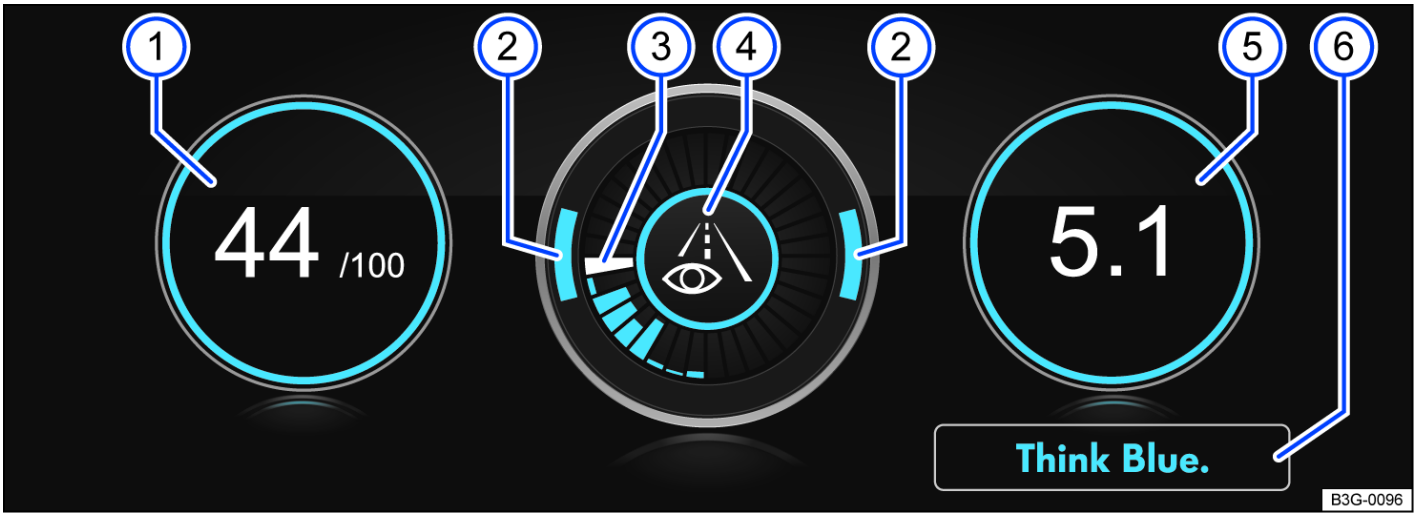


Fig. 1 In the Infotainment system: Think Blue. Trainer.

The Think Blue. Trainer. is available depending on the vehicle equipment and is not available in all models.

(1) "Blue Score":

The higher the displayed value on a scale from 0 to 100, the more efficient your driving style. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Tap the display to open the statistics for the last 30 minutes of drivingSince start.

(2) Acceleration and braking:

At a constant speed, two arcs appear in the central area. The arcs move up and down during acceleration and braking.

(3) Progress display:

The efficiency of the driving style is indicated by the blue bars. The white bar stores a blue bar approximately every five seconds.

The larger the bar, the more efficient the driving style has been.

(4) Driving tips:

Think ahead when driving.

4 Gear-change indicator.

Adapt your speed.

eco Economical driving style.

(5) Fuel consumption:

The display shows the average fuel consumption Since start in l/100 km or in mpg. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Tap the display to open the statistics for the last 30 minutes of drivingSince start.

(6) Tips for saving energy:

Tap the Think Blue. function button to access additional tips.

The Think Blue. Trainer analyses and visualises your driving style and helps you to drive more economically.

Opening the Think Blue. Trainer.

1. Switch on the ignition.

2. Switch on Infotainment system if necessary.
3. Press the MENU button or function button, depending on equipment.

   Or: press the CAR button or function button.
4. Tap the Vehicle ▸ Selection ▸ Think Blue. Trainer. function buttons.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.
- Drive with your full attention and with responsibility.

Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.

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. Please ensure that no following vehicle and no other road user is put at risk as a result of this action →⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking →⚠.

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action →⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.
- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a correspondingly 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 will not have the optimal braking effect when first fitted.
- New brake pads cannot generate the full braking effect during around the first 300 km(around 200 miles) and must first be run in. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- 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 reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.
- Never “ride” the brake pedal or depress the brake pedal too often and for too long.

WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.
- When driving downhill, the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce your speed by changing to a lower gear with a manual gearbox or in Tiptronic mode of the automatic gearbox. This will make use of the engine braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.
- Carefully test the brakes.
- Always 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.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Further information can be obtained from a correspondingly qualified workshop Volkswagen recommends using a Volkswagen dealership.

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, lengthen the braking distance in the event of braking hard, and cause accidents and serious 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.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the open tailgate and any objects are secured properly, and take appropriate measures to reduce the quantity of toxic exhaust fumes entering the vehicle.

WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Stow all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users. Observe legal requirements for this.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

WARNING

Poisonous exhaust fumes can enter the vehicle interior when the boot lid is open. This could result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- Always drive with the boot lid closed in order to prevent poisonous exhaust gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open tailgate, you must do the following to reduce the quantity of toxic exhaust fumes that could enter the vehicle:
  - Close all windows.
  - Close the glass roof.
  - Switch off air recirculation mode.
  - Open all vents in the dash panel.
  - Switch the blower to the highest blower speed.

NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— The water level must be no higher than the lower edge of the vehicle body→ ⚠.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water .

⚠ WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Carry out careful braking manoeuvres to dry and de-ice the brakes. Do not endanger other road users when doing this 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, such as the electrical parts, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

Running in the combustion engine

A new combustion engine has to be run in during the first 1,500 km (about 1,000 miles). All moving parts have to adapt themselves to each other. During the first few operating hours, the combustion engine has higher internal friction than it does later.

Up to 1,000 km (around 600 miles)

— Do not depress the accelerator fully.

— Do not load the combustion engine with more than 2/3 of the top engine speed.

— Do not drive with a trailer attached.

Between 1,000 and 1,500 km (around 600 to 1,000 miles)

1. Gradually increase speed and engine speed.

The style of driving during the first 1,500 km (about 1,000 miles) will also affect the quality of the combustion engine. Even after this time – and especially with a cold combustion engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

New tyres and brake pads have to be run in carefully.

NOTICE

Do not drive at engine speeds that are too low. Always shift down a gear if the combustion engine is not running "smoothly".

If the new combustion engine is run in gently, its life will be increased and its oil consumption reduced.

Using the vehicle in other countries and continents

Registration regulations

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad 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.

NOTICE

- Volkswagen is not responsible for any vehicle damage caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

Brake system fault

The warning lamp lights up red. A text message may also be displayed.

1. Do not drive on! Seek expert assistance as soon as possible.

Brake pad wear indicator

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a correspondingly 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.

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 correspondingly 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 correspondingly 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.

Ignition lock

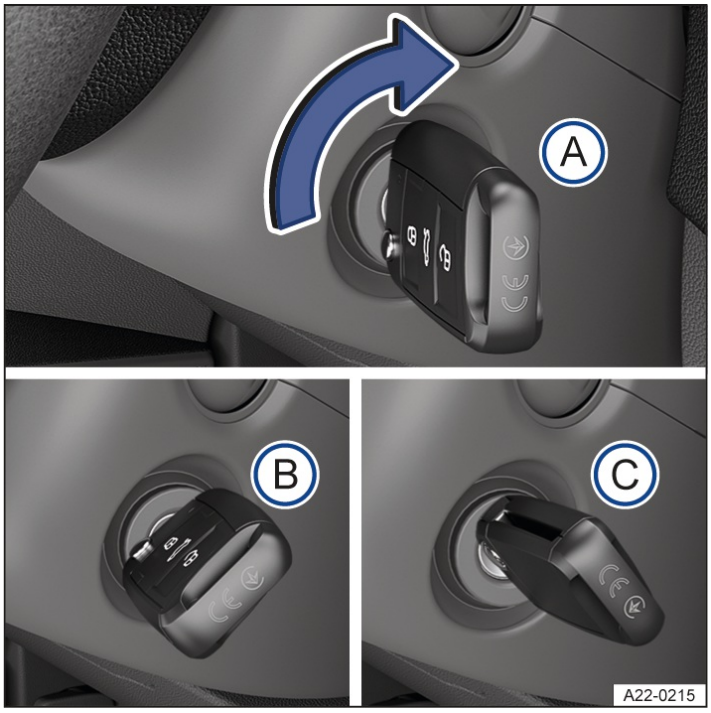


Fig. 1 To the right of the steering wheel: positions of the vehicle key in the ignition lock.

(A) Ignition switched off. The vehicle key can be removed.

(B) Ignition switched on. Steering lock can be released.

(C) Vehicles with a manual gearbox: Depress the clutch pedal. Start the engine. Release the vehicle key. Once released, the vehicle key moves back to position (B).

Vehicles with an automatic gearbox: Press the brake pedal and start the engine. Release the vehicle key. Once released, the vehicle key moves back to position (B).

The steering lock can be activated when there is no vehicle key in the ignition lock.

Warning when the ignition is switched on

A warning message appears in the instrument cluster display if the driver door is opened while the ignition is switched on. An acoustic signal may also be given.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

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

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine or switch on the ignition and operate electrical equipment such as window regulators, which can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and

you will no longer be able to steer the vehicle.
- Always completely unfold the key bit of the vehicle key and lock it in this position.
- Only attach light objects weighing no more than around 100 g(around 3.5 oz) to the vehicle key.

NOTICE

The 12-volt battery may be discharged unintentionally and prevent the engine from restarting if the ignition is switched on while the engine is switched off.
- Always switch off the ignition before you leave the vehicle.

Select the selector lever position P if the vehicle key cannot be removed. If necessary, press the lock button in the selector lever and then release it.

Starter button

The starter button replaces the ignition lock (Press & Drive).

Fig. 1 In the lower section of the centre console: starter button for starting the engine.

Vehicles with a manual gearbox: The engine is started by pressing the starter button with the clutch pedal depressed.

Vehicles with an automatic gearbox: The engine is started by pressing the starter button with the brake pedal depressed.

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

Depending on model, the starter button flashes to indicate readiness for operation.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on or off

1. Press the starter button once without depressing the brake or clutch pedal →⚠.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent after the combustion engine is switched off, the ignition will be switched off automatically after a certain period of time.

Engine restart function

If no valid vehicle key is detected in the vehicle interior once the engine has been switched off, the engine can be restarted within approximately five seconds. A corresponding message appears on the instrument cluster display.

After this time, the engine cannot be restarted without a valid vehicle key in the vehicle interior.

WARNING

Unintentional vehicle movements can cause serious injury.
- Do not depress the brake pedal when switching on the ignition because this will immediately activate the motor.

WARNING

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

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine or switch on the ignition and operate electrical equipment such as window regulators, which can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Starting the engine

Starting the engine

1. Switch on the ignition.
2. Depress and hold the brake pedal until the handbrake is released.
3. Vehicles with a manual gearbox: fully depress the clutch pedal and hold it until the engine has been started. Move the gear lever to neutral position.

   Vehicles with an automatic gearbox: Move the selector lever to position N or engage the parking lock P.

   Vehicles with DSG dual clutch gearbox: Move the selector lever to position N or engage the parking lock P.
4. Vehicles with ignition lock: turn the vehicle key further in the ignition lock – do not depress the accelerator. Release the vehicle key once the engine has started.

   Vehicles with starter button: Press and hold the starter button *(→ Starter button)* without depressing the accelerator. There must be a valid vehicle key in the vehicle and the brake must be depressed before the engine can be started. Release the starter button once the engine has started.
5. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
6. Vehicles with starter button: the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start.
7. Release the handbrake when you wish to pull away.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start the engine or allow the engine to run if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

If you attempt to start the engine again while driving or immediately after switching off the engine, this can damage the

starter or the engine.

NOTICE

When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

NOTICE

The density of air decreases with increasing altitude and this may make it more difficult to start the engine.

NOTICE

Do not tow or push the vehicle to start it. Unburnt fuel can damage the catalytic converter.

NOTICE

Never use the starter with a gear selected for driving or tow-starting if the engine does not start, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Refill fuel if necessary or obtain jump starting assistance.
- If the engine does not start, seek expert assistance. Volkswagen recommends using a Volkswagen dealership.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

When the engine is started, electrical consumers with a higher power consumption are temporarily switched off.

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

The engine cannot, for example, be started with the starter button if the button cell in the vehicle key is weak or flat. Carry out an emergency start.

When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal, and no cause for concern.

Switching off the engine

1. Bring the vehicle to a standstill →⚠.
2. Park the vehicle.
3. Vehicles with ignition lock: Switch off the ignition.
4. Vehicles with starter button: briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure.
5. Follow the instructions in the instrument cluster.

Warning before leaving the vehicle

In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

Vehicles with DSG dual clutch gearbox: If the selector lever is in position N, an acoustic warning signal will sound when the driver door is opened and the warning message Vehicle not secured against rolling away! will appear on the instrument cluster display. This warns you that the vehicle could potentially roll away.

WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.

- Vehicles with ignition lock: If the vehicle key is removed, the steering lock may activate and you may no longer be able to steer the vehicle.
- Vehicles with starter button: When the ignition is switched off, the steering column lock may activate and you will no longer be able to steer the vehicle.

WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.
- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off.
- Allow the engine to run in neutral for approximately 2 minutes before switching it off in order to avoid damage to the engine.

In vehicles with an automatic gearbox, the vehicle key can only be removed from the ignition lock if the selector lever is in position P.

After the engine has been switched off, the radiator fan in the engine compartment may run on for a few minutes. The radiator fan will switch itself off automatically.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

In vehicles with ignition lock: There is a chip in the vehicle key. The immobiliser is automatically deactivated by this when a valid vehicle key is inserted in the ignition lock.

In vehicles with ignition lock: The electronic immobiliser is automatically activated when the vehicle key is removed from the ignition lock.

In vehicles with starter button: There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

In vehicles with starter button: The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

Fig. 1 On the right-hand side of the steering column: emergency start function in vehicles with the keyless locking and starting system Keyless Access.

EPC Fault in engine management system

The indicator lamp lights up yellow.

Fault in engine management system.

1. Observe any text messages that are shown on the instrument cluster display.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

EPC Fault in engine management system

The indicator lamp lights up in the digital instrument cluster.

The indicator lamp lights up yellow.

The vehicle power has been limited.

The power was limited to prevent overheating of components in the engine management system.

— A corresponding display may appear in the instrument cluster display.

— It is possible to continue driving with reduced power.

The power limitation will be cancelled again in the following cases:

— The components of the engine management system are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with EPC Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

Vehicles with an automatic gearbox

1. Press the lock button in the selector lever and release.
2. Remove the vehicle key from the ignition lock.

Vehicles with a manual gearbox

1. Remove the vehicle key from the ignition lock.

No valid vehicle key recognised

A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

1. Depress and hold the brake pedal.
2. Hold the vehicle key to the right of the steering column trim directly after pressing the starter button→ *Fig. 1*.

   The ignition is switched on automatically, and in some cases the engine is started.

Engine cannot be switched off

The engine cannot be switched off by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

1. Press the starter button twice within a few seconds or press and hold once.

   The motor switches off automatically *(→ Starter button)*.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek expert assistance.

Or: the engine cannot be started with the ignition key or by briefly pressing the starter button while the brake or clutch pedal is depressed.

There is a fault in the starting system.

1. Turn and hold the vehicle key or press the button until the engine starts.
2. Seek expert assistance.

Start/stop system

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Fig. 1 In the lower part of the centre console or in the Infotainment system (depending on equipment): button for the start/stop system.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on. The instrument cluster display will show information about the current status.

Indicator lamps

If the indicator lamp Ⓐ lights up, the start/stop system is available and automatic engine stop is active.

If the indicator lamp lights up, the start/stop system is not available or the start/stop system has started the engine automatically →⚠.

The display on the instrument cluster may show the status of the start/stop system.

Activating and deactivating the start/stop system automatically

Vehicles with a manual gearbox:

1. Disengage the gear and release the clutch pedal when the vehicle is coming to a stop, or when it is stationary.

   The engine stops.
2. Depress the clutch pedal to restart the engine.

Vehicles with an automatic gearbox:

1. To stop, press and hold the brake pedal.

   The engine switches off shortly before the vehicle reaches a complete standstill or when the vehicle is stationary.
2. Take your foot off the brake pedal or depress the accelerator to restart the engine.

Important preconditions for automatic engine switch-off

— The driver is wearing their seat belt.

— The driver door is closed.

— The bonnet is closed.

— A minimum engine temperature has been reached.

— Vehicles with Climatronic: The temperature of the vehicle interior is within the preset temperature range, and the humidity level is not too high.

— The defrost function of the air conditioning system is not switched on.

— The charge level of the 12-volt vehicle battery is sufficient.

— The temperature of the 12-volt vehicle battery is not too low or too high.

— The vehicle is not on a steep incline.

— The steering wheel is not turned too sharply.

— Reverse gear is not engaged.

— Park Assist is not active.

The engine can also switch off later if the conditions for automatic engine switch-off are fulfilled only after the vehicle has come to a stop, e.g. if the defrost function is switched off when stationary.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

— If the temperature inside the vehicle greatly increases or decreases.

— If the vehicle starts rolling.

— If the electric voltage of the 12-volt vehicle battery drops.

— If the steering wheel is moved.

As a general rule, the engine always starts again automatically when required by the detected situation and the vehicle.

Conditions that require a manual engine start

The engine must be started manually in the following conditions:

— If the driver door is opened.

— If the bonnet is opened.

Activating and deactivating the start/stop system manually

Deactivating the start/stop system manually:

1. Press the (A OFF) button in the centre console to deactivate the system manually. If the start/stop system has been deactivated, the indicator lamp in the → *Fig. 1* button lights up.

Activating the start/stop system manually:

1. Press the (A OFF) button in the centre console again to activate the system manually again → *Fig. 1*.

The instrument cluster shows the status of the start/stop system every time the (A OFF) button is pressed.

If the start/stop system has switched off the engine, the engine will start again as soon as the system is deactivated with the (A OFF) button.

Start-Stop mode with automatic Adaptive Cruise Control (ACC)

The engine will be switched off after the Adaptive Cruise Control (ACC) has brought the vehicle to a standstill via an active braking intervention.

In the following instances, the engine will restart when the ACC is active:

— If the accelerator is depressed.

— When the Adaptive Cruise Control has resumed speed and distance control.

— If the vehicle ahead has moved on.

The engine will also be restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle ahead moves further away.

⚠ WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- When you switch off the ignition, the steering column lock may engage and you will no longer be able to steer the vehicle.
- Always deactivate the start/stop system when working in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

The engine stop function may be deactivated automatically if the temperature is above around 38°C(around 100°F).

In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.

The start/stop system is automatically activated when the ECO driving profile is selected in vehicles with driving profile selection.

Always deactivate the start/stop system manually when driving through water.

Troubleshooting

Engine no longer starts automatically

1. Start the engine manually *(→ Starting the engine)*.
2. Deactivating the start/stop system manually *(→ Start/stop system)*.
3. In this case, go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Manual gearbox: Selecting a gear

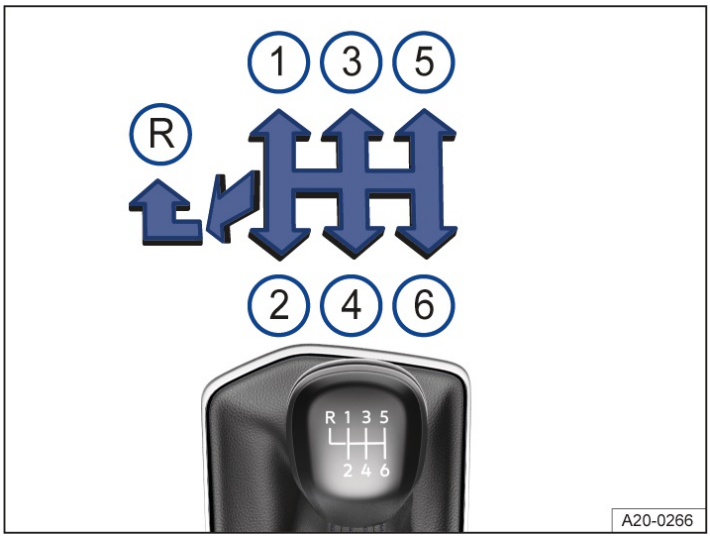


Fig. 1 Gear shift pattern of a 6-speed manual gearbox. Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are displayed on the gear lever.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position → *Fig. 1* (1).
3. Release pedal to engage the clutch.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

Reverse gear should be selected only when the vehicle is stationary.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the neutral position and push down.
3. Push the gear lever fully to the left and then forwards into the reverse gear position → *Fig. 1* (R).
4. Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time(to the next lower gear – and not at high engine speed). At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down, even if the clutch is not released when doing this.

⚠ WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle, with accidents and serious injuries as a consequence.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Accelerate quickly only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.

- Always adapt your driving style to the traffic.
- If you switch off the traction control system (TCS
  ), the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.
  ●

WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also applies when the handbrake is on.

- Never engage reverse gear while the vehicle is in motion.

NOTICE

Serious damage to the clutch and gearbox could occur if the gear lever of the manual gearbox is shifted to a gear which is too low when travelling at high speeds or at high engine speeds. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following points in order to avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.
- Do not hold the vehicle by “riding” the clutch on uphill gradients with the engine running.

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

Troubleshooting

Clutch is “slipping”

The indicator lamp lights up yellow.

The clutch is not transmitting the full engine torque.

1. If necessary, remove foot from the clutch pedal.

Clutch overheated

The indicator lamp lights up yellow, an audible warning may sound and, if necessary, additional warning lamps and a text message may appear in the instrument cluster display.

The clutch can overheat, for example due to frequent starting.

1. Stop at the next opportunity.
2. Disengage the gearbox.
3. Apply the handbrake.
4. Allow the gearbox to cool down with running engine.
5. If the indicator lamp does not go out, do not drive on. Seek expert assistance.

   Failure to do so could result in considerable damage to the gearbox.

Clutch defective

The indicator lamp lights up yellow.

The clutch is faulty.

1. Drive on carefully!

2. In this case, go to a correspondingly qualified workshop immediately and have the system checked. Failure to do so can cause considerable clutch damage. Volkswagen recommends using a Volkswagen dealership.

Function of the DSG® dual clutch gearbox

Description

The vehicle is equipped with a dual clutch gearbox DSG

®.

The DSG® dual clutch gearbox is a gearbox that uses dual-clutch technology to change gear automatically. It uses a dual clutch and two gear train halves to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic gearbox.

Function

Engine power is transferred to the drive shaft via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two gear train halves, the engine power is always connected to one gear train half when driving. Before a gear shift, the next-higher or lower gear is already preselected in the load-free second gear train half. The clutch on the non-driven gear is then closed, and the other is opened at the same time. This makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch gearbox the clutch can be opened at idling speed, thus saving fuel. Thanks to its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information . In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half *(→ Automatic gearbox)*. Have the gearbox checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Automatic gearbox: selecting a selector lever position

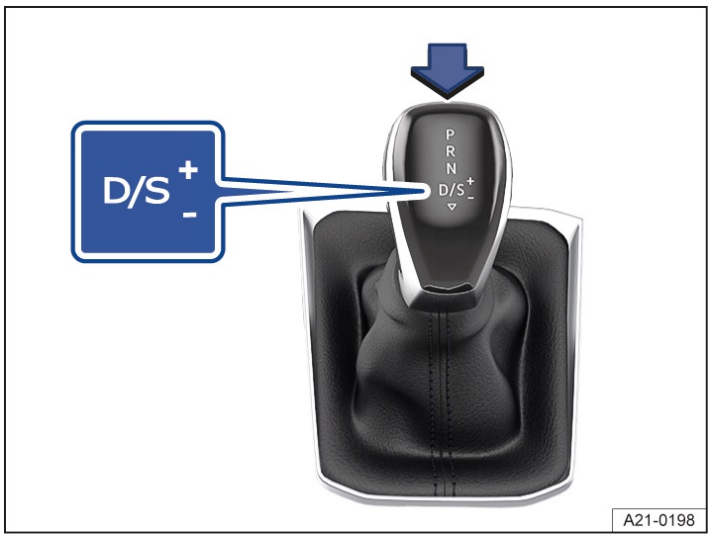


Fig. 1 Left-hand drive vehicles: selector lever for dual clutch gearbox DSG with lock button (arrow).

The selected selector lever position will be shown in the instrument cluster display when the ignition is switched on.

P The drive wheels are blocked. May only be selected when the vehicle is stationary.

To disengage this selector lever position while the ignition is switched on, depress the brake pedal and press the lock button in the selector lever.

R Reverse gear is selected. May only be selected when the vehicle is stationary.

N The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D/S Position **D**: Normal mode.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position **S**: Sport mode

The forward gears are automatically shifted up later and down earlier than in selector lever position **D**. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions **D** and **S**, tap the selector lever to the rear▽.

The selector lever will always move back into selector lever position **D/S**. This also functions in the Tiptronic gate *(→ Tiptronic)*.

Selector lever lock

The selector lever lock in position **P** or **N** prevents a gear selector position from being engaged inadvertently and the vehicle being set in motion unintentionally as a result.

To release the selector lever lock, switch on the ignition and depress the brake pedal. Then press the lock button in the selector lever handle in the direction of the arrow → *Fig. 1*.

The selector lever lock is not engaged if the selector lever skips position **N**, for example when shifting from reverse to **D/S**. This makes it possible, for instance, to "rock" the vehicle backwards and forwards to free the vehicle if it is stuck in snow or mud. The selector lever lock engages if the brake pedal is not depressed and the lever is in position **N** for more than approximately 1 second and the vehicle is travelling no faster than around 5 km/h (around 3 mph) →⚠.

⚠ WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never depress the accelerator when selecting a position.
- The vehicle will start moving if you release the brake pedal when the engine is running and a position is engaged.
- Never select reverse gear R while driving or engage the parking lock P while driving.

WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the engine is running and a position has been selected. If you have to exit the vehicle while the engine is running, always firmly apply the handbrake and move the selector lever to position P.
- Hold the vehicle by the foot brake if the engine is running and the position D/S or R is engaged. The vehicle will "creep forward" even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.
- Never leave the vehicle in selector lever position N. The vehicle will roll downhill irrespective of whether or not the engine is running.

NOTICE

If the handbrake is not applied when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards.

If the selector lever is accidentally moved to N when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a position again.

If the selector lever is not left in the parking lock position P for long periods when the engine is switched off, the 12-volt vehicle battery will discharge.

Changing gear using Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

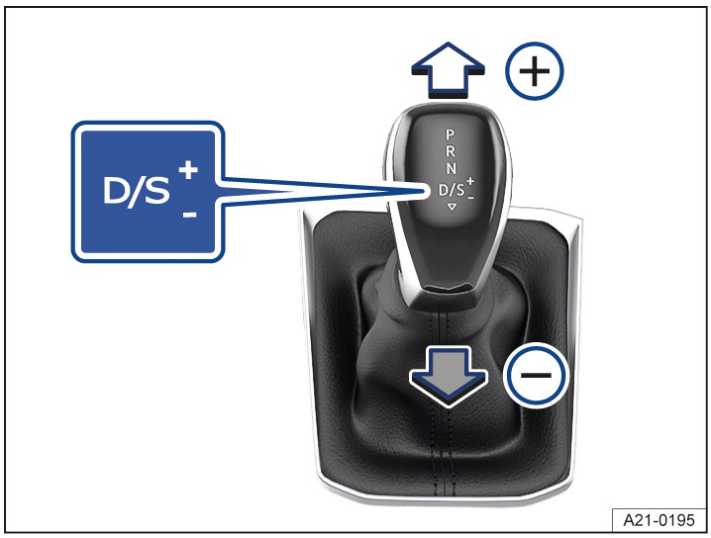


Fig. 1 Selector lever in Tiptronic position.

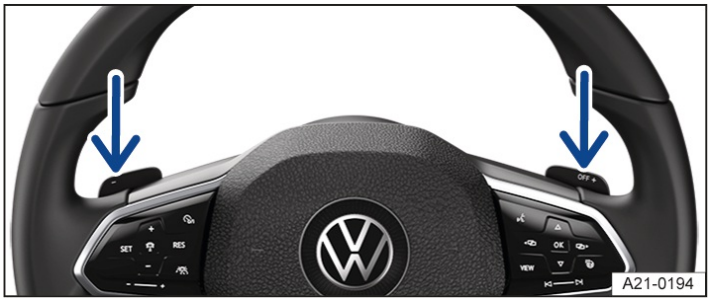


Fig. 2 Steering wheel with paddles for Tiptronic.

The gear that is currently selected will be maintained when the Tiptronic mode is selected. This remains the case as long as

the system does not automatically carry out a change of gear due to the current driving situation.

Operating Tiptronic with the selector lever

1. Push the selector lever from the selector lever position D/S to the right into the Tiptronic gate.
2. Tap the selector lever forwards (+) or back (−) to shift gear up or down → *Fig. 1*.

When tapping the selector lever in the Tiptronic gate, it is not necessary to press the lock button on the selector lever.

Operating Tiptronic with the paddles

1. Pull the right paddle towards the steering wheel to change up a gear → *Fig. 2*.
2. Pull the left paddle towards the steering wheel to change down a gear.
3. To leave the Tiptronic mode, pull the right paddle towards the steering wheel for approximately 1 second.

The Tiptronic mode is automatically exited if the selector paddles are not operated for some time and the selector lever is not in the Tiptronic gate.

NOTICE

When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.

NOTICE

When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with DSG® dual clutch gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

1. Reduce your speed.
2. Push the selector lever from position D/S to the right into the Tiptronic gate.
3. Tap the selector lever to the rear to change down gear.

   Or: shift down using the paddles on the steering wheel.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

if you stop the vehicle on an incline with a position selected, you must always prevent the vehicle from rolling backwards or forwards by depressing the brake pedal or by applying the handbrake. The brake pedal or the handbrake should not be released until you start to pull away →(!).

Coasting with DSG® dual clutch gearbox

In coasting mode, the momentum of the vehicle can be used to save fuel in conjunction with an anticipatory driving style. The engine no longer brakes the vehicle – the vehicle can roll for a longer distance. The function is available only in the selector lever position D/S and at speeds of around 40 to 130 km/h (around 25 to 80 mph).

Initiating coasting

1. Select the ECO driving profile in the driving profile selection.
2. Take your foot off the accelerator. The engine will be disengaged and run at idling speed. The vehicle rolls without the braking effect of the engine.

Cancelling coasting mode

1. Depress the brake pedal forcefully.

   Or: depress the accelerator or brake pedal briefly.

   Or: pull one of the paddles towards the steering wheel.

   Or: press selector lever to Tiptronic position.

   Or: driving profile change from ECO.

Kickdown function

The kickdown function enables maximum acceleration in the selector lever position D/S or in the Tiptronic position.

If the accelerator is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration.

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

When the ECO driving profile is selected in vehicles equipped with driving profile selection and the accelerator is depressed fully beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adapt your driving style to the traffic.
- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if theTCS is switched off, especially if the road is slippery.
- Switch on TCS again after acceleration.

⚠ WARNING

Never “ride” the brake pedal or depress the brake pedal too often and for too long. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

- If you stop the vehicle on an incline while a position is selected, do not attempt to stop it from rolling back by depressing the accelerator. The dual clutch gearbox DSG® could overheat and be damaged.
- Never allow the vehicle to roll in selector lever position N, particularly if the engine is switched off. The DSG® dual clutch gearbox will not be lubricated and could be damaged.

NOTICE

Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

Troubleshooting

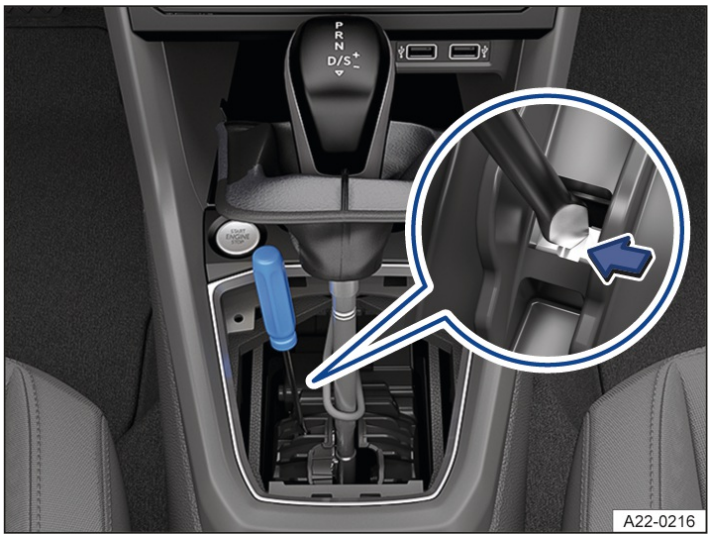


Fig. 1 Releasing the selector lever lock manually.

Gearbox overheated

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.

The DSG® dual clutch gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.

1. Stop at the next opportunity and allow the gearbox to cool down with engaged parking lock and running engine →.
2. Do not drive on if the indicator lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Gearbox overheated

The warning lamp lights up red.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.

STOP Do not drive on!

1. Allow the gearbox to cool down with engaged parking lock and running engine →.
2. Do not drive if the warning lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

Lock button prevents you from driving off

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

1. Check whether the lock button is engaged.
2. Engage the lock button if necessary.

Selector lever lock prevents you from driving off

The indicator lamp flashes green. An information text is additionally displayed.

In rare cases, the selector lever lock may not engage in vehicles with a DSG® dual clutch gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

1. Depress the foot brake and then release it again.

Releasing the selector lever lock manually

If the power fails in the vehicle(e.g. if the 12-volt battery is flat) and the vehicle has to be pushed or towed, the selector lever lock must be released manually. Seek expert assistance.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

1. Apply the handbrake firmly. If the handbrake cannot be applied firmly the vehicle will have to be prevented from rolling off using other means.
2. Switch off the ignition.
3. Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring.
4. Pull the cover up and over the selector lever.

Releasing the selector lever lock manually → ⚠:

1. Using the flat blade of the screwdriver from the vehicle tool kit, carefully push the release lever in the direction of the arrow (magnifying glass) and keep it in this position → *Fig. 1*.
2. Press the lock button on the front of the selector lever handle and move the selector lever into position N.
3. After manual unlocking, carefully press the cover into the centre console while ensuring that the electrical wires are positioned correctly.

Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency mode. The vehicle can still be driven in the emergency mode, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.

In all cases, you should have the DSG® dual clutch gearbox checked by a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

⚠ WARNING

Never release the parking lock P when the handbrake is not applied. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If you allow the vehicle to roll for an extended period or at high speed with the engine switched off and with the selector lever in the N position, the DSG® dual clutch gearbox will be damaged, e.g. when being towed.

NOTICE

- Park the vehicle in a safe place immediately or drive faster than around 20 km/h(around 12 mph) when the warning that the gearbox is overheated is displayed for the first time.
- Park the vehicle in a safe place immediately and switch off the engine if the text message and acoustic warning are repeated around every 10 seconds. Allow the gearbox to cool down.
- Continue driving only when the acoustic warning is no longer emitted in order to avoid damage to the gearbox. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an incline.

Functional requirements

The following prerequisites need to be met simultaneously:

— On an incline, the stationary vehicle must be held in position with the foot brake until the vehicle starts moving.

— The engine is running “smoothly”.

— A gear or a gear selector position is engaged for driving uphill.

To move off, remove your foot from the brake pedal and depress the accelerator immediately. The brake will gradually be released as the vehicle pulls away.

The hold function of the Hill Start Assist only remains active for a short time. Start driving within about 2 seconds.

Function conditions

Hill Start Assist will be deactivated immediately if one of the conditions listed below is no longer met:

— If the driver door is opened.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has stalled.

— If the selector lever is the neutral position N.

CAUTION

If you do not drive off immediately after releasing the brake pedal, the vehicle may roll backwards.

- In this case, depress the brake pedal immediately or apply the handbrake.
- Depress the brake pedal for a few seconds before moving off if you want to prevent the vehicle from rolling backwards when driving off on an uphill gradient in dense traffic.

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 only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering column lock in vehicles with a starter button

The steering column is locked electronically in vehicles with a starter button:

1. Stop the vehicle.
2. Depending on equipment: move the selector lever to position P.
3. Switch off the ignition and then open the driver door.

   The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

Locking the steering column:

1. Stop the vehicle.
2. Depending on equipment: move the selector lever to position P.
3. Remove the vehicle key.
4. Turn the steering wheel slightly until the steering lock audibly engages.

Unlocking the steering column:

1. To release the steering lock, turn the steering wheel slightly.
2. Insert the vehicle key into the ignition lock.
3. Hold the steering wheel in this position and turn the ignition on.

Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering →⚠.

Progressive steering

Depending on the vehicle equipment, progressive steering can adjust the required steering movement to the driving situation. Progressive steering only functions when the engine is running.

In urban traffic, less steering input is required when parking, manoeuvring, or turning sharply.

When driving on country roads or on the motorway, the progressive steering provides a more sporty, direct steering response, and a dynamic feel.

WARNING

If the power steering is not working, the steering wheel will be more difficult to turn and this will greatly reduce the ability to steer the vehicle. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Depending on the vehicle equipment level, the power steering functions only when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

WARNING

In conjunction with the ESC
, counter-steering assistance provides the driver with assistance when steering in critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.

NOTICE

Switch on the ignition when the vehicle is towed so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering column lock.

Do not drive on!

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.

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. Re-start the engine 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 the messages on the instrument cluster display.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes *(→ Personalisation)*.

Selecting a driving profile

Fig. 1 In the centre console: MODE button for driving profile selection.

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 mode while the vehicle is in motion can distract you from the road and cause accidents.
- 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 via the MODE button

1. Press MODE → *Fig. 1*.
2. To select driving profiles, press MODE again or tap the desired driving profile in the Infotainment system.

If the Normal driving profile is selected, the LED
in the MODE button will remain switched off, depending on the version.

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. Press MODE.
2. Select Individual in the Infotainment system.
3. To open the Individual menu, tap Change.

Characteristics of the driving profiles

The Eco driving profile switches the vehicle into economical mode and helps you to drive the vehicle in a fuel-efficient manner. The system automatically switches to gear position E when the Eco driving profile is selected.

The Normal driving profile corresponds to the basic settings of the vehicle systems and offers a balanced setup, e.g. for everyday use.

The Sport driving profile gives you a sporty driving feeling. If you select the Sport driving profile, position S will be selected on vehicles with an automatic gearbox.

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 Normal driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of the Normal driving profile as soon as you switch the ignition off and on again.

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.

   Or: to activate the settings in the Sport driving profile again, move the selector lever of the automatic gearbox back to the S position.

Troubleshooting

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

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.

Cruise control system switched on, control active.

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.

Changing gear

Cruise control is interrupted as soon as you depress the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

The use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed. The cruise control system does not relieve the driver of their responsibility for the speed of the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- 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 via the multifunction steering wheel

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):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the - button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the + or - button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Cancelling control

1. Briefly press the CNCL or button.

   Or: depress the brake pedal.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

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.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   The cruise control system is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

Cruise control system faulty

Malfunction. The indicator lamp lights up yellow.

1. Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Cruise control system faulty

Malfunction. The indicator lamp lights up white. The yellow central warning lamp ⚠ also lights up.

1. Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for forward travel.

— Brake support systems, e.g. TCS or ESC, have performed an intervention.

— The vehicle was braked by Front Assist.

— If the problem persists, switch off the cruise control system and go to a 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:

The speed limiter is switched on.

Speed limiter switched on, system control active.

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. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

Always switch off the speed limiter after use to avoid unintentional intervention.

- The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if this is not necessary.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

Operating the speed limiter via the multifunction steering wheel

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):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the - button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the + or - button to continuously change the stored speed.

Cancelling control

1. Press the button CNCL or .

   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 button.
2. Select the desired system on the instrument cluster display.

   The speed limiter is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

Control is interrupted automatically

Fault or malfunction.

1. Switch off and restart the engine.
2. 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 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 a speed between around 30 km/h (around 20 mph) and around 210 km/h (around 130 mph). Depending on equipment and country, the maximum speed that can be set may be lower.

Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, cruise control will be interrupted while you are accelerating and then resumed.

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.

Radar sensor

ACC

detects driving situations using a radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (around 400 ft).

WARNING

The intelligent ACC

technology cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the ACC can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC offroad or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- 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.
- Be prepared to control the speed yourself at all times.

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 vehicles with an automatic gearbox to a standstill and hold them stationary for a few seconds. ACC remains active and the instrument cluster display shows ACC ready. During this time the vehicle will move off again automatically as soon as the vehicle in front moves off.

After this time, the vehicle will automatically release the brakes. The vehicle will be free to roll and ACC control will be cancelled.

Extend readiness to drive:

— Depress the brake pedal.

ACC remains active as long as the brake pedal is depressed. When you take your foot off the brake pedal, ACC remains ready to pull away for a few seconds.

— Press the RES button.

Readiness to move off is prolonged for a few seconds.

The readiness to move off is ended if the driver's seat belt is unfastened.

⚠ 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

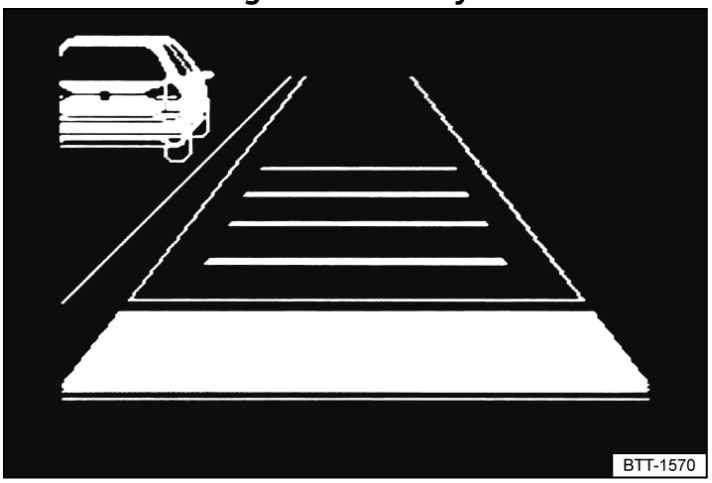


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

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).

Limits of the ACC

When not to use the ACC

ACC

Is not suitable for use in the following driving situations due to the system limitations. To cancel control →⚠:

— Driving in heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

— After external force on components in the area of the radar sensor, e.g. after a rear-end collision.

⚠ WARNING

If you use ACC
in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Adaptive Cruise Control (ACC))*.

Objects that cannot be detected

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

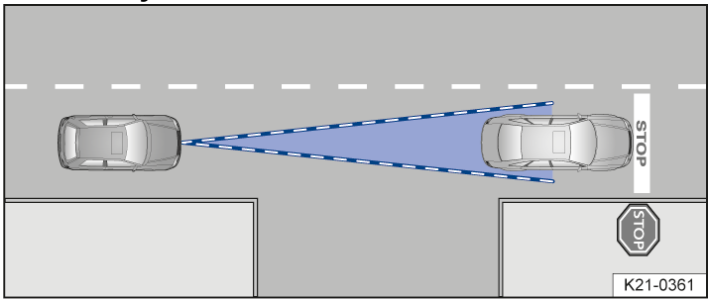


Fig. 1 Stationary vehicle.

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.

Bends

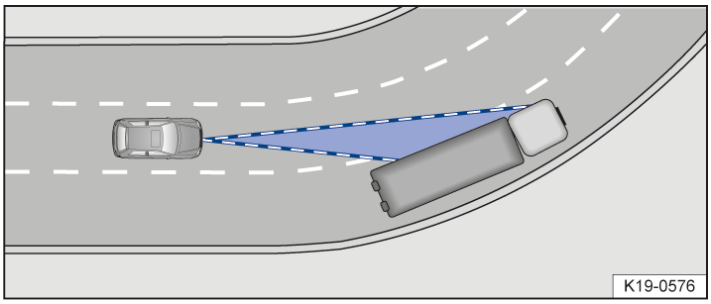


Fig. 2 Driving through bends.

The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → *Fig. 2*.

Vehicles outside the sensor range

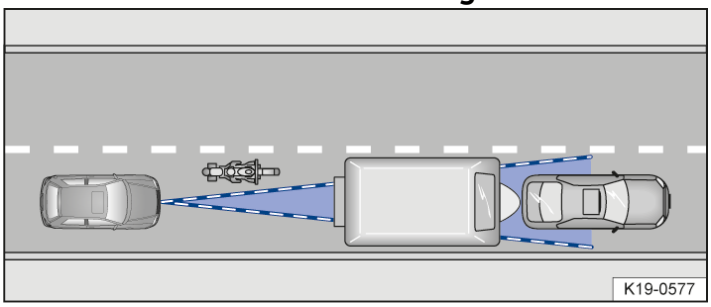


Fig. 3 Narrow vehicle.

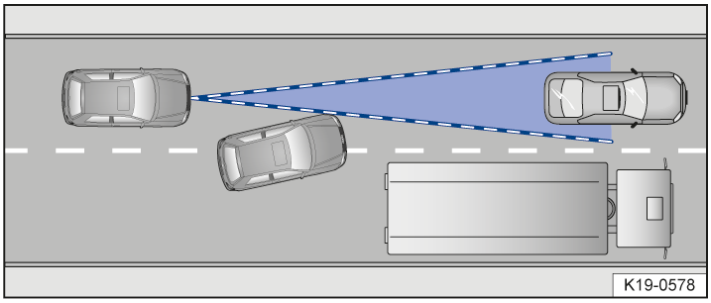


Fig. 4 Vehicle changes lane.

ACC

may not react or may react with a delay or with an unwanted response in the following driving situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → *Fig. 3*.

— Vehicles that change into your lane directly in front of your vehicle → *Fig. 4*.

— Vehicles with bodies or attachments that project beyond the vehicle.

Switching the ACC on and off

Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the 0/I button.

   ACC

   is not yet performing a control intervention.

Starting control

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, the traction control system (TCS

) is activated and ESC Sport is deactivated.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

ACC

has taken control.

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

When ACC

is not active, the indicator lamps are not lit or 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, and the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS

) is deactivated.

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.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   ACC

   is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Setting the ACC

Setting the distance

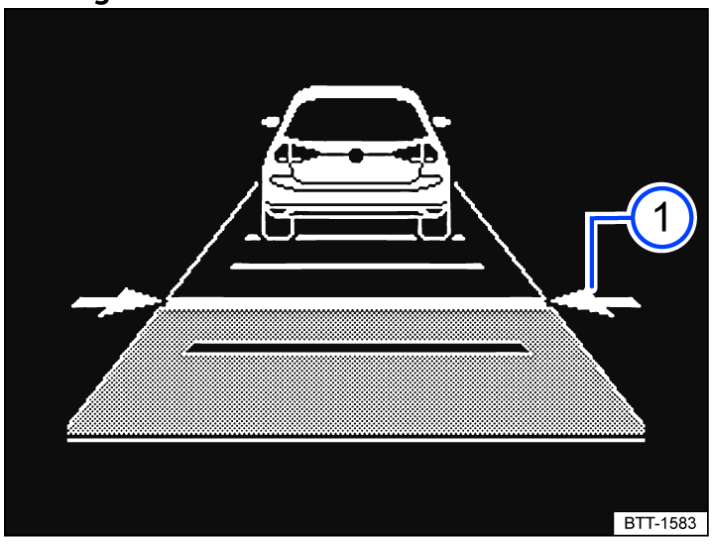


Fig. 1 On the instrument cluster display: set distance (1) (illustration, the ACC is controlling distance).

You can set the distance in five steps from very small to very large:

1. Press the button.

2. Press the + or − button.

   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.

If the ACC

has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.

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):
  Press the RES button, only when ACC

  is active.

- 1 km/h (1 mph):
  Press the SET button, only when ACC

  is active.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the + or − button to continuously change the stored speed.

⚠ WARNING

If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of ACC
is insufficient, you are in danger of colliding with the vehicle in front. The braking distance is also longer in rain and winter road conditions.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Speed and distance control are overridden when you press the accelerator. The ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

Setting the system behaviour

You can influence how sportily ACC

reacts:

— Vehicles with driving profile selection:

  Set preferred driving profile.

— Vehicles without driving profile selection:

  Select 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.
— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.
— Fault or malfunction. Switch off and restart the engine.
— Paint work or structural modifications were carried out on the front of the vehicle.
— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
— 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 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.

Control cannot be started

Make sure that the following conditions are met:

— Vehicles with a manual gearbox: A forward gear other than 1st gear has been engaged and the speed is at least 25 km/h (16 mph).
— Vehicles with an automatic gearbox: A position has been selected for driving forward.
— 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.
— If control is to be started while the vehicle is stationary, depress the brake pedal. Otherwise, do not depress the brake pedal.

Unusual noises during automatic braking

This is normal and is not a fault.

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 of ACC

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.

⚠ WARNING

The intelligent technology of predictive cruise control cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by predictive cruise control tempt you into taking

any safety risks. Careless or unintentional use of predictive cruise control can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

Please also observe the safety-relevant information on ACC

.

Limits of predictive cruise control

In addition to the system limitations of the Dynamic Road Sign Display function and ACC

, the predictive cruise control function has 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.

— 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))*.

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.

If you have activated at least one event, predictive cruise control will also be switched on automatically whenACC 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 the road layout.

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):
Press the RES button only when ACC is active.

- 1 km/h (1 mph):
Press the SET button only when ACC is active.

+ 10 km/h (5 mph):
Press the + button.

The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Press the − button.

The first time it is pressed, it jumps to the next lower ten (km/h) or fives (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.

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.

The listed functions are automatically active (if present) 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.

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.

Recognition of the driving situation

Front Assist detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

⚠ WARNING

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range *(→ Autonomous Emergency Braking (Front Assist))*.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about what systems your vehicle has, please enquire at a correspondingly qualified workshop before starting your journey. Volkswagen recommends using a Volkswagen dealership.

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.

Limits of Front Assist

or Immediately after vehicle start or after a system restart, Front Assist is not available or only partially available. The indicator lamp lights up in the instrument cluster display during this time.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Autonomous Emergency Braking (Front Assist))*.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
- Vehicles that change into your lane directly in front of your vehicle.
- Vehicles with bodies or attachments that project beyond the vehicle.
- Oncoming vehicles or vehicles crossing your path.
- Stationary or 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

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

- In tight bends.
- Driving in heavy rain, snow or heavy spray.
- Driving in multi-storey car parks and tunnels.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Reversing.
- If TCS
  is switched off manually.
- If ESC
  is performing a control intervention.
- If ESC
  Sport (depending on equipment) is switched on *(→ Brake support systems)*.
- If the radar sensor is dirty or covered.
- If several brake lights on the vehicle are faulty.
- If there is a fault in several brake lights on a trailer with an electrical connection to the vehicle.
- If the vehicle accelerates hard or the accelerator is fully depressed.
- In complex driving situations, e.g. at traffic islands.
- In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
- If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off→ ⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

— If the radar sensor is covered by any auxiliary equipment, e.g. auxiliary headlights.

— If the radar sensor is faulty.

— After external force on components in the area of the radar sensor, e.g. after a rear-end collision.

— In the event of multiple unwanted interventions.

WARNING

Failure to switch off Front Assist in the situations mentioned can result in accidents and serious injuries.

Operating Front Assist

Front Assist and the advance warning (in some countries) are automatically switched on when you switch on the ignition.

or However, Front Assist is not available or only partially available as long as the indicator lamp is on.

Volkswagen recommends that Front Assist and also the distance and advance warnings are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually and view the activation status.

On the display of the instrument cluster:

1. Press the button.
2. Switching Front Assist on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

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, the advance warning and distance warning will also be switched off. The yellow indicator lamp lights up in the instrument cluster display.

Setting the distance and advance warnings

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.

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

or Front Assist is starting up

The indicator lamp lights up yellow or white depending on the country.

— 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 is not available, the radar sensor does not have sufficient visibility

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frame or stickers. Keep the area around the radar sensor free.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Paint work or structural modifications were carried out on the front of the vehicle.

— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

— 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 is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera behind the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (35 mph) within the system limits (system status active).

⚠ WARNING

The intelligent technology used in the lane keeping system cannot overcome physical limitations, and functions only within the limits of the system. Always take care when using the lane keeping system otherwise you could cause accidents or injuries. The system is not a substitute for the full concentration of the driver and their steering.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- 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.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.

Limits of the lane keeping system

Road lane marking that are not detected or not detected correctly

The lane keeping system cannot recognise all road lane markings correctly. The lane keeping system may not perform a control intervention if road lane markings are not detected. Be prepared to steer at all times.

Poor road surfaces, road structures or objects, reflections or dazzle effects on the road surface may be incorrectly interpreted as road lane markings. Immediately override any undesired intervention by the system.

Temporarily switching off the lane keeping system

In the following situations undesired intervention by the lane keeping system can occur or no control assistance is provided by the lane keeping system. This means that it is particularly important that the driver is attentive in these situations: Switch off the lane keeping system temporarily:

— If the driving style is very dynamic.

— In poor weather conditions and when driving on poor roads.

— Driving through road works.

— Over crests or through dips.

— When not driving on motorways or well-developed country roads.

⚠ WARNING

Failure to switch off the lane keeping system in the situations mentioned can result in accidents and serious injuries.

Lane keeping system not available

The system is not available under the following conditions (passive system status):

— The vehicle speed is under around 55 km/h (approximately 30 mph).

— The lane keeping system 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.

“Blind Spot” Monitor “Plus”

In vehicles without “Blind Spot” Monitor there is no steering intervention when the turn signal is switched on.

In vehicles equipped with a “Blind Spot” Monitor a warning is also issued when the turn signal is switched on when the vehicle moves out of the lane. A warning is always issued if the system detects a potentially critical situation when changing lanes.

Driving with the lane keeping system

Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can switch the lane keeping system on and off manually and view the activation status.

On the display of the instrument cluster:

1. Press the button.
2. Switch the lane keeping system on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Displays

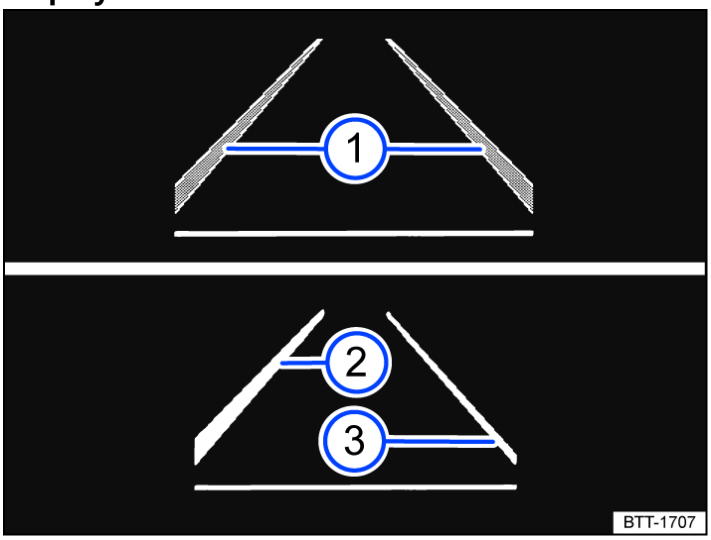


Fig. 1 On the instrument cluster display: lane keeping system displays.

(1) Road lane markings detected. The system is ready to intervene on the side shown.
(2) Road lane markings detected. System is actively intervening on the indicated side.
(3) The system is not ready to intervene on the side shown.

Depending on the situation and the instrument cluster version, one of following indicator lamps lights up:

System is active and ready to perform control intervention.

System is active and ready to perform control intervention.

System intervention (corrective steering intervention).

System intervention (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene on either side(passive system status) or is switched off.

If the semi-automated driving assistance (Travel Assist) is actively performing a control operation, there is no steering intervention and the lane keeping system is not displayed.

Driver intervention prompt

If there is no steering activity, the system 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, the system will switch to passive state.

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 situations 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 the lane keeping system is active.

Troubleshooting

Fault message, lane keeping system not available

An indicator lamp lights up in the instrument cluster. 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.
— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Repairs and technical modifications)*.
— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, the lane keeping system will also be available once more. Switch off and restart the engine.
— Fault or malfunction. Switch off and restart the engine.
— 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 keeping system 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.

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).

Travel Assist uses the same sensors as the Adaptive Cruise Control (ACC

) and the lane keeping system (Lane Assist). You should therefore read the information on ACC and Lane Assist carefully and observe the listed system limits and instructions.

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 regulates at speeds between around 30 km/h (approximately 20 mph) and around 210 km/h (approximately 130 mph). Adaptive lane guidance can be used at speeds between 0 km/h (0 mph) and around 250 km/h (approximately 155 mph). This speed range may differ depending on country.

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

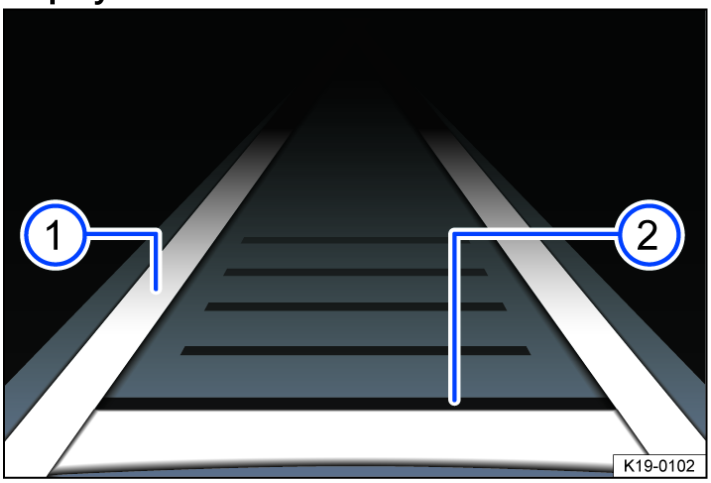


Fig. 1 On the instrument cluster display: active regulation displayed.

1 Adaptive lane guidance active.

2 Set distance, no vehicle detected ahead.

Depending on the vehicle equipment, 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 active, Adaptive Cruise Control active, adaptive lane guidance passive.

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.

⚠ WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- 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.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in the lane.
- Be prepared to control the speed yourself at all times.

Operating Travel Assist

Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on and starting control

1. When driving forward with ACC switched on, 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 of ACC corresponding to the driving situation.

Making other settings

The other operating functions of Travel Assist correspond to operation of ACC *(→ Adaptive Cruise Control (ACC))*.

Troubleshooting

Travel Assist is not available or does not function 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. Switch off and restart the engine.
— 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

— You have released the steering wheel for an extended period of time.
— Fault or malfunction. Switch off and restart the engine.
— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted unexpectedly

— You have activated the turn signal.

Introduction to the topic

The “Blind Spot Monitor” helps the driver in recognising traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed in relation to other vehicles and uses visual signals in the exterior mirrors to inform the driver.

System limits

Use the “Blind Spot” Monitor only on surfaced roads.

The “Blind Spot” Monitor may not always interpret the traffic correctly in the following situations:

— In tight bends.

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— At crests in the road.

— In poor weather conditions.

— Where there are special roadside structures, e.g. high or offset crash barriers.

⚠ WARNING

The intelligent technology used in the “Blind Spot” Monitor cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by the “Blind Spot” Monitor tempt you into taking any safety risks when driving. Careless or unintentional use of the “Blind Spot” Monitor can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the mirrors and on the instrument cluster display and act in accordance with the requests.
- Always pay attention to what is happening around the vehicle.
- Never use the “Blind Spot” Monitor if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the indicator lamp in the exterior mirror in direct sunlight.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Driving with the “Blind Spot” Monitor

Switching on and off

You can view the activation status of the “Blind Spot” Monitor on the instrument cluster display and in the Infotainment system. You can also switch the “Blind Spot” Monitor on and off there.

On the display of the instrument cluster:

1. Press the button.
2. Switch the “Blind Spot” Monitor on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Depending on equipment, in the Infotainment system:

1. Open the Assist systems menu.
2. Switch the “Blind Spot” Monitor on or off in the corresponding submenu.

Fig. 1 In the exterior mirrors: Blind Spot Monitor display.

When the “Blind Spot” Monitor is operational the yellow indicator lamp in the exterior mirrors lights up shortly one single time.

Function

When switched on, the “Blind Spot” Monitor is active from a speed of approx. 15 km/h(9 mph).

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

In the following driving situations, the yellow indicator lamp will light up in the corresponding exterior mirror → *Fig. 1*:

— If your vehicle is being overtaken.

— When overtaking another vehicle with a speed difference of up to approximately 10 km/h (6 mph). No display will be shown if the overtaking manoeuvre is much faster.

If a vehicle is detected in the blind spot and the turn signal is additionally activated in the direction of the detected vehicle *(→ Blind Spot Monitor)*, the yellow indicator lamp flashes.

“Blind Spot” Monitor “Plus”

In the case of vehicles with a lane keeping system, the yellow indicator lamp flashes even if you do not activate the turn signal when leaving your lane, provided that the lane keeping system is switched on (“Blind Spot” Monitor “Plus”). The driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning. For this, steering

wheel vibration must be activated in the vehicle settings in the Infotainment system.

Automatic deactivation

The radar sensors of the “Blind Spot” Monitor will switch off automatically if, for example, the system detects that a radar sensor is permanently covered. This can be caused by a layer of ice or snow in front of the radar sensor, for example.

A text message will be shown on the instrument cluster display.

If the “Blind Spot” Monitor has been automatically deactivated, the system cannot be activated until the ignition has been switched off and back on again.

The “Blind Spot” Monitor is automatically deactivated and cannot be activated when the factory-fitted towing bracket is electrically connected to a trailer or similar. Once a trailer is electrically connected to the vehicle and the driver pulls away, a text message appears in the instrument cluster display to inform the driver that the “Blind Spot” Monitor has been deactivated. The “Blind Spot” Monitor will be automatically activated again when the trailer has been unhitched from the vehicle, provided that the function was activated previously. The “Blind Spot” Monitor must be deactivated manually if you tow a trailer using a towing bracket that was not fitted at the factory.

Troubleshooting

“Blind Spot” Monitor is not working

Fault or malfunction. The indicator lamp lights up yellow.

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

System fault

— Clean the radar sensors and remove stickers or accessories from the radar sensors, wing mirrors and bumper *(→ Vehicle care, exterior)*.
— Check for any visible damage.
— 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. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings *(→ Vehicle care, exterior)*.
— The general conditions for system operation have not been met *(→ Blind Spot Monitor)*.
— The radar sensors are covered by water.
— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions.
— The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.
— Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.
— The side windows have been retrofitted with tinted window films.
— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Parking

WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can cause accidents and serious injuries.

- When parking, observe the specified order.
- Before leaving the vehicle, make sure that the handbrake is applied firmly and that the Ⓟ indicator lamp lights up red on the instrument cluster display.
- Ignition lock: Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.

1. Depress and hold the brake pedal.

   With a manual gearbox, depress the clutch pedal fully or disengage the clutch.
2. With an automatic gearbox, engage the parking lock P.
3. Apply the handbrake firmly.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
5. Stop the engine and switch off the ignition.

   The Ⓟ indicator lamp in the instrument cluster display lights up red.
6. With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.
7. Release the brake.
8. To engage the steering lock, turn the steering wheel slightly if necessary.
9. Get out of the vehicle →⚠. Watch out for other road users!
10. Take all vehicle keys with you and lock the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could release the handbrake, move the selector lever or gearshift lever and set the vehicle in motion.
- Never leave children, people requiring assistance or animals in the vehicle. Depending on the time of year, very high or very low temperatures can occur inside a closed vehicle.
- Always take all vehicle keys with you every time you leave the vehicle.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking space →ⓘ.

NOTICE

The vehicle cannot be parked safely and can be damaged if the ground is uneven, sandy or muddy.

- Always park the vehicle on a firm, level surface.

NOTICE

Low-lying vehicle components such as the bumpers, spoiler and parts of the running gear can be damaged if the vehicle drives over objects protruding from the ground.

- Drive carefully over drives, ramps, kerbs, borders and dips.

Handbrake

Fig. 1 Between the front seats: handbrake with lock button (illustration).

Applying the handbrake

1. Pull the handbrake lever up firmly with the lock button pressed → *Fig. 1* , → ⚠.

Ⓟ The indicator lamp in the instrument cluster lights up red when the handbrake is applied.

Releasing the handbrake

1. Lift the handbrake lever up slightly and press the lock button → *Fig. 1*.
2. Guide the handbrake lever down whilst the lock button is pressed.

⚠ WARNING

Incorrect use of the handbrake can cause accidents and serious injuries.

- Always apply the handbrake firmly when you park the vehicle! The red indicator lamp Ⓟ lights up already even if the handbrake is only slightly applied. As a result, the vehicle will not be held securely.
- Never drive the vehicle with the handbrake lightly applied. The brake can overheat, which can adversely affect the brake system. It can also cause premature wear to the rear brake pads.
- Use the handbrake to brake the vehicle only in an emergency. The braking distance is considerably longer as only the rear wheels are braked in some cases.

NOTICE

To avoid unintentional movement when parking the vehicle, first apply the handbrake firmly and then remove your foot from the brake pedal.

NOTICE

If the foot is removed from the brake pedal while the parking lockP is engaged (automatic gearbox) and the handbrake is not applied firmly, the vehicle may move forwards or backwards slightly.

An acoustic warning is given if the vehicle is driven faster than around 6 km/h(around 4 mph) with the handbrake applied.

Safety notes

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

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 regions due to legal requirements.

— Use the parking systems only if this is permitted by the 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 trim frames for number plates. The trim frame or number plate 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.

✓ Engine running.

✓ 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: 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).

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

Do not let the automatic braking intervention of parking systems tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.

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: 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.

1. Or: tap the function button in the screen display of the parking system.

Manoeuvre braking function of Park Distance Control

1. Press the accelerator briefly to cancel the automatic braking intervention →⚠.

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

Switch off the parking system if automatic braking intervention occurs too frequently, for example when driving off-road.

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 due to an obstacle.

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 prerequisites for system operation are not met *(→ Parking systems)*.
— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.
— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.
— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic 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

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 or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol in the Infotainment system. The parking system 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 cancels parking automatically

Park Assist cancels the parking manoeuvre in the following situations:

— Function button is pressed.
— The driver intervenes using the steering wheel.
— The driver door is opened.
— The time limit or number of manoeuvres for parking are exceeded.
— TCS
is switched off or is taking corrective action.
— There is a system fault.

1. Restart the parking procedure.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol will appear on the instrument cluster display.

1. Depress the brake pedal.

Park Assist parks inaccurately after a wheel change

If Park Assist 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 adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist automatically calibrates the new wheel circumferences.

Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

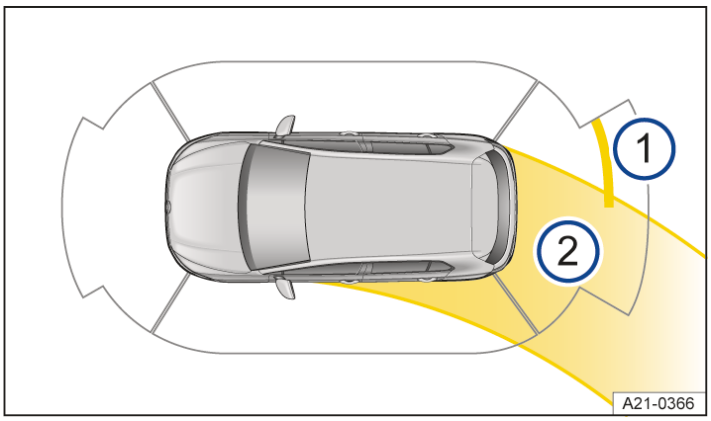


Fig. 1 Infotainment system: Park Distance Control display (illustration).

(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(depending on equipment) →⚠.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

NOTICE

The collision area has been reached at the latest when the penultimate segment is displayed or a continuous acoustic warning sounds.

- 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. The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

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.

White or grey-coloured image segment: obstacle outside the path of the vehicle.

Switch the manoeuvre braking function off or on (depending on equipment).

Mute audio signals.

System fault in the monitored area (depending on equipment level). The colour may vary.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

Park Distance Control settings

Depending on the vehicle equipment, settings for Park Distance Control can be made in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Things to note for trailer towing

The rear 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.

Personalisation

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

Fig. 1 In the upper section of the centre console: Park Distance Control button.

Switching on

1. Select reverse gear.

1. Select reverse gear.

   Or: press the P button → *Fig. 1*.

   Or: the vehicle rolls backwards.

Switching off

1. Press the P button → *Fig. 1*.

   Or: move the selector lever to position P.

   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).

Automatic activation when driving forwards

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly.

1. Switch the function on or off in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

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.

Or: a position was selected from the parking lock position P.

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 intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.
- Brake the vehicle in good time when faced with an obstacle.

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.

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.

Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

Switching off

1. Shift out of reverse gear.

   Or: the vehicle drives forwards at a speed of more than around 15 km/h(around 9 mph).

Driving into a parking space (rear view camera system without parking mode selection)

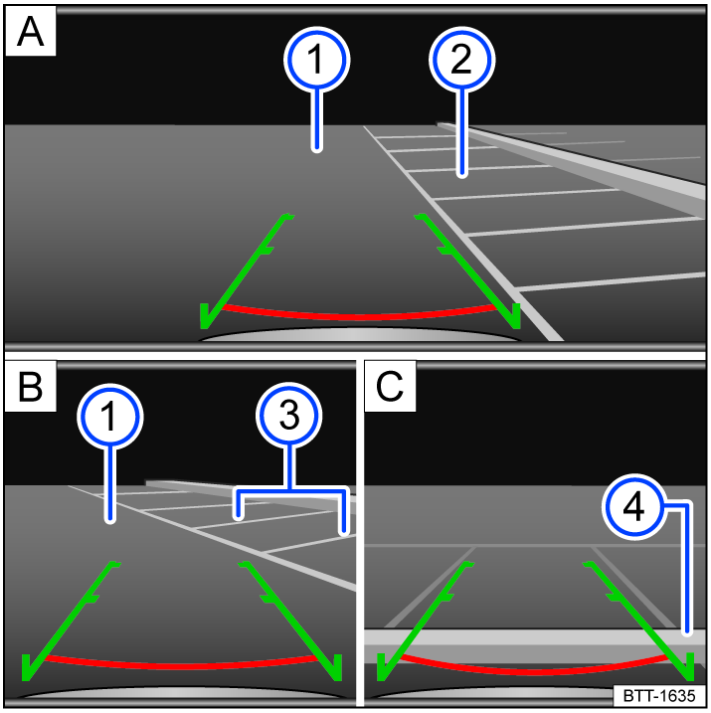


Fig. 1 Infotainment system: parking using the rear view camera system.

(A) Choose parking space.
(B) Drive towards the selected parking space.
(C) Align the vehicle in the parking space.
(1) Road.
(2) Selected parking space.
(3) Side limits of the selected parking space.
(4) Rear limit of the parking space.

Displays

Red line: boundary or vehicle safety clearance.

Green lateral line: extension of the vehicle.

Adjust brightness, contrast and colour.

1. Position the vehicle in front of the parking space → *Fig. 1* (A) (2).
2. Select reverse gear.
3. Reverse slowly and steer the vehicle so that the green lateral lines lead into the selected parking space. The green lines must correspond to the lateral boundary lines of the parking space → *Fig. 1* (B) (3).
4. Stop when the red horizontal line reaches the rear limit→ *Fig. 1* (C) (4).

Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Function

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator and brake and changes gear→⚠.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

Available functions

— Display suitable parking spaces.

— Select a parking mode.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a parallel parking space.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects for orientation. Please ensure that components that are located low down on the vehicle such as wheels and tyres are not damaged when parking the vehicle.

- Press the brake pedal if necessary and end the parking manoeuvre.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

During parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

Driving with a trailer

Park Assist cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Looking for a parking space

Fig. 1 In the upper section of the centre console: button for the Park Assist.

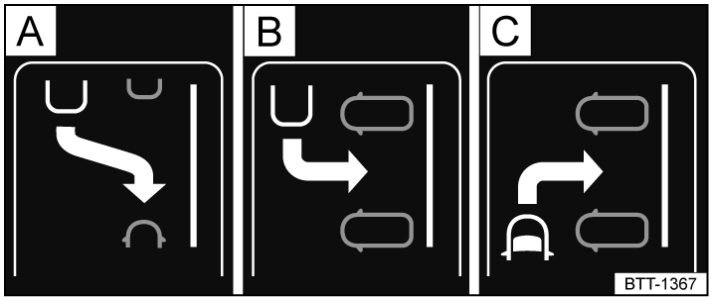


Fig. 2 In the instrument cluster display: parking modes for parking.

Ⓐ Reverse parallel parking.
Ⓑ Reverse perpendicular parking.
Ⓒ Forward perpendicular parking.

Looking for a parking space

1. Press the P button → *Fig. 1*.

   The indicator lamp lights up yellow and the park function is active.
2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist automatically searches for a suitable parking space.

   Or: operate the turn signal to search for a parking space on the opposite side of the road.

   A parking mode is displayed when a parking space is detected → *Fig. 2*.
3. If, for example, you wish to park in a perpendicular parking space in a forward direction, press the P button and select parking mode → *Fig. 2* Ⓒ.

   Or: press the P button multiple times to select one of several displayed parking spaces in sequence.

⚠ WARNING

There is a risk of an accident if a function other than the parking function is selected and used on the Infotainment system during manoeuvring with Park Distance Control or Park Assist. All active parking functions and the acoustic warnings are switched off in this case. This means that no warnings are given about a possible collision and no preventive interventions take place.

- When manoeuvring, do not use any other function of the Infotainment system than the active parking function.

Park Assist can be activated retrospectively. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

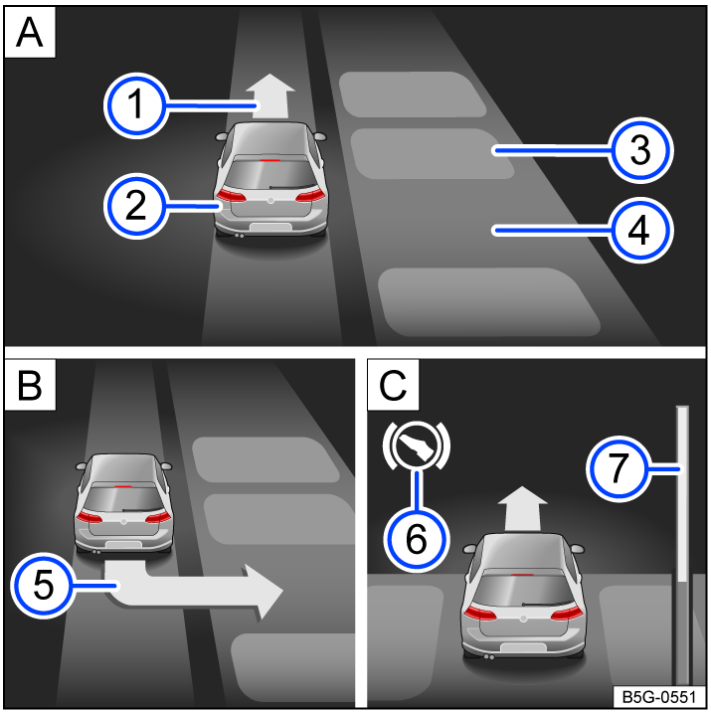


Fig. 1 On the instrument cluster display: parking perpendicular to the road.

(A) Choose parking space.
(B) Drive into a parking space.
(C) Manoeuvre in the parking space
(1) Prompt to drive forward.
(2) Your vehicle.
(3) Parked vehicle or obstacle.
(4) Detected parking space.
(5) Prompt to reverse.
(6) Prompt to brake.
(7) Progress bar (remaining relative distance).

1. Stop the vehicle in front of or behind the parking space.
2. Observe the prompt to drive into a parking space on the instrument cluster display → *Fig. 1* (5).
3. Select reverse gear when a reverse arrow appears on the instrument cluster display.
4. Release the steering wheel.
5. Release the brake.
6. Observe text messages and displays on the instrument cluster display.
7. Accelerate carefully.
8. Brake when an acoustic signal sounds, the ⦸ indicator lights up or a text message appears on the display in the instrument cluster.
9. To ensure the best possible result, always wait until Park Assist has finished turning the steering wheel at the end of the parking manoeuvre →⚠.
10. If necessary, carry out several parking manoeuvres.

    When the parking procedure is completed, a text message is displayed in the instrument cluster.

11. Parking the vehicle *(→ Parking)*.

⚠ WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, take control of the steering.

Driving out of a parking space

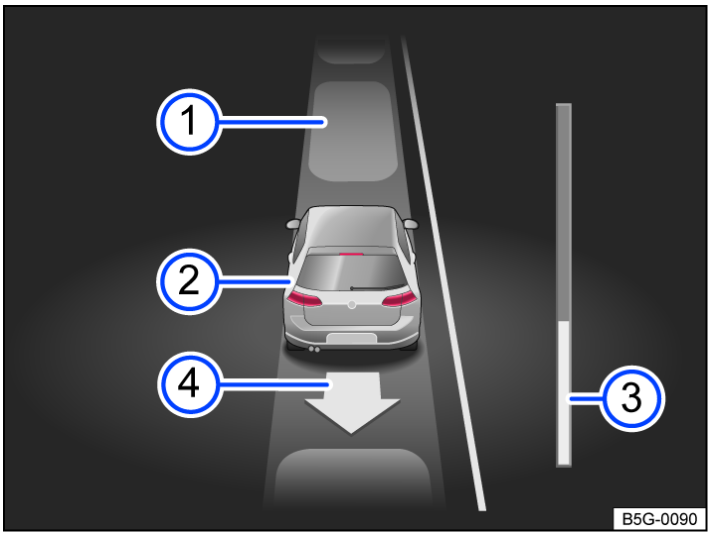


Fig. 1 On the instrument cluster display: reversing out of a parallel parking space.

1. Parked vehicle.
2. Your vehicle.
3. Progress bar (remaining relative distance).
4. Direction of travel when driving out of a parking space

1. Press the P button.
2. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
3. Select reverse gear.
4. Release the steering wheel when the text message Steering intervention active! Please monitor area around vehicle. is displayed.
5. Accelerate carefully.
6. Brake when an acoustic signal sounds, the display lights up, or until the prompt to drive forward appears on the instrument cluster display.
7. Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.
8. Depress the brake pedal until Park Assist has finished steering or until the display on the instrument cluster goes out.
9. Take over steering with the already set steering angle.
10. Drive the vehicle out of the parking space → ⚠.

⚠ WARNING

Drive the vehicle out of the parking space only when permitted by the traffic situation.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the traffic situation and the area around the vehicle.
- Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or rapidly approaching objects.

Switching on and off

1. Press the button.

   Or: depending on the vehicle equipment, press the button for the driver assist systems.

   Or: depending on the vehicle equipment, open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

2. 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

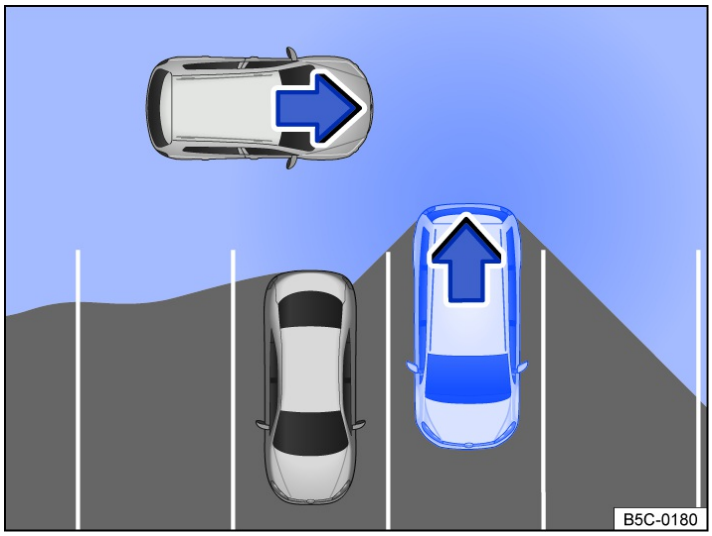


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

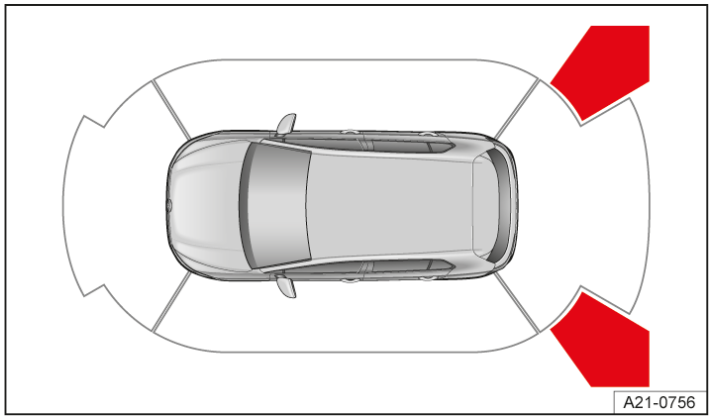


Fig. 2 Infotainment system: Rear Traffic Alert display (illustration).

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*, →⚠.

A warning signal sounds if an obstacle is detected. Depending on the vehicle equipment, the obstacle area is displayed in colour on the Infotainment system → *Fig. 2* or a warning or indicator lamp lights up together with a text message on the instrument cluster.

An automatic braking intervention can take place if the driver does not react.

Obstacle detected.

1. Pay attention to the traffic behind the vehicle.

Automatic braking intervention of Rear Traffic Alert.

1. Press the brake pedal to keep the vehicle stationary.

If Park Distance Control is deactivated, no feedback can be given to the driver. The Rear Traffic Alert is also temporarily deactivated.

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 →⚠.

1. Continue to brake with the necessary force when a brake support system is performing a control intervention. Steer the vehicle if necessary.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC
, ABS and TCS can only function properly 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.

- Have vehicle conversions and modifications carried out only by a suitably qualified workshop. Volkswagen recommends

using a Volkswagen dealership.
- Always use suitable tyres. Driving stability depends on the tyre grip.

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.

Brake servo

The brake servo will only function when the engine is running and reinforces the pressure applied by the driver on the brake pedal.

If the brake servo is not functioning or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system →⚠.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Switching a brake support system off and on

Driving situations

To prevent any safety risk, the braking systems should not be switched off under normal conditions→⚠.

⚠ WARNING

With the ESC
Sport switched on, there is a much greater chance of the vehicle breaking away. It can be difficult for untrained drivers to retain control of the vehicle, especially at high speeds. This can result in accidents and severe injuries.

- 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 a safety risk and make sure to observe the vehicle's specific physical limits.

Switching on and off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the settings for parking systems.
3. Select the function.

When the driving situation no longer exists, the brake system should be switched back on fully→⚠.

TCS

It can help to switch off TCS
when driving on loose terrain or when rocking the vehicle backwards and forwards if it has become stuck →⚠.

TCS switched off manually. 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.

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 without ABS

.

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 the ABS
may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest suitably qualified workshop in order to have the brake system tested. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.
- 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 (without the ABS). The protection provided by the ABS is then no longer available. Go to a correspondingly qualified workshop as soon as possible. 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 cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg(approx. 5.5 lbs). Never leave any heavy, hard or sharp objects in the pockets.

WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Drawers

Fig. 1 Under the right front seat: drawer.

Opening the drawer

1. Press the button on the drawer handle and open the drawer by pulling it in the direction of the arrow.

Closing the drawer

1. Push the drawer under the front seat in the opposite direction to the arrow until it engages in position.

WARNING

An open drawer or objects that fall out in the driver's footwell can hinder the correct operation of the pedals. This can result in accidents and severe injuries.

- Always keep the drawers closed while the vehicle is in motion.

NOTICE

The drawer is designed for a maximum load of 1.5 kg (approx. 3.3 lbs).

Ashtray and cigarette lighter

Fig. 1 In the front centre console: cigarette lighter.

1. With the ignition switched on, press the knob on the cigarette lighter into the socket.

   The lighter knob will jump out when the wire spiral is hot enough.
2. Pull out the cigarette lighter →⚠.

⚠ WARNING

Improper use of the cigarette lighter or ashtray could cause fires, burns and other serious injuries.

- Always use the cigarette lighter properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never put paper or any other combustible materials in the ashtray.

The cigarette lighter socket can also be used as a 12-volt socket.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- 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 starting the engine.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

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

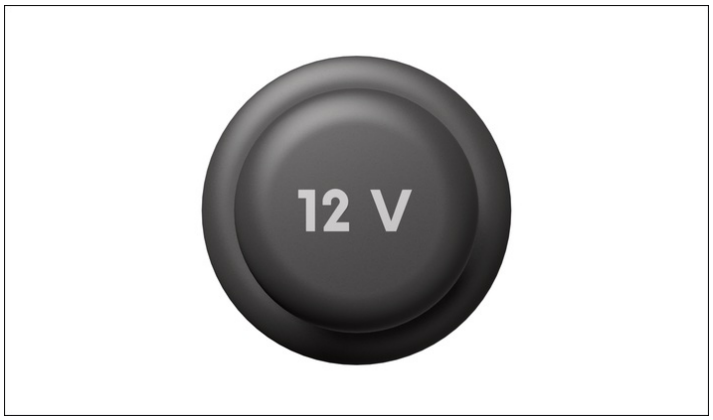


Fig. 1 In the front section of the centre console and in the rear centre console: 12-volt socket with removable cover (illustration).

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 engine is running.

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.

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. 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.
— WLAN hotspot.
— NFC radio technology.
— Bluetooth interface.
— USB port.
— SD card slot.
— SIM card slot.

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.

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 in vehicles that have already been produced.

⚠ WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and vehicle functions. This 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 suitably 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 by manipulated data or have malware installed on them.

- 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 upgrades from the provider.

Introduction to system update

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 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 installed 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 software installation process.

- Do not use the vehicle. Contact Volkswagen Customer Care.

⚠ WARNING

If the digital instrument cluster does not function after software installation, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

A measure such as engine tuning to increase performance or efficiency 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 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.

✓ You have assigned the vehicle to your active We Connect user account.

✓ Your current privacy settings allow data and information to be transmitted and received .

✓ 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 costs

System updates are downloaded via the factory-fitted control unit with eSIM card and are free of charge. Volkswagen pays the connection costs.

Download

Prerequisites

✓ The prerequisites for a system update are met *(→ System update)*.

✓ The ignition and the Infotainment system are switched on.

✓ Information on the Infotainment system has been observed.

✓ The download has been confirmed on the Infotainment system.

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.

Software installation

Choose a time for software installation when the vehicle does not have to be driven by yourself or other users.

Prerequisites

✓ The prerequisites for a system update are met *(→ System update)*.

✓ The vehicle is parked safely in accordance with legal requirements and local conditions *(→ Parking)*.

✓ Software installation has been confirmed in the Infotainment system.

⚠ 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.

- Carry out software installation so that other road users are not hindered.
- 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.

— Central computer of the Infotainment system: during the software installation, the central computer, the display and control unit and other control devices are not available.
— Control unit of the digital instrument cluster: no or only few displays are possible on the digital instrument cluster during software installation.
— Control unit for We Connect: the “Emergency Call Service” is not available for the duration of software installation.
— If the ignition is switched on during software installation, this can cause the following error message:Error: emergency call. Please call workshop. This is normal in this case. Please wait for a few minutes until the message disappears.

After software installation

After the software installation and before starting the engine, 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 engine can be started 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

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle, if installed.

The type and number of cable and wireless connections differ according to country and vehicle equipment. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

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.

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)*.

Available charging power

Voltages of up to 20 V are made available via the USB
port. These voltages permit a charging power of up to 45 W.
Depending on equipment, the following charging profiles can be supported by the USB
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 power 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 power can be split between both ports.

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 email.
— SPP
1.2.
— Serial data transmission via Bluetooth.

Prerequisites

✓ The Bluetooth audio source supports the A2DP
Bluetooth profile.
✓ In the Bluetooth settings menu, the ☑ Bluetooth audio (A2DP/AVRCP) function is activated.

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 .

Connecting an external audio source via Wi-Fi

The WLAN

connection is a wireless connection.

In WLAN

audio mode, sources connected via WLAN, e.g. mobile telephones, can be used for audio transmission.

The availability of the WLAN

function varies depending on country and the Infotainment system used.

Prerequisites

✓ The connected audio source has a suitable app or supports media enabling under the UPnP
standard.
✓ The WLAN
connection to the audio source is established.

Starting Wi-Fi audio transmission

1. Reduce the volume on the Infotainment system.
2. To open the Media main menu, tap MENU ▶ .
3. Start the UPnP
server application or suitable app for audio playback on the WLAN audio source.

4. Tap and select Wi-Fi.
5. Observe the information on the further procedure on the Infotainment system screen and on theWLAN audio source screen.

The function button for selecting the audio source in the Media main menu may vary if another audio source is already connected to the Infotainment system, e.g. via USB , and is selected.

Controlling playback

The extent to which the WLAN audio source can be controlled via the Infotainment system varies depending on what WLAN audio source is connected.

Introduction to the topic

The WLAN hotspot function is country-dependent and is not available in all vehicles.

Some Infotainment systems can be used as aWLAN hotspot to provide Internet access for up to eight WLAN devices.

Some Infotainment systems can use theWLAN hotspot of an external WLAN device (WLAN client) *(→ Wi-Fi)*.

A data connection is required to set up a connection to the internet and to use services such asWe Connect.

As default, the WLAN 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/WLAN 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 aWLAN hotspot.
— Connect to the Infotainment system via a fast connection.
— Connect to the WLAN .

Setting up a data connection

Wi-Fi (9.2" version and 8" version)

— WLAN

in accordance with IEEE 802.11 b/g/n.

— Transfer in 2.4 GHz and 5 GHz.

— Two WLAN

modes simultaneously:

— Tethering (2.4 GHz).

— 2.4 GHz access point.

— Up to eight WLAN

devices can be connected simultaneously.

— Internet connection via WLAN

:

— Tethering via mobile telephone.

— Hotspot for clients in the vehicle.

— Apple CarPlay™ via WLAN

.

— Android Auto™ via WLAN

.

— Simplified pairing process via WPS

, NFC or QR code.

Possible types of data connections

SIM card in SIM card reader:

Suitable SIM

card in SIM card reader. Allow internet connection must be activated in the Network settings menu. A stable network can be set up only with a compatible SIM card.

Bluetooth profile rSAP:

The Infotainment system is connected with a suitable mobile telephone via the Bluetooth profile rSAP

. Allow internet connection must be activated in the Network settings menu.

External Wi-Fi device:

Use the WLAN

hotspot of an external mobile telephone *(→ Wi-Fi)*.

eSIM (embedded SIM):

The vehicle has a control unit with embedded eSIM

card (eSIM). To use the WLAN hotspot, you need to purchase data plans via the In-Car Shop or our mobile 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

The Infotainment system can be used as a WLAN

hotspot to provide online access for up to eight WLAN devices.

In order to establish a connection to the internet and be able to use services such as We Connect, a data connection is additionally required, for example by using an internal eSIM

card or an external WLAN device. The types of data connections possible depend on the country and the Infotainment system used.

Setting up the Wi-Fi connection

1. Tap MENU ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Activate the ☑ Mobile hotspot checkbox.
3. Search for the displayed name of the WLAN device.
4. Enter the displayed network key on the WLAN device and confirm.
   The WLAN connection is set up. Further inputs may be required on the WLAN device to complete the connection.
5. Repeat the procedure to connect further WLAN devices.

The name of the hotspot and the network key are automatically generated. You can then define a name for the hotspot and the network key yourself.

Deactivating the Wi-Fi hotspot

1. Open the Hotspot (Wi-Fi) settings menu. To do this, tap MENU ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as Hotspot.
2. Deactivate the ☑ Mobile hotspot checkbox.
   The WLAN hotspot is deactivated.

Configuring a Wi-Fi client

The Infotainment system can use the WLAN
hotspot of an external WLAN device, such as a mobile telephone, to establish an internet connection to use online services.

Setting up the Wi-Fi connection

1. Activate the WLAN
   hotspot on the WLAN device; refer to the manufacturer's operating instructions.
2. Open the Wi-Fi hotspots menu. To do this, tap MENU ▶ Setup ▶ Wi-Fi ▶ Wi-Fi.
3. Activate WLAN
   on the Infotainment system. For this, activate the ☑ Wi-Fi checkbox.
4. Tap Find and select the required WLAN
   hotspot from the list. The search process for available WLAN hotspots may take a few seconds.
5. If necessary, enter the WLAN
   hotspot network key on the Infotainment system and confirm with OK.
   The WLAN
   connection is set up. Further inputs may be required on the WLAN device to complete the connection.

Manual settings: enter the network settings of an external WLAN
device manually.

The Infotainment system cannot be used simultaneously as a hotspot and as a client of a
WLAN
network. To connect the Infotainment system as a client with a WLAN device, the hotspot of the Infotainment system must first be switched off.

Due to the large number of possible
WLAN
devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the
WLAN
function is country-specific and may vary.

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

1. Tap MENU ▶ Wi-Fi ▶ Mobile hotspot (Wi-Fi).
2. Tap WPS quick connection (WPS button).
3. Activate WPS
   on the WLAN device that is to be connected.
   The WLAN
   connection is set up. Further inputs may be required on the WLAN device to complete the connection.
4. Repeat the procedure to connect further WLAN
   devices.

It is possible to establish only one WPS
connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

1. Tap MENU ▶ ▶ Settings ▶ Wi-Fi ▶ Wi-Fi.
2. Tap WPS quick connection (WPS button).
3. Activate WPS
   on the external WLAN device.
   The WLAN
   connection is set up. Further inputs may be required on the WLAN device to complete the connection.

WPS
is not supported by all mobile telephones or other external WLAN devices. Establish the connection manually in this case:

— Set up the Infotainment system as a
WLAN
hotspot .

— Connect the Infotainment system as a client to the hotspot of an external
WLAN
device *(→ Wi-Fi)*.

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.

The mobile telephone must be connected to the Infotainment system using aUSB

interface with data transfer function.

The following technologies may be available:

— Apple CarPlay.

— Android Auto™.

— MirrorLink®.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone.

MirrorLink, Apple CarPlay and 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. The WLAN 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 MENU ▶ .

   Or: press APP.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.
- Use apps and functions only when the vehicle is stationary.

WARNING

Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone with its apps against misuse.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty apps, inadequate programming of apps, insufficient network strength or loss of data during transmission or by misuse of the 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.

Open the App-Connect settings menu.

Select Apple CarPlay technology.

Select Android Auto technology.

MirrorLink 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.

☑ Activate data transfer for VW apps:
data transfer for Volkswagen apps is activated.

☑ Allow MirrorLink information to be shown:
information is displayed in MirrorLink mode.

Apple CarPlay™

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.

✓ The iPhone must be connected to the Infotainment system via aUSB 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 WLAN 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.

Start Apple CarPlay:

1. To open the App-Connect main menu, tap MENU ▶ App-Connect.
   Or: press APP.
2. Tap Apple CarPlay to establish a connection with the iPhone.

Disconnecting

1. To open the App-Connect main menu when in Apple CarPlay mode, tap .
2. Tap or 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 is terminated automatically.

— Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are not available.

— The connected iPhone cannot be used as a media device in theMedia main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— Depending on the Infotainment system and navigation app used, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The “voice control” function depends on the vehicle equipment level.

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 supportAndroid 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 aUSB port with data transfer capability.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

Android Auto Wireless: in addition, Bluetooth and WLAN 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 MENU ▶ .

   Or: press APP.

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 Close .
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 (HFP profile).

— 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 theMedia main menu.

— It is not possible to use the Android Auto navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— The instrument cluster display shows information about the telephone mode.
— Depending on the Infotainment system and navigation app used, turning instructions may be shown on the instrument cluster display.
— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The “voice control” function depends on the vehicle equipment level.

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

APP 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 close any open apps. Then tap apps to be closed or tap the function button Close All to close all open apps.

Tap to display the screen of the mobile telephone on the screen of the Infotainment system.

Open the MirrorLink settings.

Tap to return to the MirrorLink main menu.

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 MENU ▶ App-Connect.
   Or: press APP.
2. Tap MirrorLink to establish a connection with the mobile telephone.

Disconnecting

1. To open the App-Connect main menu when in MirrorLink mode, tap APP.
   Or: 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 theMedia main menu.

— The instrument cluster display shows information about the telephone mode.

— No information about turning off at junctions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Introduction to the topic

We Connect must first be activated online by concluding aWe Connect contract with Volkswagen and is subject to a restricted, country-dependent period of validity.

Both the We Connect portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

For more information about creating the user account, the service description, and further information, see www.connect.volkswagen-we.com.

The provision and availability of We Connect services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

Service description

Read and observe the service description before using We Connect services. Service descriptions are updated from time to time and made available online at www.connect.volkswagen-we.com.

1. Always use the latest edition of the relevant service description.

⚠ WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- Move to a different location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen. Such factors include in particular:

- Insufficient network strength.
- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and faulty third-party apps.
- Malware on data media, computes, tablets and mobile telephones.

Service portfolio

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

After activating the “Manage services” function, you can see whether and which services are available in the vehicle in the Infotainment system *(→ We Connect)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

The voice or search recognition technology for We Connect does not recognise and return search results for all words. For example, Google Speech Recognition includes a “Safe Search” feature that prevents the display of search results if vulgar terms are accidentally detected.

You can find out which services actually belong to We Connect, We Connect Plus and We Connect Fleet when you conclude or renew your contract for the portfolio at www.connect.volkswagen-we.com or on the Volkswagen website. This also applies to possible We Connect individual options.

We Connect services and functions available without activation

The following services also function without We Connect activation:

— Emergency Call Service.

— Personalisation online.

— In-Car Apps in the In-Car Shop.

The Emergency Call Service is available independently of logging into the Infotainment system.

Personalisation and purchase of In-Car Apps require you to log into the Infotainment system, but do not need activation of the vehicle in a We Connect user account.

We Connect services

Maximum possible scope. Not available in all vehicles and countries.

— Driving data.

— Vehicle Status.

— Vehicle Health Report.

— Information Call.

— Mobile key.

— Emergency Call Service.

— Breakdown Call.

— Parking Position.

— Service Scheduling.

— Doors & Lights.

— WLAN hotspot.

We Connect Plus services

Maximum possible scope. Not available in all vehicles and countries.

— All We Connect services.

— Departure times

— Charging.

— Air Conditioning.

— Apple Music®.
— TIDAL.
— Horn & Turn Signals.
— Charging Stations.
— Online Anti-Theft Alarm.
— Online Map Update.
— Online Route Calculation.
— Online Voice Control.
— Online Auxiliary Heater and Ventilation.
— Online Traffic Information.
— Parking Spaces.
— Filling Stations.
— Lock & Unlock.
— Internet Radio.
— Remote Ventilation Control.

We Connect Fleet services

These services are available only for commercial customers and fleet operators.

Additionally to the We Connect services:

— Digital Logbook.
— Fuel Logbook.
— Fleet Driving Efficiency.
— GPS
tracking and route information.
— Consumption Analyser.
— Maintenance Management.

We Connect individual options

— In-Car Apps. These apps may be pre-installed directly in the Infotainment system and activated by the user. If technically implemented, apps can also be purchased and installed in the Infotainment system via the In-Car Shop.
  — Digital owner's manual (User Guide).
  — We Experience.
  — App-Connect.
— Data plans. Data plans subject to payment of a fee for use of online functions, e.g. 2 GB per month.
— Subsequent purchase of additional mobile keys.

Legal requirements

When using the We Connect and We Connect Plus services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. driving behaviour. As the contracting party of the We Connect and We Connect Plus contract with Volkswagen, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends and other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

Tracking services: ask all vehicle occupants

Tracking services require geodata and vehicle data to determine whether the vehicle is complying with set speed limits, where

the vehicle is parked, or whether the vehicle is being used in a geographically-defined area. This information is displayed in the user area of the website www.myvolkswagen.net and in the We Connect app.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services if possible or exclude the occupant from use of the vehicle.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to the We Connect and We Connect Plus services can be found in the Privacy Policy. The current version of this policy can be accessed on the Volkswagen website.

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, We Connect and We Connect Plus may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via We Connect and We Connect Plus.

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.

Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the We Connect 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.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, 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 and regions where We Connect services are not available.

Activating We Connect, S-PIN, vTAN procedure

Activating We Connect

You can perform activation in the We Connect app or on the following website:

www.myvolkswagen.net

The following steps are required for We Connect activation, including registration:

Prerequisites

✓ 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 embedded eSIM
card.
✓ A mobile telephone with Internet connection is available to confirm registration by e-mail.
✓ A valid e-mail address is available to create a user account for We Connect.

1. Download the We Connect app.
2. Follow the instructions in the We Connect app, including the steps for the activation and registration process.
3. Log into the app in the vehicle with the access details of your We Connect user account.
4. To become the primary user, follow the instructions in the We Connect app .
5. *Optional:* provide proof of identity in order to be able to use security-relevant We Connect services.

Starting We Connect activation via the Infotainment system

A mobile telephone that supports scanning of QR code

s is needed to start We Connect activation via the Infotainment system.

1. Tap HOME ▶ User management ▶ Add user.
   Or: tap MENU ▶ User management ▶ Add user.
   A QR code
   is displayed that links to registration in the We Connect app.
2. Follow the other information and instructions in the We Connect app.

S-PIN

During activation, you may be requested to create an S-PIN

→ S-PIN.

The S-PIN

is a multi-digit number sequence that can be freely selected during the We Connect registration process.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates. The S-PIN can be changed in the We Connect user account under “Account settings”.

The S-PIN

is required, for example, to protect your user profile or to execute a security-related We Connect service in the vehicle.

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.

vTAN procedure

When a mobile key is downloaded from the user area of www.myVolkswagen.net and installed on the primary user’s telephone for the first time, it is necessary to carry out the vTAN

procedure:

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.

Proof of ownership and identity

Becoming the primary user (proof of ownership by the 2-key method)

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the User management function.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register for We Connect.
   Or: tap the menu options User management ▶ Settings ▶ Become primary user and follow the instructions.
3. Press the open button on the first vehicle key.
4. Press the open button on the second vehicle key.
   Once the Infotainment system has processed the radio commands, proof of ownership is verified.

You can check the current status in the user area of the following website:

www.myvolkswagen.net

How is proof of ownership provided?	
10", 9.2" and 8" versions of the Infotainment system	By the 2-key method.
8.25" version of the Infotainment system	By the 2-key method.
6.5" version of the Infotainment system	Transfer of the registration code from the user area of the www.myvolkswagen.net website or We Connect app to the Infotainment system.
www.myvolkswagen.net	Not possible.
We Connect app	Not possible.

Proof of ownership in the vehicle can be provided by the 2-key method or by transferring the registration codes from www.myvolkswagen.net or the We Connect app into the Infotainment system.

Proof of identity (Volkswagen Ident)

The proof of identity must be provided before security-relevant We Connect services such as "Lock & Unlock" can be used. Proof of identity can be provided in two ways:

— Personally, at your Volkswagen dealership.

— Via video chat together with identity documents in the We Connect app.

Further information on Volkswagen Ident is available in the user area of the following website:

www.myvolkswagen.net

Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers, e.g. telephone or mobile phone providers.

Manage services

The following are possible in the Manage services area of the Infotainment system:

— Checking which We Connect services are currently available in the vehicle.

— Displaying number of activated and deactivated We Connect services.

— Activating or deactivating individual We Connect services.

Further information: www.connect.volkswagen-we.com.

Opening service management

1. Tap System ▶ Service.

If you deactivate all We Connect services individually, the control unit with embedded eSIM card can still transmit data.

Settings

We Connect services can be activated or deactivated individually. To do this, open the drop-down list for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

Function button and its function:
Manage services
Display services
All: overview of services available in the vehicle.
Activate: activate one or more services.
Deactivate: deactivate one or more services.
The setting options are not available in all countries and vehicle models.

Deactivating We Connect services

The following functions are available for deactivating and activating the We Connect services:

— Central deactivation and activation via the Infotainment system .

— Individual deactivation and activation via your user area of the website www.myvolkswagen.net or in the We Connect app.

The respective services can be run again only after the corresponding deactivation is cancelled.

Some streaming services can be activated or deactivated only together, even if they are listed separately in the individual menu.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Introduction to the topic

The “Privacy settings” function offers different levels for blocking or authorisation of data transmission between the vehicle and the Internet.

The “Privacy settings” function depends on the vehicle equipment and is not available with all Infotainment systems.

Data transfer by external devices and communication by these devices with the vehicle or legally required services, e.g. “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.

Adjusting privacy settings

1. Open the Control Centre in the Infotainment system .
2. Select the desired mode , , , .

Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

Connection to the Internet

Offline, no connection to the Internet.

Online, connection to the Internet with reduced speed.

Online, connection established to the Internet.

Privacy settings display

“Maximum privacy” mode.

“No position data” mode.

“Use my position” mode.

“Share my position” mode.

Glossary

In order to permit or prevent data transmission, activate one of the following modes on the Infotainment system.

“Maximum privacy” mode

— All We Connect services are deactivated and do not transmit any data.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card is deactivated.

All vehicle functions that require an online connection via the eSIM

card are deactivated *(→ Privacy settings)*.

— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers.

This can restrict functions and services or mean that they are not available.

Legally required services cannot be deactivated and still transmit data.

mode: no position data

— The current position of the vehicle is not transmitted.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.

All vehicle functions that require an online connection via the eSIM

card are activated *(→ Privacy settings)*.

mode: use my position

— Information on the current position of the vehicle is not provided to other persons.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.

All vehicle functions that require an online connection via the eSIM

card are activated.

mode: share my position

— All We Connect services can transmit and receive data without restrictions.

All tracking services are activated.

The primary user and secondary users can access the positioning data of the vehicle via the We Connect portal or We Connect app.

— The eSIM

card is activated.

All vehicle functions that require an online connection via the eSIM

card are activated.

Effects on online vehicle functions and tracking services

If data transfer is restricted, online vehicle functions such as system updates or tracking services for the vehicle cannot be executed.

Some online vehicle functions and tracking services are available only in some countries and vehicle models.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

Introduction to the topic

Opening user management

1. Tap HOME ▶ Users or User management.

   Or: tap MENU ▶ Users or User management.

Setting options

These setting options may be available, depending on the vehicle equipment:

— Me (primary user).

— Others (secondary users).

— Key.

— Settings.

Description of user roles

Opening user management

1. Tap Users or User management on the Infotainment system start screen.

Primary user or

The “primary user” role is intended for the vehicle keeper or for users who do not just have temporary authorisation to use the vehicle, such as a lessee or company car driver. The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary users or

The “Secondary user” user role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. The primary user can delete secondary users at any time.

Guest users

The “Guest user” user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain online services.

Anonymous guest

The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. This account exists only once in vehicles with online personalisation and cannot be deleted.

If the “Anonymous guest” role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Anonymous users are persons who have access to the vehicle but do not log in.

Creating and deleting user roles

Creating a primary user

Register with We Connect and add your vehicle to your user account.

Creating secondary users

New users can log in with your We Connect user account or register as new users in the vehicle. A user profile is automatically created in the Infotainment system.

If a new user was not invited as a secondary user by the primary user, the user profiles will be automatically stored as a guest user in the Infotainment system.

Deleting the primary user

1. Set privacy settings to “Share my position” mode or “Online mode”.
2. Restore the factory settings of the Infotainment system.

   Or: legitimise a new user in the vehicle.

If a different privacy setting is chosen, the primary user may still be present on the server.

Introduction to the topic

With We Upgrade, the vehicle can be extended by new functions after delivery.

Functions

Depending on the vehicle model, you can activate comfort and Infotainment system functions, along with driver assistance systems.

Activation of We Upgrade functions depends on the country and vehicle.

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 respective activatable function is not available in the vehicle, it can be retrofitted . Retrofitting may be subject to charge, depending on the type of software.

Inform the user or buyer about unlocked functions when renting or selling the vehicle.

WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.
- Only activate functions when the vehicle is stationary.

Viewing and activating functions

Viewing functions

The activated We Upgrade functions for the vehicle are displayed in the In-Car Shop of the Infotainment system.

Prerequisites

✓ The vehicle is assigned to a We Connect user account.

✓ The electrical system in the vehicle is ready for use.

✓ The 12-volt vehicle battery is appropriately charged.

1. Tap HOME ▶ ▶ .
2. Open the Privacy settings and services menu.
3. View functions.

Activating functions

The We Connect primary user can activate the existing We Upgrade functions for the vehicle in theIn-Car Shop of the Infotainment system or in the We Connect web shop.

Prerequisites

✓ You are the We Connect primary user for the vehicle.

✓ You have a valid We Connect contract with Volkswagen.

✓ The vehicle is assigned to your We Connect 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. Tap HOME ▶ ▶ .
2. Open the Privacy settings and services menu.
3. Activate functions in the In-Car Shop.

Where can I obtain functions?

Functions are available from a web shop accessible via your We Connect user account.

Depending on the vehicle equipment, functions can also be activated directly via the Infotainment system in the In-Car shop.

Function restrictions during activation

The function is not available during activation.

After successful activation

Successful activation is displayed in the Infotainment system.

When will the activated function be available?

Depending on the activated function, it is either available immediately or after switching the ignition back on.

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 factory settings.

— Find your favourite radio stations, also referred to below 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.

— Service description when using We Connect services.

— 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. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. 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 and cause accidents.

- 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 you set the volume at too high a level, this will mean that you will not hear acoustic signals from outside, and it can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle(e.g. emergency service sirens).

⚠ WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

⚠ WARNING

The 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 mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant, such as a pacemaker, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile telephone in close proximity 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 or any other medical device.

⚠ WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile telephones and accessories outside the deployment zone of the airbags.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

⚠ WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

NOTICE

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 devices 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 selector lever must also be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.

— There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.

— 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 switches off automatically when the engine is switched off 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 SD
card, 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 9.2″ version

Fig. 1 Overview: display and operating unit of the 9.2" version.

1 MENU.
2 HOME.
3 Sensor field (Infotainment system on or off).
4 Sensor fields (louder and softer).
5 Function buttons for main menus.
6 Control Centre.
7 Screen (touchscreen).
8 Views (current view is highlighted).
9 Status bar.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

1 and 2 MENU and HOME

— Tap MENU to open the start screen.
— Tap HOME to open the views.

3 Sensor field (Infotainment system on or off)

1. Tap the sensor field to switch the Infotainment system on or off manually.

4 Sensor fields (increase or reduce volume)

1. Tap the sensor fields to adjust the volume.

5 Function buttons for main menus

The position of the function buttons can be configured *(→ First steps in the Infotainment system)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

6 Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the marking and swipe it down to open the Control Centre.

7 Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available.

1. Tap MENU ▸ ⓘ ▸ Operation.

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.

Scroll bar (without item number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

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 MENU ▸ ⚙ ▸ Screen ▸ Hand gesture.

Overview and controls of the 8″ version

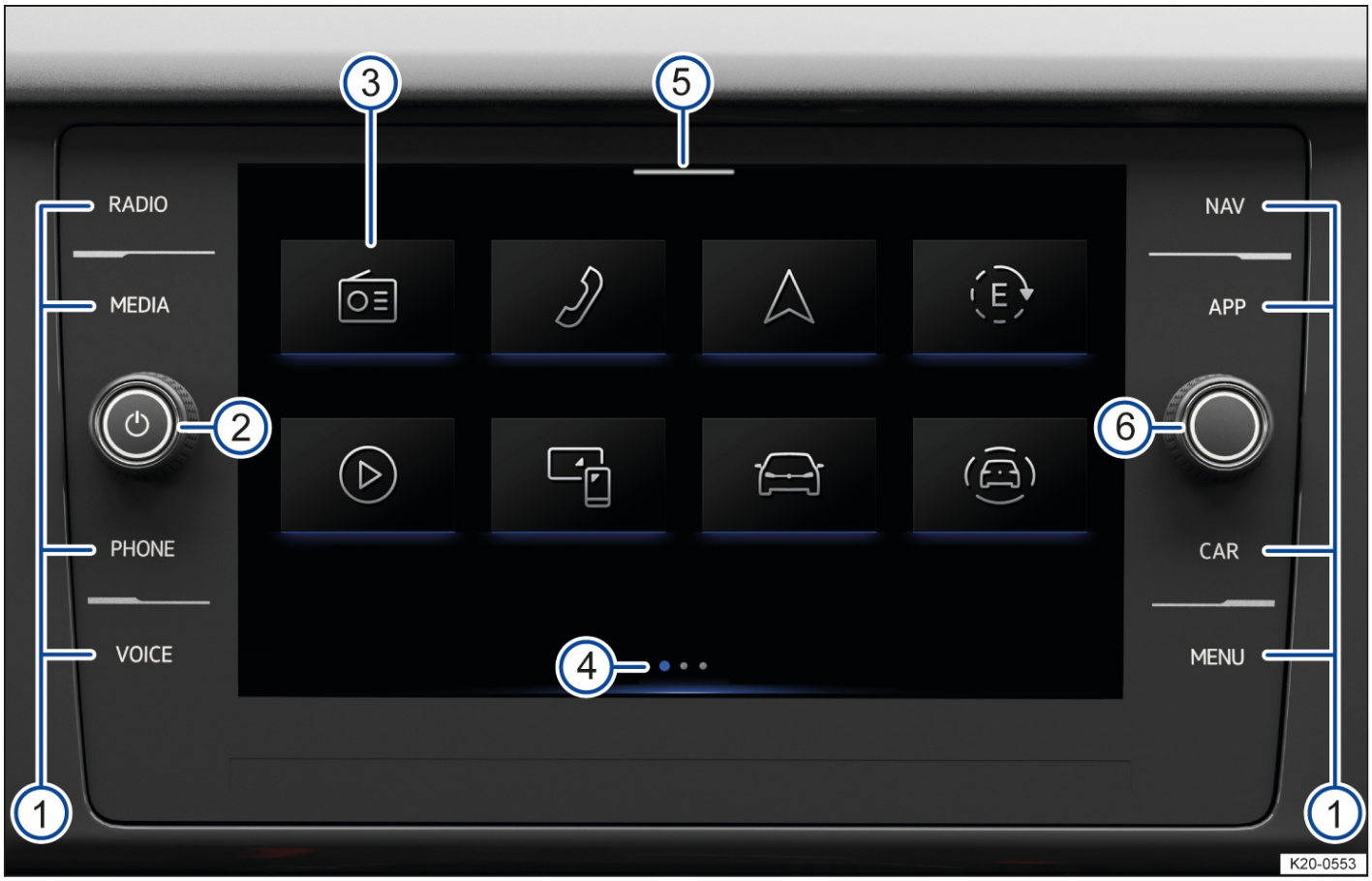


Fig. 1 Overview: display and operating unit of the 8″ version.

(1) Possible sensor fields for opening main menus:
- — RADIO .
- — MEDIA .
- — PHONE .
- — VOICE . The button has no function in some countries.
- — NAV .
- — APP . The button has no function in some countries.
- — SOUND.
- — CAR.
- — MENU Open the start screen.

(2) Rotary pushbutton.

(3) Function buttons for main menus.

(4) Views (current view is highlighted).

(5) Control Centre.

(6) Menu control.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

(1) Sensor fields

1. Tap the corresponding sensor field to open a main menu, e.g. PHONE for the mobile phone interface.

(2) Rotary pushbutton

— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(3) Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(4) 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.

(5) Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the marking and drag it down to open the Control Centre.

(6) Menu control

1. Turn to select from a list.
2. Press to confirm a selection.

Screen (touchscreen) (without item number)

You can operate the functions of the Infotainment system using the screen. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available.

1. Tap MENU ▸ ⓘ ▸ Operation.

Scroll bar (without item number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and drag it up or down to display additional content.

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 MENU ▸ ⚙ ▸ Screen ▸ Hand gesture.

Overview and controls of the 6.5″ version

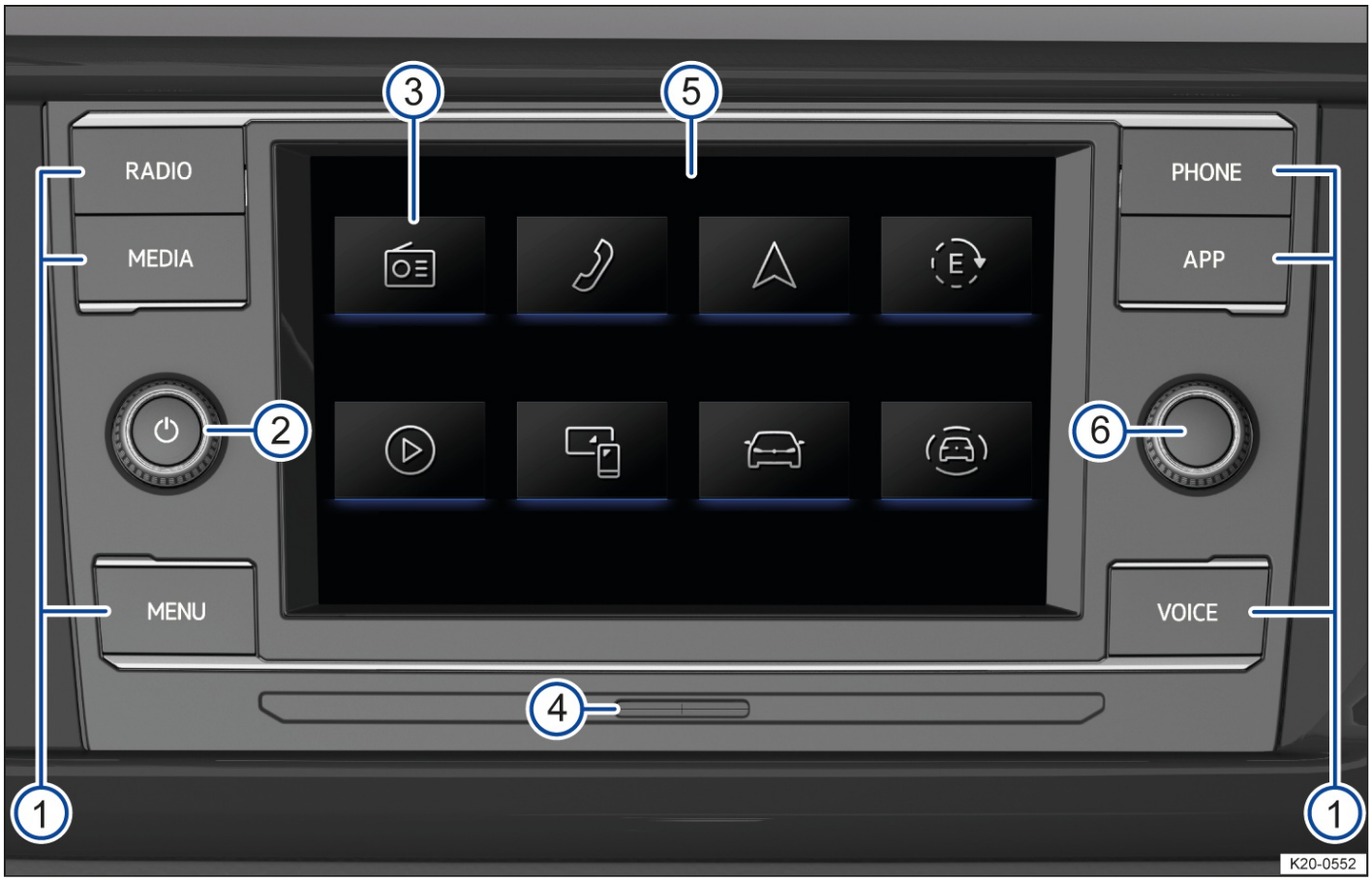


Fig. 1 Overview: display and operating unit of the 6.5″ version.

(1) Function buttons for opening the main menus:
- — RADIO .
- — MEDIA .
- — MENU Open the start screen.
- — PHONE .
- — APP . The button has no function in some countries.
- — VOICE . The button has no function in some countries.

(2) Rotary pushbutton.

(3) Function buttons for main menus.

(4) SD card slot *(→ Media drives)*.

(5) Screen (touchscreen).

(6) Menu control.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

(1) Function buttons

- — Tap the corresponding function button to open a main menu, e.g. PHONE for the mobile phone interface.
- — Press MENU to open the start screen.
- — Press and hold VOICE to start voice control of the connected mobile telephone.

(2) Rotary pushbutton

— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(3) Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(5) Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available.

1. Tap MENU ▸ ⓘ ▸ Operation.

(6) Menu control

1. Turn to select from a list.
2. Press to confirm a selection.

Media drives

SD card slot

Depending on equipment, an SD

card slot is not available in all Infotainment systems and not in all countries.

To use stored media such as audio files or media files in the Infotainment system, insert a compatible SD

card into the SD card slot. Supported file formats are displayed in the Infotainment system. Other file formats will be ignored.

Dimensions of compatible SD

cards:

✓ 32 mm x 24 mm x 2.1 mm (approx. 1 in x 0.94 in x 0.083 in)

✓ 32 mm x 24 mm x 1.4 mm (approx. 1 in x 0.94 in x 0.055 in)

Inserting an SD card safely

1. Insert the SD

   card into the SD card slot with the cut-off corner first and the contact surfaces facing down until you feel the card click into place.

   If the SD

   card cannot be inserted, ensure that the SD card is compatible and that it is positioned correctly.

NOTICE

The SD

card slot, SD card or both may be damaged if you insert SD cards with force, if an SD card has the wrong dimensions or if you use an SD card adapter.

If you insert other objects, e.g. SIM

cards, in the SD card slot, the object, SD card slot or both may be damaged.

- Do not use excessive force when inserting SD

  cards.

- Observe the dimensions of compatible SD

  cards.

- Do not use any SD card adapters.

If the Infotainment system cannot read the data of an SD card, a corresponding message will be displayed on the screen.

An SD card with navigation data cannot be used as a storage device for other files. Stored files will not be recognised by the Infotainment system.

Operating the Infotainment system

Opening the digital instructions of the Infotainment system (where 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

If the Infotainment system was not manually switched off before, the Infotainment system will start up when the ignition is switched on.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

Vehicles with ignition lock: the Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.

Vehicles with starter button: the Infotainment system switches off automatically when the driver door is opened 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 MENU.

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 .

Apps.

Driver assistance .

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)*.

Air conditioning .

or Sound *(→ First steps in the Infotainment system)*.

Media .

Navigation .

Users, User management.

Radio .

Legal.

Settings *(→ First steps in the Infotainment system)*.

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. It is not possible to configure the start screen in all available Infotainment systems.

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.

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.

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. Tap the desired function in the additional window *(→ First steps in the Infotainment system)*. Various functions are available depending on the size of the tile.

   Or: tap a free area on the screen to return to the view.

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.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe up or down in the additional window to see all functions.

Adapting the Control Centre

You can personalise the Control Centre of the Infotainment system for faster access to favourite or frequently used functions.

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

The following functions, information and setting options may be available in the system settings:

— Screen.

— Time and date.

— Language.

— Additional keyboard languages.

— Units.

— Voice control.

— WLAN

.

— Data connection.

— Manage mobile devices.

— Reset to default settings.

— System information.

— Copyright.

— Configuration assistant.

Opening system settings

1. Tap HOME ▶ Settings.

   Or: tap MENU ▶ 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.

   Or: tap MENU ▶ 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

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the 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.

Opening the main menu for radio mode

1. Tap HOME ▸ ♫ ▸ 📻.
   Or: tap MENU ▸ 📻.
   Or: tap RADIO.
   Or: press RADIO.

Opening the settings

1. Tap HOME ▸ ♫ ▸ ⚙ ▸ Radio.
   Or: tap MENU ▸ 📻 ▸ ⚙.
   Or: tap RADIO ▸ ⚙.
   Or: press RADIO and tap ⚙.

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 available in all countries.

— AM
tuner.
— FM
dual tuner (antenna diversity).
— FM
station list.
— 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

The appearance of the symbols may differ depending on Infotainment system.

AM Select AM reception mode.

FM Select FM reception mode.

FM/DAB Select FM /DAB reception mode.

Internet radio Select Internet Radio reception mode.

Show additional information for station.

< Select previous station from the station list or station on previous station button.

> Select next station from the station list or station on next station button.

Display preset list with station buttons.

Station already stored to a station button in a station list.

or Open the settings.

TP
Traffic news monitoring (TP) 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 AM frequency band

Display list of AM stations.

Update station list manually.

Display frequency band for manual selection of AM frequency.

Symbols in the FM and FM/DAB frequency band

Display station list of FM stations and, depending on country, DAB stations.

Display frequency band for manual selection of FM frequency.
Possible only if the combined station list is switched off.

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for the DAB station.

Symbols in Internet Radio mode

Open full-text search.

No internet radio reception possible.

Display recently listened to internet radio stations.

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.

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.

1. Tap Source 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 frequency band (AM and 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 (AM, FM and FM/DAB)

The station list shows the stations that can currently be received. Depending on equipment, it may be necessary to manually update the station list if you have left the corresponding region since you last opened the station list. In the FM

/DAB frequency band, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set.

   In the FM

   /DAB frequency band, 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. Open the station selection.
2. Select the category according to which you wish to filter the stations.

Or: tap ⌕ to start the full-text search.

The input field is displayed.

3. Enter the name of the desired station.

   The list of found stations is automatically updated during input.

4. Tap the desired station.

   The selected station is set.

SCAN Searching in SCAN mode (AM, FM and FM/DAB)

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

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 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 and hold the station button until the station is stored.

   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.

Showing or hiding display of station logos and the DAB slideshow

1. Tap 📡.
2. Tap Radio text on the current playback screen to show or hide display of station logos and the DAB slideshow.

Special functions in radio mode

The special radio mode functions listed below are not available on all Infotainment systems, or in all countries, depending on the equipment.

TP (Traffic Programme)

The TP

function monitors the traffic announcements from a set traffic news station and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible for this.

The system will always automatically tune to a traffic news station in the background if one is available in theAM

frequency band or media mode.

Some stations that do not broadcast their own traffic news support theTP

function through a corresponding traffic news station (EON).

If no traffic news station can be received, No TP will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to TP again.

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 ⚙ or ⚙ and activate ☑Traffic Programme (TP).

   Or: in media mode, tap ⚙ or ⚙ ▶ Media and activate ☑ Traffic Programme (TP).

Internet radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent of AM

, FM 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 to the stations automatically if Autoselect 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

You cannot assign station logos manually in the AM

frequency band.

1. In radio mode, tap ⚙ ▶ 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.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your We Connect user account.

✓ You have purchased a corresponding data plan for an internet connection from the In-Car Shop or you have available data volume on the SIM

card of your mobile telephone and are connected to your vehicle via the WLAN hotspot on your mobile telephone *(→ Wi-Fi)*.

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.
— SD
  map.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music.
— Video files.

Streaming services

With some equipment levels and in some countries, you can also use streaming services *(→ Online function, media)*.

Open the MEDIA main menu

1. Tap HOME ▸ ▷.
   Or: tap MENU ▸ ▷.
   Or: tap MEDIA.
   Or: press MEDIA.

Opening the settings

1. Tap HOME ▸ ▷ ▸ ⚙.
   Or: tap MENU ▸ ▷ ▸ ⚙.
   Or: tap MEDIA ▸ ⚙.
   Or: press MEDIA and tap ⚙.

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.

The appearance of the symbols may differ depending on Infotainment system.

— 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 streaming (online).

— Media search.

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.

Set up available streaming services.

Already set up streaming services will be displayed in the list of media sources with their own logo.

General symbols in media operation

Start playback.

Pause playback.

Go to previous track.

Go to next track.

Repeat current track.

Repeat all tracks.

Activate shuffle mode.

Search current media source (list view).

Close list view.

Open the settings.

Go back to higher-level folder of the media source.

Show favourites list.

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 the My media folder.

1. Show folder structure.

   The folder structure of the selected media source is displayed. If My 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 saved to My Media in the Music and Video folders can be stored as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.
2. Open favourites.
3. Tap a free favourite location.

   Or: tap an already assigned favourite location and hold for around 3 seconds.
4. Choose from the selection list:

   — Track.

   — Albums.

   — Artists.

   — Genres.

— Playlists.

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.

Setting up streaming services

Depending on the vehicle equipment and country, you can use streaming services directly via the Infotainment system *(→ Media mode)*. You require an Internet connection in order to use streaming services *(→ Media mode)*.

1. Select Media streaming as the media source.

   A list of available streaming services is displayed.

2. Select the desired streaming service.

   Either an input field will be displayed for input of the login data, or instructions will be shown for registration with the provider.

3. Enter the login data of the desired user account and confirm.

   The streaming service is added to the list of media sources as a new function button.

Depending on country, you may need to log in again to the streaming service if you change the privacy settings, for example.

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 .

You can also play videos from streaming services, depending on the equipment and country .

The video soundtrack is played on the vehicle loudspeakers.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

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.

Online functions in media mode

With some equipment levels, the Infotainment system has online functions in media mode.

Online functions in media mode are not available in all countries and vehicle models.

The online functions in media mode include streaming services, for example.

Prerequisites for using online functions in media mode:

✓ We Connect or We Connect Plus is available in the vehicle.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your user account.

✓ You have purchased a corresponding data plan for an internet connection from theIn-Car Shop or you have available data volume on the SIM
card of your mobile telephone and are connected to your vehicle via the WLAN hotspot on your mobile telephone *(→ Wi-Fi)*.

Streaming services

You can additionally use streaming services, depending on the vehicle equipment.

Streaming services are not available in all countries and vehicle models.

Conditions for using streaming services:

✓ The prerequisites for using online functions in media mode must be met.

✓ You have a user account for the respective streaming service:

Some streaming services can only be activated or deactivated together, even if they are listed individually in the menu *(→ We Connect)*.

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

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.

Traffic information will be output in the navigation system only if the available We Connect service has been activated.

Opening the main menu of the navigation system

1. Tap HOME ▸ △.
   Or: tap MENU ▸ △.

Opening the settings

1. Tap HOME ▸ △ ▸ ⚙.
   Or: tap MENU ▸ △ ▸ ⚙.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS

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 *(→ Navigation)*.

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 *(→ Navigation)*.

Opening and closing the route plan

1. Tap the route plan to open the route plan.
2. Tap > to stop route guidance.

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.

Add stopover
: Add a stopover to the route guidance.

Direct route
: Start direct 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 function settings ▸ Preferred POI categories. The system also independently learns which category you prefer.

Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and positioning data, 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.

Navigation functions and symbols

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. To display the suggested routes, tap .

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.

Major traffic disruptions are taken into account in the route guidance. Major 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 function settings to open the settings for this function.
2. Tap Learn usage pattern.

Deleting stored data for “Learn usage pattern” function

1. Tap ▸ Basic function settings to open the settings for this function.
2. Tap Delete usage pattern to delete saved data.

Navigation

The navigation functions and symbols depend on the equipment and are not available in all countries.

Functions

— Destination input and route calculation.
— Simultaneous display of two navigation maps (screen and instrument cluster).
— Personal POIs.
— 3D City Maps.
— Online Map Update.
— Online Traffic Information.

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 POI
s, e.g. filling stations, when navigation data is available *(→ Traffic information)*.

Display current position.

Destination search.

Destinations and stopovers on the current route.

Personal destination suggestions (home address, work address, favourite POIs nearby).

Display route options.

Fully automatic map mode (alignment in direction of travel, position, zoom and tilt).

Determine driving orientation and map tilt.

Map scale.

Display destination memory.

Display additional window with further options. Map menu with settings for navigation and navigation announcements.

Symbols in the additional window

— To open the additional window, tap ≡.

Display route overview and alternative routes for current route guidance.

Repeat the previous navigation announcement.

Mute navigation announcements and adjust volume for navigation announcements.

Navigation setup.

Other symbols

Destination search: detailed destination input for an address.

Route plan symbols

Display current position.

Destination of the current route guidance.

End the current route guidance.

Close the route plan.

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 is available on *(→ 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 .
2. Enter the address of the destination and select the desired destination.

   Or: tap and enter the address on the input screen.
3. Tap Route.

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 ♡.
2. Tap the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to ten 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 .
2. Tap the desired destination.
3. Tap Route.

Quick start

1. Tap ▶.
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 ▶.
2. Tap the desired destination.
3. Tap Route.

Quick start

1. Tap ▶.
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 Route.

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 Route.

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.

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.

Updating navigation data online

The navigation data for regions in which you regularly travel is automatically updated in the background when the ignition is switched on, an Internet connection is available and, depending on country, when the privacy settings are valid *(→ Privacy settings)*.

1. Switch on the ignition.
2. Check the Internet connection and, depending on the country, also check that privacy settings are valid. If necessary, connect to the Internet and select a mode other than “Offline” *(→ Privacy settings)*.

   Navigation data for regions in which you regularly travel is automatically updated in the background.

Automatic updating of navigation data is country-dependent and also depends on the 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 suitable USB

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 a USB

   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.
   Or: tap MENU ▸ ⚙ ▸ 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. 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.

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 WLAN
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.

Opening the menu for the mobile phone interface

1. Tap HOME ▸ .
   Or: tap MENU ▸ .
   Or: press PHONE.

Opening the settings

1. Tap HOME ▸ ▸ or .
   Or: tap MENU ▸ ▸ .
   Or: press PHONE and tap .

Functions and symbols of the mobile phone interface

The specified functions and symbols are dependent on the equipment level and are not available in all countries. The available functions depend on the mobile telephone used and its operating system.

Functions

— Hands-free function.

— Use up to two mobile telephones simultaneously.

— Phone book with up to 5,000 contact entries.

— 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.

— Convenience telephony *(→ Mobile phone interface)*.

— Connection to wireless charging facility (wireless charging function) *(→ Wireless charging function)*.

— Connection to microphone installed in the vehicle.

Symbols in the main menu

The appearance of the symbols may differ depending on Infotainment system.

Opens the contact list.

Open call lists for incoming and outgoing calls.

Dial phone number.

Open text messages (SMS
and email, depending on country).

Change active device.

Open settings of mobile phone interface.

Symbols for phone calls

The appearance of the symbols may differ depending on Infotainment system.

Make or answer and display call.

End or reject call.

Mute hands-free system.

Hold call.

Continue call.

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 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 number.

Fax.

Fax (business).

Fax (private).

Symbols for text messages

The appearance of the symbols may differ depending on Infotainment system.

1. Tap to open the text messages.

Template for text messages.

Have text messages read out loud.

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 or mobile telephone must be switched off.

WARNING

Switch the mobile telephone and mobile phone interface off in potentially explosive areas and locations where special guidelines apply.

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. 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.

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.

— Comfort mobile phone interface.

Basic equipment of the mobile phone interface

The mobile phone interface uses the HFP

Bluetooth profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

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 *(→ Wireless charging function)*.

In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. Depending on equipment, the mobile telephone is paired with the vehicle aerial. This improves the reception and call quality.

Wireless charging function

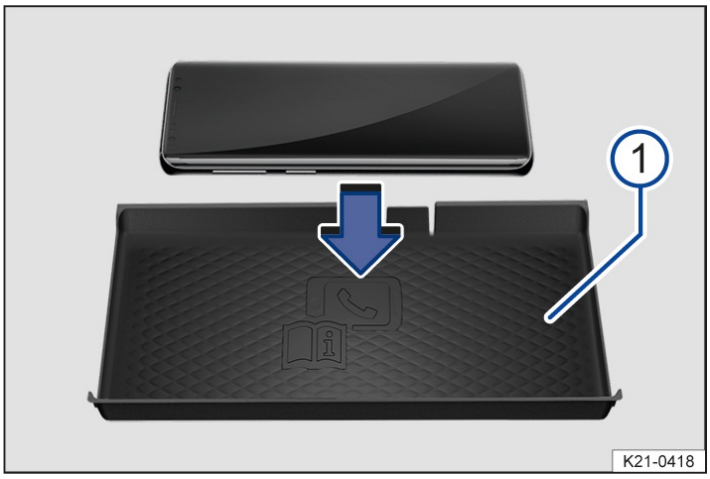

Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries.

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.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile telephones.

Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone can provide more information on compatibility.

Always place only one Qi-enabled 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 on the shelf for the wireless charging function.

Qi-capable mobile telephones with larger dimensions cannot be charged wirelessly.

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.

To charge a Qi-enabled mobile telephone, remove the protective cover and 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 factory-fitted 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.

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.

Stowage compartment cover

Depending on equipment and country, the stowage compartment for the wireless charging function has a cover for the mobile telephone's 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 telephone display can distract the driver and increase the risk of a serious accident.
- Always place only one suitable telephone, where applicable Qi-enabled, 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 may become very hot. This may cause burn injuries to the skin and cause a fire.
- Do not place any metal or metallic objects on the shelf for the wireless charging function.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or a chip on the shelf for the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system to use the functions of the mobile phone interface. 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. The pairing process can take a few minutes.

Pairing a mobile telephone

Prerequisites for pairing:

✓ 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 the data transfer prompt 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.

When some mobile telephones are paired, a PIN is shown on the display of the mobile telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

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 .

   Or: tap the name of the active mobile telephone.

   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.

To completely delete the stored data, reset the Infotainment system to the factory settings.

Making phone calls and sending messages

Using the telephone

Select a telephone number to start the call. Different functions are available for selection of phone numbers.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap .

   Or: tap . To search for a contact, enter the name of the contact in the input field.

   Or: tap a favourite in the main menu of the mobile phone interface to call a favourite.

2. 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 displays the call list of the mobile telephone. Start calls via the call list.

1. Tap ▶ All. Tap a number in the list to start the call.

   Or: tap and filter entries in the call list (e.g. missed calls). Tap a number in the filtered list to start the call.

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 being used, you can send and receive SMS messages and emails via the mobile phone interface in some countries.

Sending text messages

1. Tap ✉ ▸ Text message ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap OK to send the message.

Sending emails

1. Tap ✉ ▸ E-mail ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap OK to send the message.

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.

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.

The appearance of the symbols may differ depending on Infotainment system.

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, it 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 a free speed dial button.
2. Tap a contact from the telephone book or search for the contact using the search bar. 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 ✆ ▸ ⚙ ▸ Manage favourites.

   Tap 🗑 on the desired speed dial button to delete a favourite.

   Or: tap ✎ ▸ 🗑.

   Or: tap Delete all to delete all favourites from all speed dial buttons.
2. Tap confirmation to delete.

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).

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 the VOICE button is present on the Infotainment system, 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 system will show the remaining time until arrival at your destination in response to the statement “How much longer do I have to drive?” 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 POIs, media and online radio stations. Messages can also be dictated. For online mode, you need a valid 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 .

— Starting via the Infotainment system: tap VOICE.

Depending on the mobile telephone and operating system, voice control of a connected mobile telephone can be started by tapping and holding or the VOICE button .

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 MENU ▶ ⚙ ▶ Voice control ▶ Voice control start/end sound or Activation word.

Speaking activation word and activation word recognition

Prerequisite:

✓ The Activation word is switched on in the settings.

BG Здравей Volkswagen.

BR Olá Volkswagen.

CDN Bonjour Volkswagen.

CZ Ahoj Volkswagen.

D Hallo Volkswagen.

DK Hej Volkswagen.

E Hola Volkswagen.

F Bonjour Volkswagen.

FIN Hei Volkswagen.

GB Hello Volkswagen.

GR Γεια σου Volkswagen.

I Ciao Volkswagen.

J ノ\口ー Volkswagen.

MEX Hola Volkswagen.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć Volkswagen.

ROK 안녕 Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

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 injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, please observe the following guidelines:

- Always stow all objects in the vehicle securely. 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.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never 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.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- 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.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- 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.

NOTICE

Rubbing objects on the rear windows can cause damage (e.g. to the heating wires of the rear window heating).

NOTICE

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 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

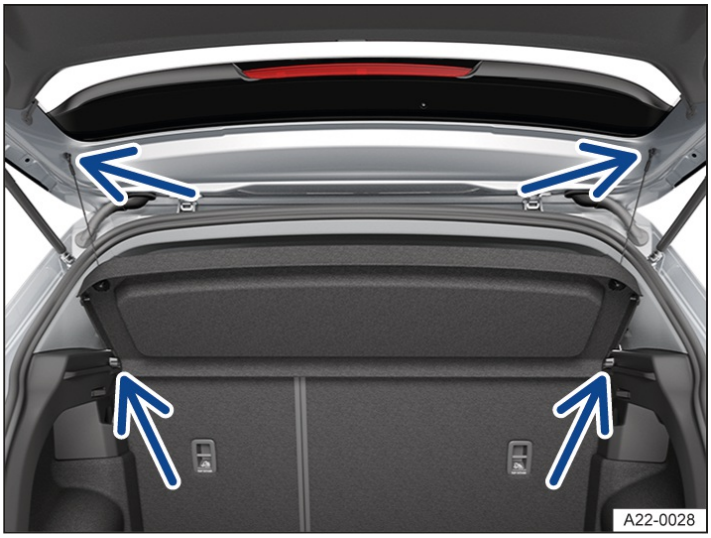

Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

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).

Luggage compartment floor – Functions

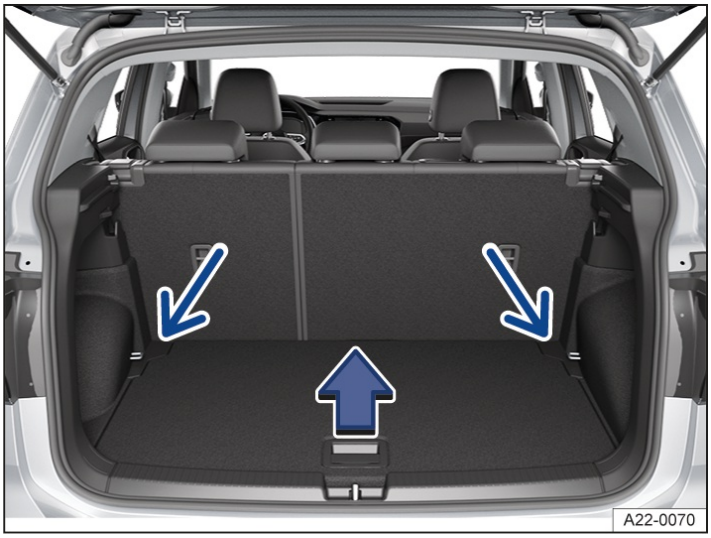

Fig. 1 In the luggage compartment: opening the variable luggage compartment floor.

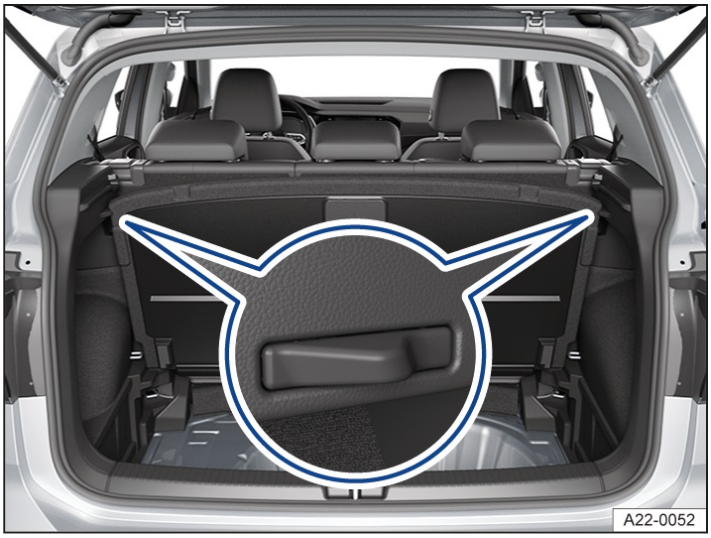

Fig. 2 In the luggage compartment: locking the variable luggage compartment floor in position.

Opening the variable luggage compartment floor

1. Grip the handle recess in the variable luggage compartment floor → *Fig. 1* and lift the luggage compartment floor upwards.
2. To lock the luggage compartment floor in position, lift it up until it is held in position by the side restraints→ *Fig. 2* (close-up).

Closing the variable luggage compartment floor

1. Lower the luggage compartment floor onto the side supports.

Lowering the variable luggage compartment floor

1. Lift back the luggage compartment floor and push it under the guides → *Fig. 1* (small arrows).
2. Place the luggage compartment floor on the floor covering.

NOTICE

Incorrect use can damage the luggage compartment floor or the trim of the luggage compartment.

- Always guide the luggage compartment floor down carefully when closing and do not allow it to drop.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

NOTICE

The maximum load capacity of the variable luggage compartment floor is 50 kg (110 lbs) in the upper position.

Depending on the vehicle equipment, there may be compartments for stowing small items under the variable luggage compartment floor.

The variable luggage compartment floor cannot be lowered in vehicles that are equipped with a subwoofer in the luggage compartment.

Fastening rings

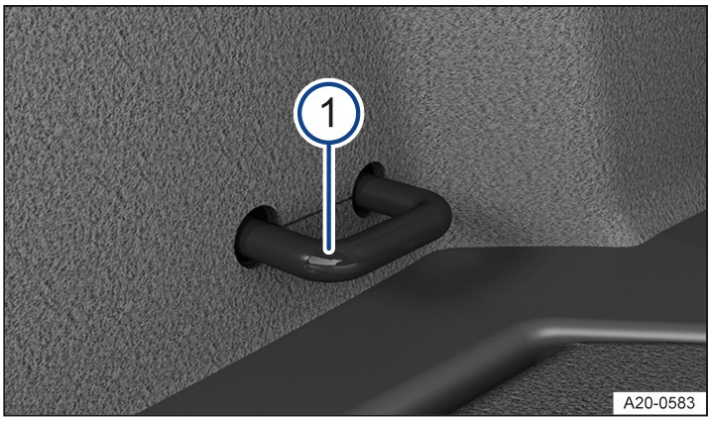

Fig. 1 In the luggage compartment: fastening ring (illustration).

(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.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat using the fastening rings.

WARNING

Elastic tensioning straps must be stretched to attach to the fastening rings. The hooks attached to them can cause serious injuries.

- Always protect eyes and face from injury when attaching elastic tensioning straps.
- Always hold elastic tensioning straps securely when fastening so that they cannot slip off and snap back.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the load sill and fasten them to the fastening rings there. If the tension straps slip off, they will snap away from the body.

Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Bag hook

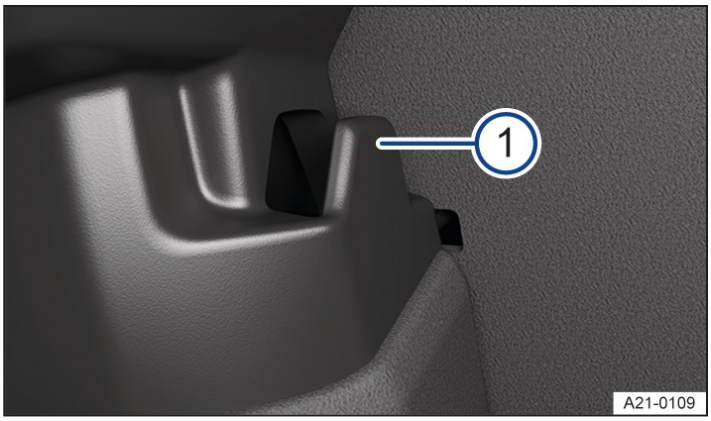

Fig. 1 On the left and right in the luggage compartment: bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Never use the bag hooks to lash down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.
- The bag hooks in the vehicle should only be used for lightweight object weighing max. 2.5 kg(approx. 5.5 lbs).

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this. The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with start/stop system

When using towing brackets that were not retrofitted by Volkswagen, the start/stop system must be deactivated manually before towing a trailer, and it must remain deactivated for as long as a trailer is being towed *(→ Start/stop system)*.

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 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.
- Swivel in the ball coupling or remove the ball coupling if possible in order to reduce the risk of injury in rear-end collisions and also for pedestrians and cyclists in the case of parked vehicles.
- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

⚠ WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always pay attention to the road ahead and drive carefully. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- 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. Keep to country-specific speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

- Never try to stop a vehicle and trailer from snaking by increasing your speed.

WARNING

The start/stop system must always be switched off manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

NOTICE

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

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)*.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km(600 miles) *(→ Running in the engine)*.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removed ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

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 which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- 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 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 you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle may be raised or lowered as a result in changes in the load or due to tyre damage. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If 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

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load the trailer correctly.

- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values .
- Never let the actual weights at the front and rear axles exceed the gross axle weight ratings. Never exceed the permissible gross vehicle weight for the vehicle with weight at the front and rear of the vehicle.

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.

— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.

— Vehicles with a manual gearbox: Select a lower gear before downhill gradients.

Vehicles with an automatic gearbox: Select a lower gear in Tiptronic mode.

— 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. Apply the handbrake firmly.
3. Vehicles with a manual gearbox: fully depress the clutch pedal and engage 1st gear.

   Vehicles with an automatic gearbox: engage the gear selector position for forward driving.
4. Unlock hand brake and carefully release while holding down lock button. Press the accelerator in a controlled way at the same time.

   Vehicles with a manual gearbox: release the clutch pedal until you can feel the vehicle moving forwards.

   If necessary, observe the information on Hill Start Assist *(→ Hill Start Assist)*.
5. Pull away slowly.
6. Only release the handbrake lever when the engine has sufficient power to move off.

WARNING

Incorrect trailer towing can cause loss of vehicle control and serious injuries.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Make sure that you have an adequate view to the rear. Fit additional exterior mirrors if the view to the rear is not guaranteed due to the trailer. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine

Accessories, which you can purchase from a Volkswagen dealership.
- Always pay attention to the road ahead and drive carefully. Brake earlier than usual.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take particular care when overtaking. 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.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion using counter steering assistance.

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control and traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

⚠ WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Ease off the accelerator if a system is performing a control intervention.

⚠ WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.
- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

Fitting the removable ball coupling

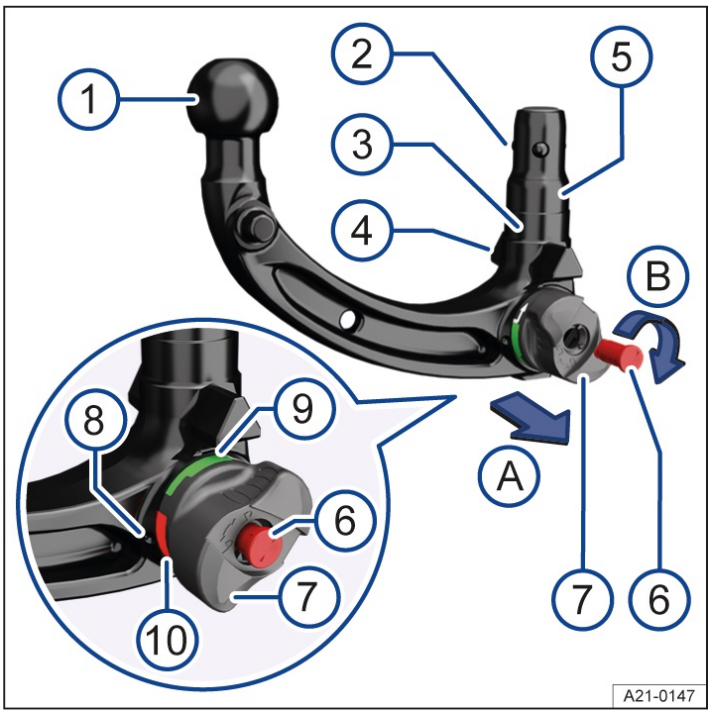

Fig. 1 Overview: removable ball coupling.

1. Ball head.
2. Retaining balls.
3. Catch (ball) for locking mechanism.
4. Centring device.
5. Shank.
6. Key.
7. Lock cover.
8. Handwheel.
9. Green marking on ball coupling.
10. Red marking on handwheel.

The removable ball coupling is located in the luggage compartment, either in a side stowage area or under the luggage compartment floor.

NOTICE

If you fit an unsuitable ball coupling, this may damage the vehicle and invalidate the type approval of the vehicle.

- Use the factory-supplied ball coupling or a ball coupling that has been approved for your vehicle model and its model year. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Step 1: preparations

1. Before using the removable ball coupling for the first time, make a note of the number stamped on the key→ *Fig. 1* (6) . This can be used if you need to acquire a replacement key.
2. Remove the sealing plug from the ball coupling mounting under the rear bumper and stow in the vehicle.
3. Starting from the bottom right side, swivel the trailer socket as far as possible to the top left. This gives you access to the ball coupling mounting.

4. Check to ensure that the mounting, handwheel → *Fig. 1* (8), shank (5) and the retaining balls (2) of the ball coupling are all clean and not damaged →(!). Clean if necessary.

Step 2: check that the ball coupling is pre-tensioned

The ball coupling cannot be fitted properly unless it is pre-tensioned.

The following conditions must be fulfilled:

— The red marking → *Fig. 1* (10) on the handwheel must point towards the green marking on the tow-bar→ *Fig. 1* (9).

— There must be a clearly visible gap between the handwheel → *Fig. 1* (8) and tow-bar of at least 4 mm (0.2 inches).

— All retaining balls → *Fig. 1* (2) can be pressed fully into the shank → *Fig. 1* (5).

— The key → *Fig. 1* (6) is inserted in the lock, the arrow on the key is pointing to the open lock symbol on the handwheel → *Fig. 1* (8) and the key cannot be removed.

If all these conditions are met, continue with Step 4.

If the conditions are not met, continue with Step 3.

Step 3: pre-tensioning the ball coupling

If the tow-bar is not pre-tensioned, pre-tension the tow-bar as follows:

1. Fold open the lock cover → *Fig. 1* (7) and insert the key in the lock.
2. Turn the key → *Fig. 1* (6) anticlockwise until the arrow on the key points to the open lock on the handwheel→ *Fig. 1* (8).
3. Hold the ball coupling firmly with one hand. Using the other hand, pull the handwheel → *Fig. 1* (8) out in direction → *Fig. 1* (A).
4. Turn the pulled-out handwheel → *Fig. 1* (8) in direction → *Fig. 1* (B) as far as it will go.

Step 4: attaching the pre-tensioned ball coupling to the vehicle

Do not touch the handwheel → *Fig. 1* (8) once the tow-bar has been pre-tensioned. Upon locking, the handwheel will turn back to its original position and could cause injury →⚠.

1. Guide the pre-tensioned removable ball coupling into the mounting tube from below.
2. Push the ball coupling firmly upwards until it engages.

   The ball coupling is correctly engaged when:

   — The green marking on the handwheel → *Fig. 1* (9) is facing upwards.

   — The tow-bar is locked and the key → *Fig. 1* (6) can be removed.

   — There is no longer a gap between the handwheel → *Fig. 1* (8) and the tow-bar.
3. Turn the key → *Fig. 1* (6) in clockwise direction to lock the tow-bar.
4. Fold the lock cover → *Fig. 1* (7) closed.

Step 5: safety check

Before hitching a trailer, check that the ball coupling is secured correctly.

— Shake forcefully several times to check that the ball coupling is seated securely in the mounting sleeve.

— The green marking on the handwheel → *Fig. 1* (9) is facing upwards.

— The handwheel → *Fig. 1* (8) is in contact with the tow-bar and can be locked.

— The tow-bar is locked and the key → *Fig. 1* (6) has been removed.

— It is no longer possible to pull the handwheel → *Fig. 1* (8) to the side.

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 injury and accidents.
- Never unlock the ball coupling when a trailer is hitched.
- Use the ball coupling only if it is correctly secured.
- Never use the towing bracket if the smallest diameter of the ball head→ *Fig. 1* (1) is less than 49 mm (1.9 inches).
- The ball coupling is heavy. When performing the safety check, the ball coupling could fall off and cause crush injuries.
- Do not touch the handwheel once the ball coupling has been pre-tensioned. When the ball coupling is pressed into the mounting, the handwheel will jump back to its original position.
- If the ball coupling cannot be fitted, have the towing bracket checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never use the ball coupling if it does not engage properly or cannot be pre-tensioned.
- Do not use the towing bracket if you are unable to remove the key once the ball coupling has been mounted. This means that the ball coupling is not locked properly.
- Always secure the removed ball coupling safely in the luggage compartment.

⚠ WARNING

Injuries and accidents can be caused if the trailer is not secured correctly.
- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

- The mounting on the vehicle, handwheel, shank and ball coupling retaining balls must all be clean and undamaged. Otherwise you may not be able to lock the ball coupling securely.
- Do not aim a high-pressure cleaner or steam cleaner directly at the ball coupling mounting. This could wash the grease required for lubrication out of the mounting.

Removing the ball coupling

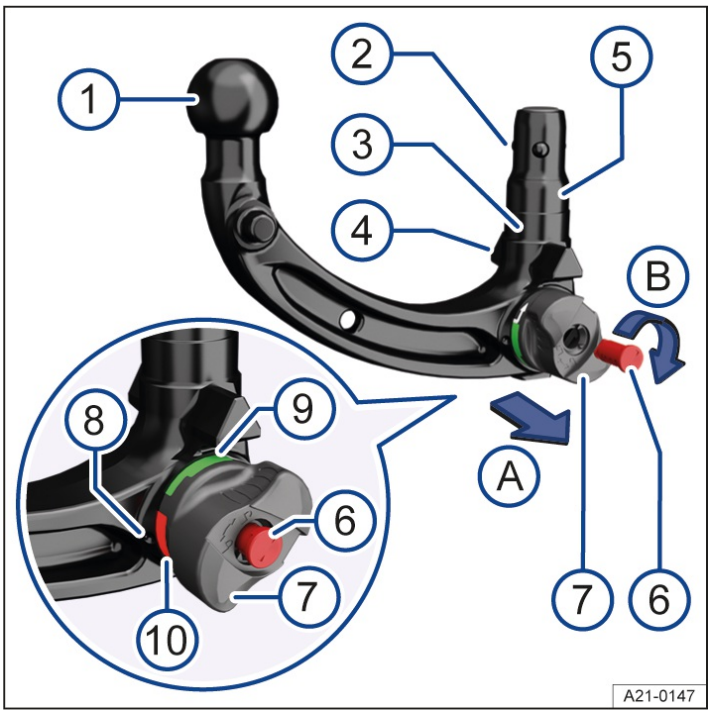

Fig. 1 Overview: removable ball coupling.

(1) Ball head.
(2) Retaining balls.
(3) Catch (ball) for locking mechanism.
(4) Centring device.
(5) Shank.
(6) Key.
(7) Lock cover.
(8) Handwheel.
(9) Green marking on ball coupling.
(10) Red marking on handwheel.

1. Park the vehicle *(→ Parking)*.
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. Fold open the lock cover → *Fig. 1* (7) and insert the key → *Fig. 1* (6) in the lock.
4. Turn the key → *Fig. 1* (6) anticlockwise until the arrow on the key points to the open lock symbol on the handwheel → *Fig. 1* (8).
5. Hold the ball coupling firmly with one hand →⚠. Using the other hand, pull the handwheel → *Fig. 1* (8) out in direction → *Fig. 1* (A).
6. Turn the pulled-out handwheel → *Fig. 1* (8) in direction → *Fig. 1* (B) as far as it will go.
7. Pull the ball coupling downwards out of the mounting.
8. Release the handwheel → *Fig. 1* (8).
9. Stow the ball coupling in the luggage compartment in the side stowage area or under the luggage compartment floor.

⚠ WARNING

The removable ball coupling is heavy. The ball coupling could fall off while it is being removed and cause crush injuries.
- Unlock the ball coupling only when the trailer has been unhitched.

Dimensions and mounting points for retrofitting a towing bracket

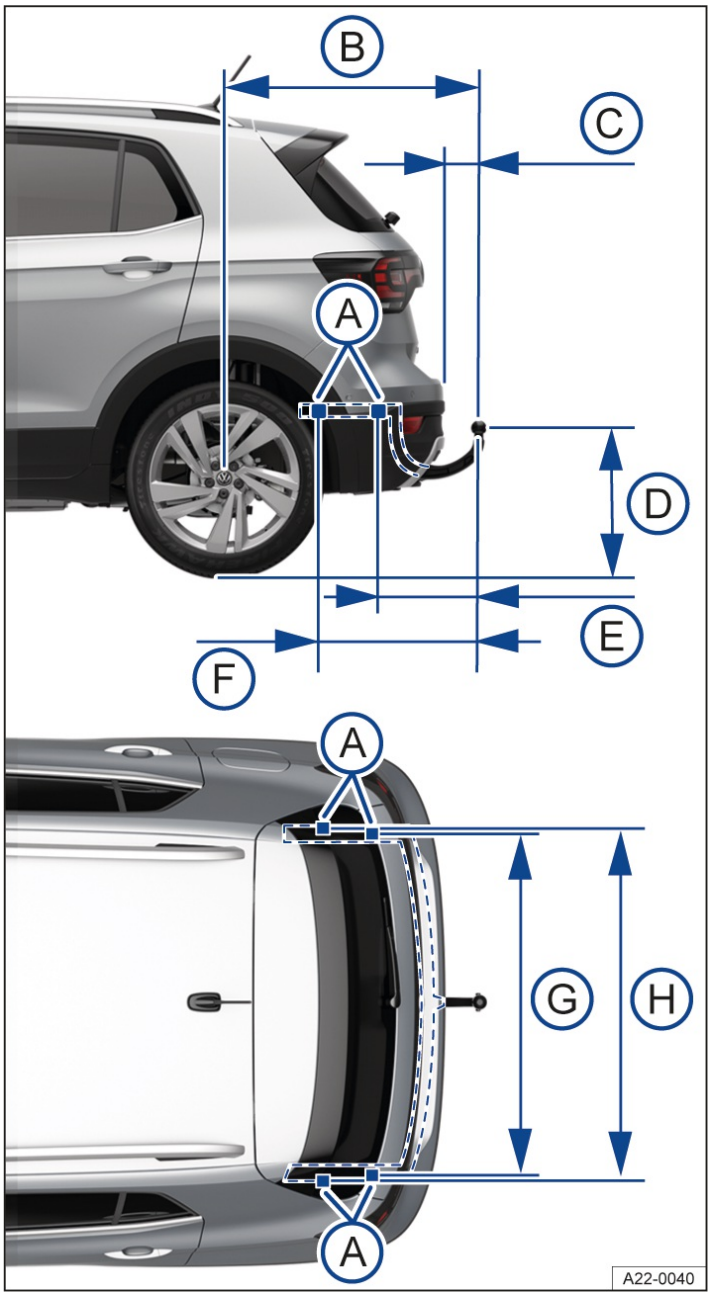

Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

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 (D) to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Attachment points.
(B) 798 mm (approx. 31.4 in)
(C) at least 65 mm (approx. 3 in)
(D) 350 to 420 mm (approx. 13.8 to 16.5 in)
(E) 333 mm (approx. 13.1 in)
(F) 559 mm (approx. 22 in)
(G) 1,025 mm (approx. 40.4 in)

Ⓗ 1,031 mm (approx. 40.6 in)

Volkswagen recommends having the towing bracket retrofitted by a correspondingly qualified workshop. The cooling system may need to be modified or heat shields may need to be fitted, for example. Volkswagen recommends using a Volkswagen dealership.

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 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

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

ⓘ 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.

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

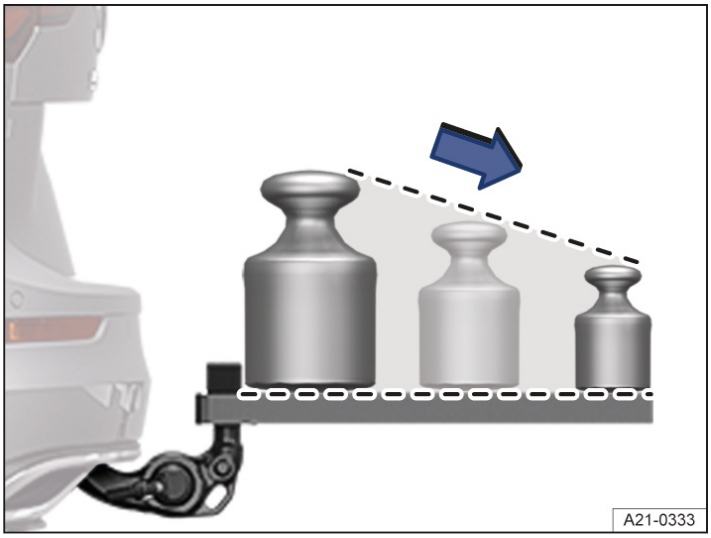

Fig. 1 Recommended weight distribution on the rear carrier system.

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

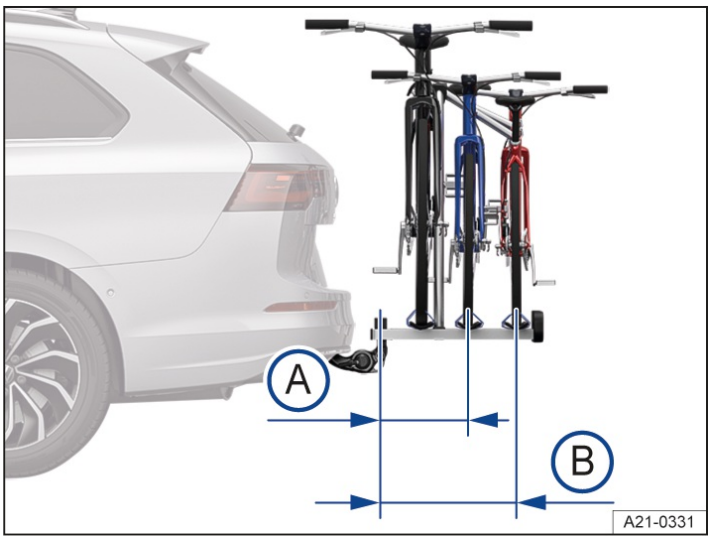

Fig. 2 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(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 ball coupling of the towing bracket can cause accidents and 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 heavy or bulky objects in the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that is*not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never fit a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

NOTICE

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the fuel consumption. The possible range of the vehicle is reduced as a result. 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. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof carrier and load must not interfere with equipment-dependent components on the vehicle roof, such as a roof aerial, or impede the swivel range of the boot lid.

WARNING

Incorrectly attaching and using the roof carrier and load carrier could cause the luggage or entire structure to fall off the roof. This could cause accidents and injuries.

- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- Always fit the roof carrier and load carrier correctly. Always observe the installation instructions provided by the manufacturer.
- Attach the roof carrier only at the specified mounting points.
- Special load carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to the 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 and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, make sure that it does not collide with the roof load.

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Switch off the engine, ignition, your mobile phone and other radio equipment before refuelling.
- Do not get into the vehicle while refuelling in order to avoid electrostatic discharge.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may run out of the fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuel standards

Fig. 1 On the inside of the tank flap: fuel information label (illustration).

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker in the tank flap that indicates the required fuel type for the vehicle → *Fig. 1*.

The designation and frame indicate the fuels that are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refuelled with other fuels →.

Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels →.

Where fuel complying with the specified standards is not available, a correspondingly qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using a Volkswagen dealership.

Petrol

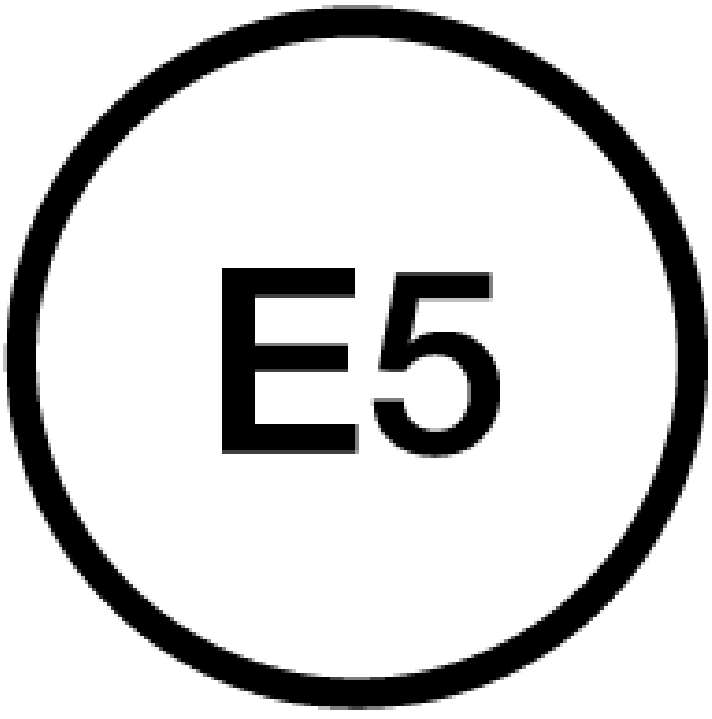

Fig. 2 Petrol fuels containing ethanol.

E5 stands for petrol fuel with a maximum ethanol content of 5%.

Fuel standard

— EN 228 in the current version.

— DIN EN 228 in the current version.

— Resolucao ANP N° 40 (Brazil) in the current version.

— Resolucion 576/2019 (Argentina) in the current version.

— NOM-016-CRE-2016 (Mexico) in the current version.

NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel designations on the pump meet the vehicle requirements.
- In order to avoid damage to the fuel system and engine failure, refuel only with fuels that comply with the specified standard and identification.

Petrol

Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON

). The vehicle may also be filled with petrol that has a higher RON than the engine requires. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several petrol grades (e.g. RON 95 min. 91). The highlighted octane number, RON 95 in the example, is the preferred petrol grade for which the vehicle has been designed and optimised The petrol grade listed as an alternative, ROZ 91 in the example above, can be used for refuelling only if the preferred grade, ROZ 95 in the example, is not available.

Always refuel vehicles with a petrol engine only with metal-free petrol(without lead, manganese or iron) that has a maximum ethanol content of 10% (E10) →.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives →.

Volkswagen recommends using “TOP TIER Detergent Gasoline”. This fuel is available in a number of regions(e.g. North America, Central America and South America). Further information on “TOP TIER detergent gasoline” is available on the official website:

http://www.toptiergas.com

NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only Volkswagen-approved service additives in the approved quantity if necessary.
- Refuel only with petrol that has the specified Research Octane Number(RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.

Refuelling

Fig. 1 Behind the tank flap: tank cap (illustration).

Refuelling process

1. To unlock the tank flap, unlock the vehicle with the button in the vehicle key *(→ Vehicle key)*.

   Or: to unlock the tank flap, unlock the vehicle with the button in the driver door *(→ Central locking button)*.

   In vehicles with Keyless Access, the tank flap is unlocked automatically when the vehicle is unlocked.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided in the tank flap → *Fig. 1*.
4. Hold the nozzle so that the handle is facing downwards in order to guarantee optimum refuelling.

   The fuel tank is full when the filler nozzle clicks off for the first time →.
5. Screw the tank cap onto the tank filler neck.
6. Close the tank flap.

Do not continue filling the tank after it switches off. The expansion space in the fuel tank can fill with fuel, for example if it heats up. This could cause fuel to overflow or automatic venting may not function *(→ Emission-relevant components)*.

WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.
- Do not continue refuelling when the filler nozzle switches off for the first time.

NOTICE

If possible, every six months, drive the fuel tank empty until the indicator lamp lights up and then refuel. This is necessary to maintain the system function and fuel quality required for operation.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on equipment) *(→ Particulate filter)*.

⚠ WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

Catalytic converter

Observe the following information to help ensure the long-term functionality of the exhaust system and the catalytic converter in the petrol engine:

— Only use fuel that has been approved for the vehicle.

— Do not run the fuel tank empty *(→ Fuel types and refuelling)*.

— Do not overfill engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle. Use jump leads *(→ Jump starting)*.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a correspondingly qualified workshop *(→ Emission-relevant components)*. Volkswagen recommends using a Volkswagen dealership. Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making only short journeys.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality.

1. Reduce speed immediately.
2. Drive to the nearest correspondingly qualified workshop at medium engine speeds and low loads on the engine. Volkswagen recommends using a Volkswagen dealership.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. Seek expert assistance.

Particulate filter clogged with soot

The indicator lamp lights up yellow.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

For petrol engines

1. Drive at a speed of at least 80 km/h (50 mph).
2. To allow the vehicle to coast while a gear is engaged, take your foot off the accelerator completely for a few seconds.
3. Repeat this procedure (accelerate and coast) until the indicator lamp goes out.
4. If the indicator lamp does not go out after some time, go immediately to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Emissions-relevant fault

The indicator lamp lights up yellow.

Fault in an emissions-relevant component that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

Misfiring

The indicator lamp flashes yellow.

Misfiring is occurring that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Always observe the applicable country-specific traffic regulations.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

⚠ WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

⚠ WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

Stowage

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. In some countries, there may also be a tyre pressure gauge in the vehicle. The following describes the maximum content.

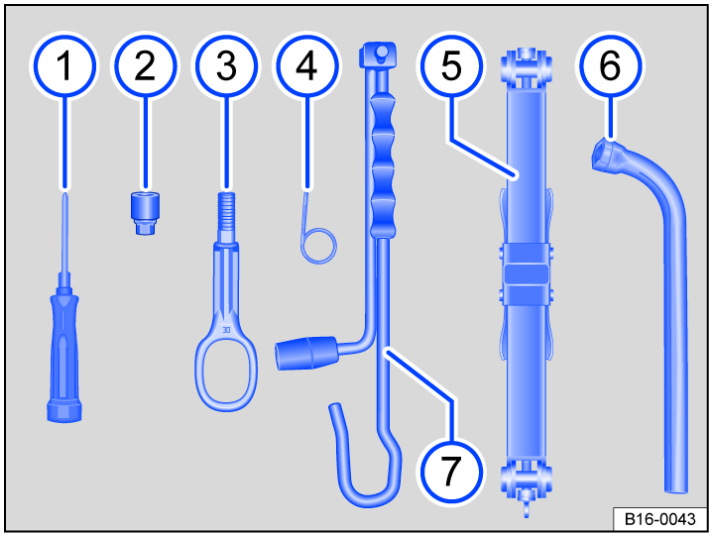

Fig. 1 Contents of the toolbox (illustration).

1. Screwdriver with hexagon socket in the handle for unscrewing or tightening slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Screw-in towing eye.
4. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
5. Jack. Before you repack the jack, you must fully wind in the claw.
6. Box spanner for wheel bolts.
7. Crank.

Servicing the jack

There are no maintenance cycles for the jack.

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)*.

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

The bonnet, windscreen and wiper arms can be damaged if the wiper arms are lifted from and placed on the windscreen incorrectly.

- Lift the wiper arms only when in service position.
- Always place the wiper arms 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

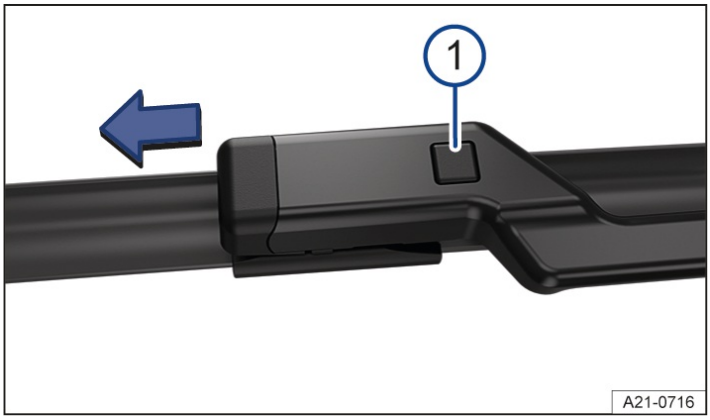

Fig. 1 Changing the windscreen wiper blades.

(1) Wiper blade release button.

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

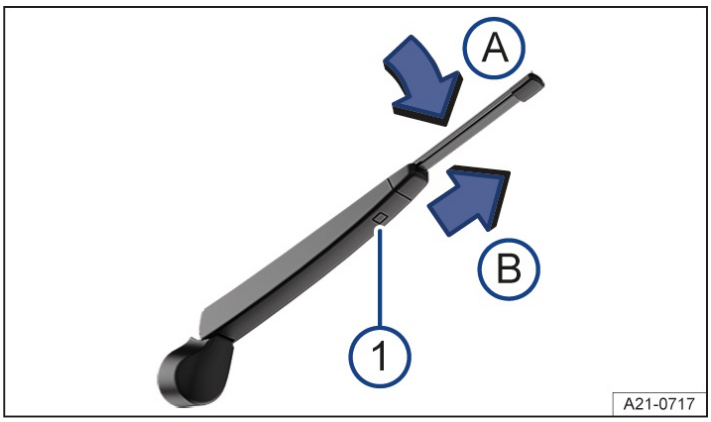

Fig. 2 Changing the wiper blade for the rear window.

(1) Wiper blade release button.

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 change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Damaged or dirty wipers can scratch the windows.
- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar fluids to clean the windows.

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 or LED

light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a 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

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

⚠ WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before carrying out work in the engine compartment *(→ In the engine compartment)*. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. 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.
- Always check that the covers are fitted 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. Apply the handbrake firmly.
3. Switch off the light.
4. Move the turn signal and main beam lever to neutral position.
5. Vehicles with an automatic gearbox: Engage the parking lock P.
6. Switch off the ignition.
7. Vehicles with a manual gearbox: Select a gear.
8. Allow the orientation lighting to go out.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has visibly blown *(→ Fuses)*.
11. Follow the instructions to change the affected bulb → ⚠.

    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.
12. 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.
13. 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

Ignoring any of the important safety instructions can lead to accidents and severe injuries.

- Always follow the instructions for the work steps and observe the generally valid safety precautions.

! *NOTICE*

Improper removal and refitting of trim panels and headlights can cause damage the vehicle's paint and bodywork.

- When removing and refitting the headlight, make sure that the vehicle's paint and bodywork is not damaged.

Changing bulbs in the headlights (halogen bulbs)

Preparations

When changing the main beam bulb in the left-hand headlight, the washer fluid filler neck may have to be released with a screwdriver at the spreader rivet and pressed to one side. 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 for dipped beam headlights, turn signals and main beam headlights

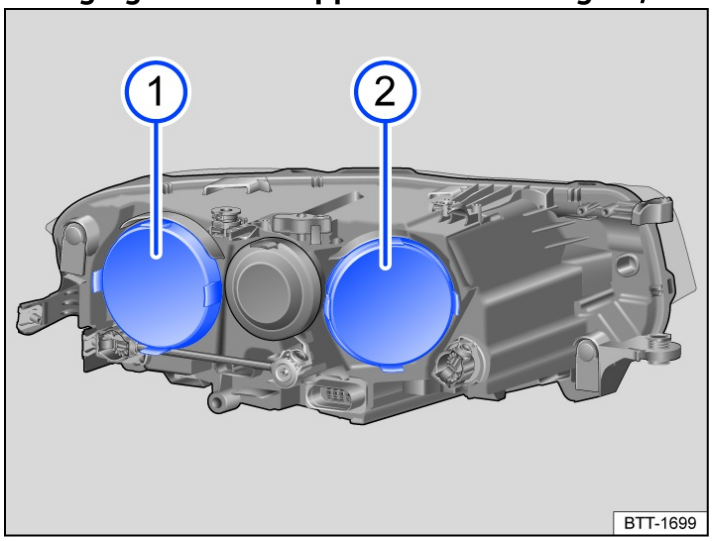

Fig. 1 In the engine compartment: left-hand headlight.

(1) Dipped beam headlight cover.
(2) Cover for the main beam headlight and turn signal.

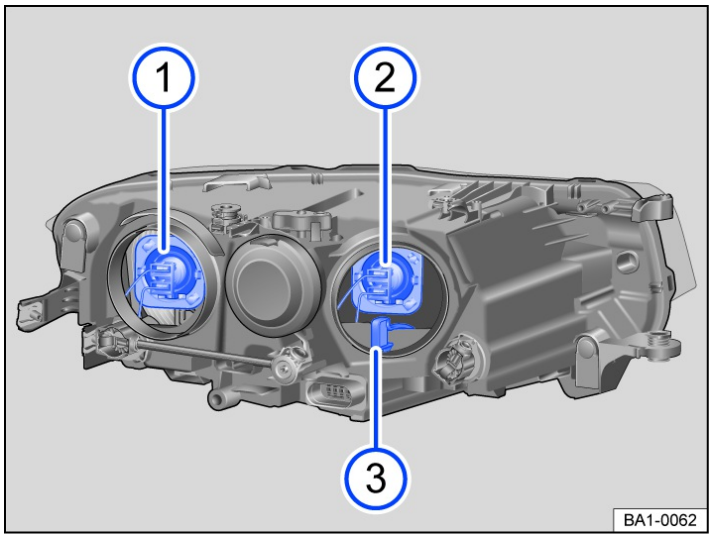

Fig. 2 In the engine compartment: changing bulbs in the left-hand headlight.

(1) Bulb for the dipped beam headlight.

(2) Bulb for the main beam headlight.

(3) Bulb holder for the turn signal.

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1. Pull off the rubber cover on the rear side of the headlight → *Fig. 1*.
2. Dipped beam: press the bulb down at the base until it is released → *Fig. 2* (1). Pull out the bulb to the rear.

   Main beam: press the bulb up at the base until it is released → *Fig. 2* (2). Pull out the bulb to the rear.

   Turn signal: pull the bulb holder with the bulb out to the rear → *Fig. 2* (3).
3. Replace the defective bulb with a new bulb of the same type.
4. Dipped beam: position the bulb with the connector in the opening in the headlight and press in until it locks securely into position → *Fig. 2* (1). The lug of the bulb must be located at the top in the headlight recess.

   Main beam: position the bulb with the connector in the opening in the headlight and press in until it locks securely into position → *Fig. 2* (2). The lug of the bulb must be located at the bottom in the headlight recess.

   Turn signal: push the bulb holder with the bulb into the headlight as far as they will go → *Fig. 2* (3).
5. Attach the rubber cover to the rear side of the headlight → *Fig. 1*
6. Close the bonnet.

The illustrations show the left-hand headlight from the rear. The right-hand headlight is a mirror image of the one shown.

Replacing bulbs in the front bumper

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. Turn the steering so that the wheel on the affected side of the vehicle is pointing to the middle of the vehicle. If necessary, start the engine to do this.
3. If necessary, stop the engine again and remove the vehicle key from the ignition lock.

The headlight in the bumper does not need to be removed to change the bulbs.

Changing bulbs in the front bumper (fog lights)

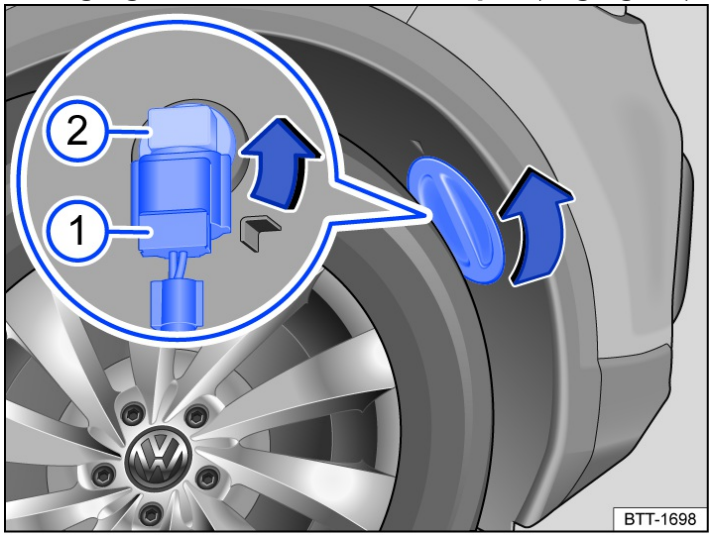

Fig. 1 In the front bumper on the right: changing a bulb in the headlight.

(1) Connector for the headlight.

(2) Bulb holder for the headlight.

1. Turn the cover in the wheel housing liner in the direction of the arrow and pull it out → *Fig. 1*.
2. Release the connector and pull it off → *Fig. 1* (1).
3. Turn the bulb holder anticlockwise as far as it will go and pull it out to the rear together with the bulb → *Fig. 1* (2).
4. Replace the defective bulb with a new bulb of the same type.
5. Insert the bulb holder into the headlight and turn it clockwise as far as it will go.
6. Connect the connector to the bulb holder → *Fig. 1* (1). The connector must audibly click into place → (!).
7. Insert the cover in the wheel housing liner and lock in position in the opposite direction to the arrow → *Fig. 1*.

NOTICE

- Make sure that the electrical connection on the headlight housing is seated properly in order to prevent damage to the electrical system caused by water entering the system.
- When removing and refitting the headlight, make sure that the vehicle's paintwork is not damaged.

The illustration shows the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Replacing bulbs in the vehicle body

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 boot lid.
3. Remove the tail light cluster in the body.

Replacing the bulbs

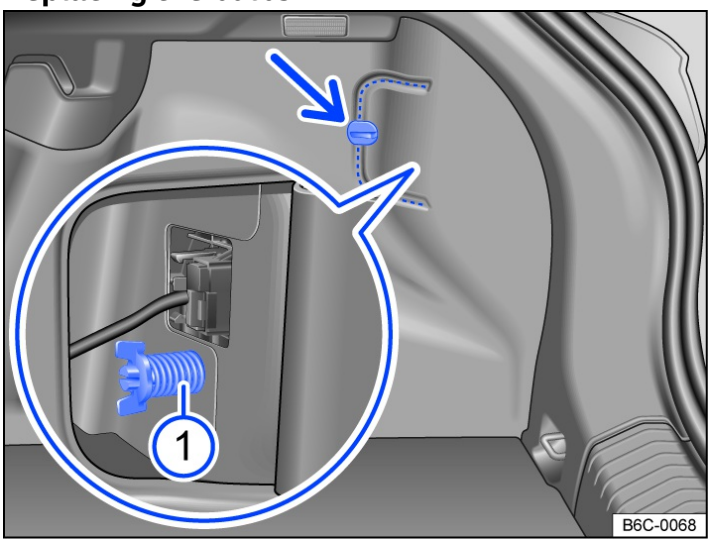

Fig. 1 In the luggage compartment: removing the tail light cluster.

(1) Securing bolt for the tail light cluster.

Removing tail light clusters

1. Turn the rotary fastener in the side trim of the luggage compartment→ *Fig. 1*.
2. Fold the pre-cut cover in the side trim at the rotary fastener to one side.
3. Push together the catches on the connector and pull out the connector.
4. Unscrew the securing screw by hand → *Fig. 1* (1).
5. Carefully pull the tail light cluster out to the rear and release it from the body.
6. Remove the tail light cluster and place it on a clean, flat surface.

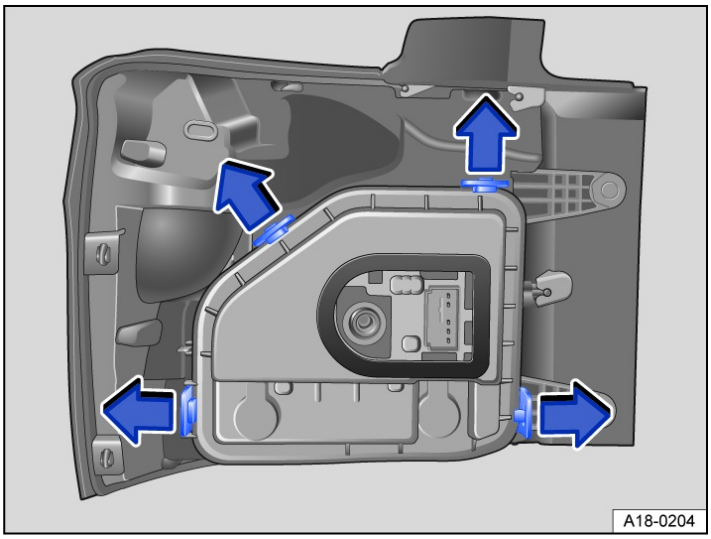

Fig. 2 Tail light cluster: removing the bulb holder.

Replacing the bulbs

1. To release the bulb holder, push the tabs in the direction of the arrows→ *Fig. 2*.
2. Remove the bulb holder from the tail light cluster.
3. Replace the defective bulb with a new bulb of the same type.
4. Insert the bulb holder into the tail light cluster.

   All release tabs must click into place.

Fitting the tail light cluster

1. Carefully insert the tail light cluster into the opening in the body.
2. Use one hand to hold the tail light cluster in the fitting position while using the other hand to screw tight the securing screw → *Fig. 1* (1).
3. Check that the tail light cluster is positioned correctly and securely.
4. Connect the connector to the bulb holder until it engages.
5. Fit the side trim back into the luggage compartment.
6. Close the boot lid.

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.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating.
- 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

To avoid damage to the electrical system in the vehicle, switch off the ignition, the lights and all electrical consumers before changing a fuse.

- Make sure that it is not possible to switch on the ignition when changing a fuse.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp 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.

NOTICE

Observe the following in order to avoid damage to the vehicle:

- Carefully remove the fuse box covers and fit them correctly again after completing work.

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 engine compartment

Opening the fuse box in the engine compartment

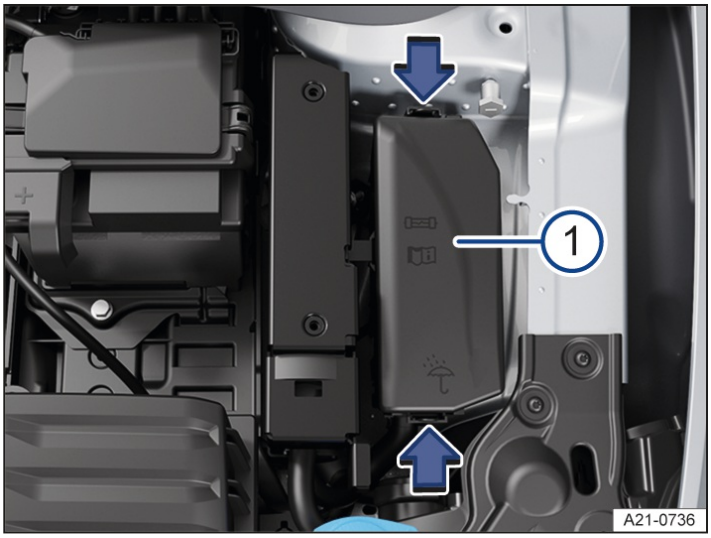

Fig. 1 In the engine compartment: fuse box.

(1) Fuse box cover.

In some vehicles, a pair of plastic plies → *Fig. 1* for removing fuses is located on the inside of the cover of the fuse box or on the fuse carrier.

Removing the cover

1. Open the bonnet.
2. To unlock the fuse box cover, push the catches in the direction of the arrow → *Fig. 1* (1).
3. Lift off the cover.

Installing the cover

1. Place the cover on the fuse box.
2. Press the cover down until the cover audibly engages into position on both sides.

Fuse tables for fuses in the engine compartment

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 the market and specification of your vehicle, the fuse numbers and locations 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

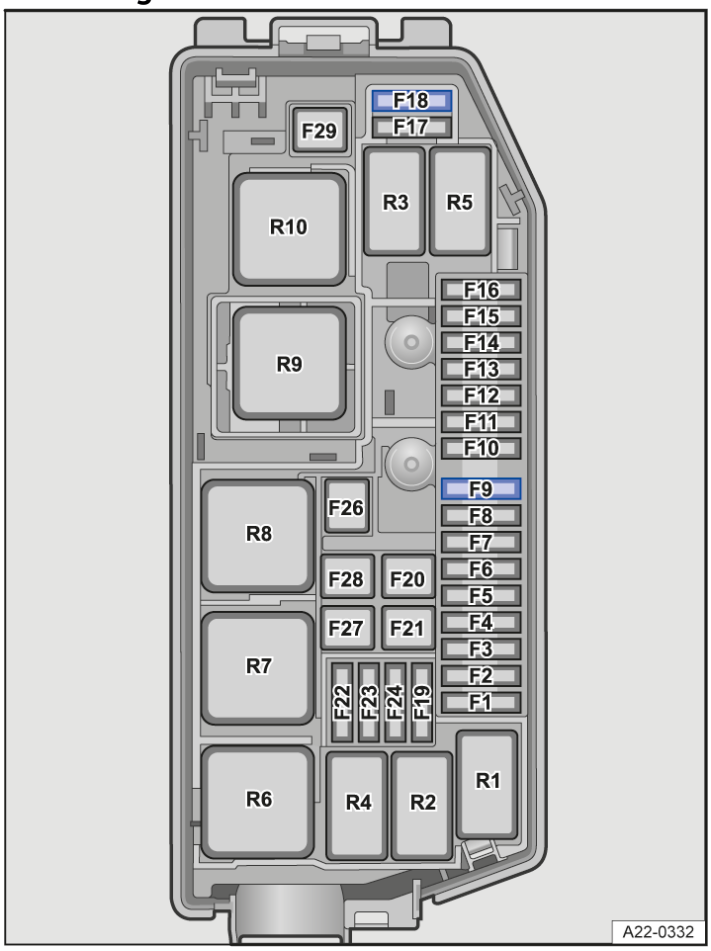

Fig. 1 In the engine compartment: fuse locations.

Fuse location:

F9

7.5 amps, ATO®, brake light sensor.

F18

30 amps, ATO®, front wipers.

Fuses in the dash panel

Opening the fuse box in the dash panel

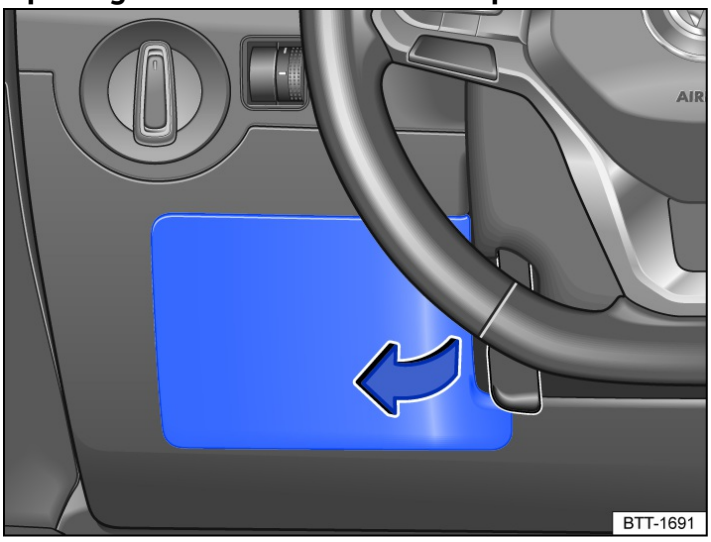

Fig. 1 In the dash panel on the driver side: fuse box cover(left-hand drive vehicle).

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.

Opening the fuse box in the dash panel

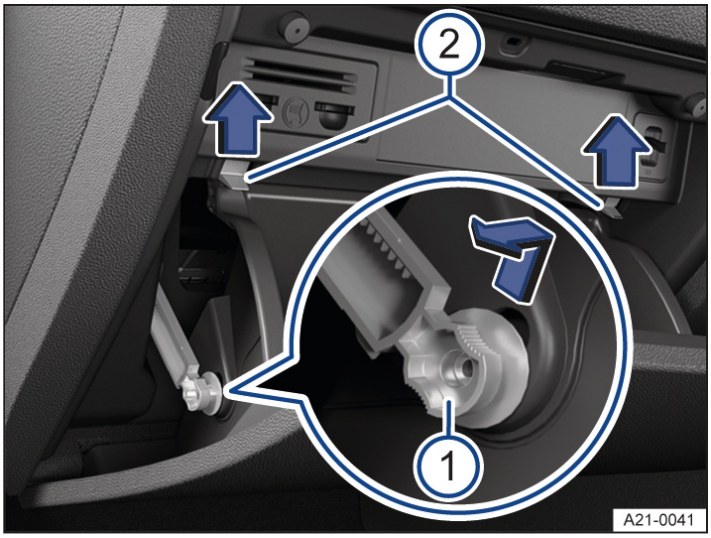

Fig. 2 In the dash panel on the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

(1) Restrictor.
(2) Catches.

Removing the cover

1. Open the glove box and empty if necessary.

2. Push restrictor upwards into the opening of the holder and pull out to the side → *Fig. 2* (1).
3. Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).

Installing the cover

1. Move stowage compartment into position.
2. Insert the restrictor into the opening in the holder and slide upwards until it engages audibly.
3. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

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 fuse location. The other columns contain the amp rating, the fuse type and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

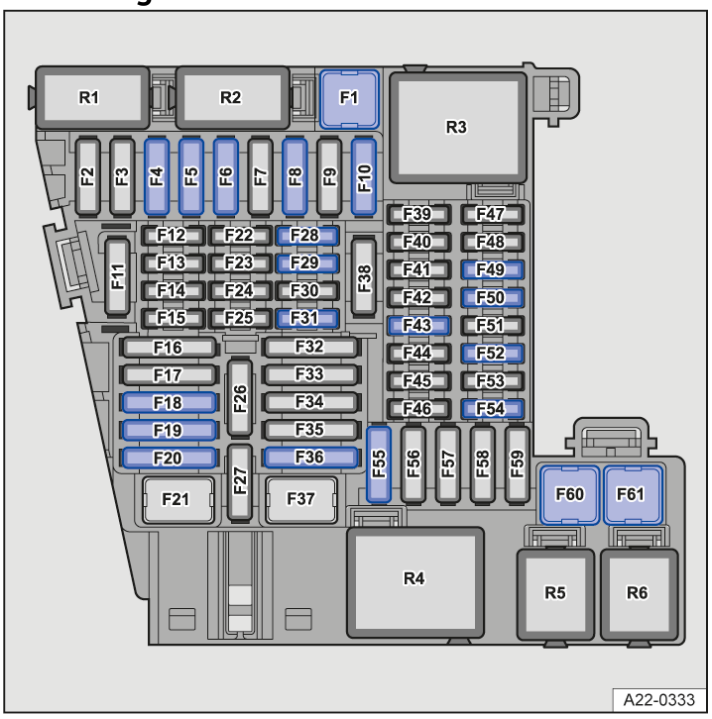

Fig. 1 In the dash panel: fuse locations.

Fuse location → *Fig. 1*:

F1

20 amps, cartridge fuse, trailer control unit.

F4

10 amps, ATO®, light switch.

F5

30 amps, ATO®, electric glass roof.

F6

40 amps, ATO®, central locking.

F8

30 amps, ATO®, blower regulator.

F10

20 amps, ATO®, trailer charging cable.

F19

25 amps, ATO®, Infotainment system.

F20

30 amps, ATO®, rear window heating.

F28

7.5 amps, ATO®, anti-theft alarm.

F29

7.5 amps, ATO®, anti-theft alarm.

F31

7.5 amps, MINI®, heating and air-conditioning block, Climatronic.

F36

20 amps, ATO®, horn.

F43

15 amps, MINI®, rear window wiper.

F49

15 amps, MINI®, exterior lighting, front left.

F50

15 amps, MINI®, exterior lighting, front right.

F52

7.5 amps, MINI®, exterior lighting, rear left.

F54

7.5 amps, MINI®, exterior lighting, rear right.

F55

20 amps, ATO®, cigarette lighter, sockets.

F60

30 amps, cartridge fuse, trailer control unit, right.

F61

30 amps, cartridge fuse, trailer control unit, left.

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. Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

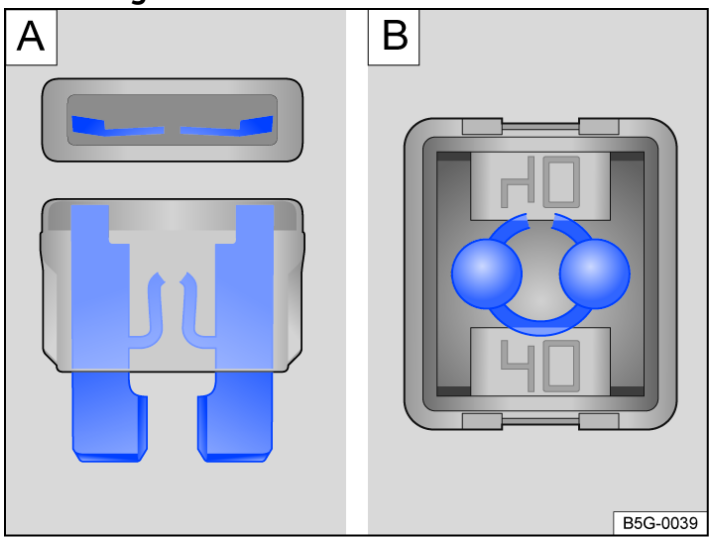

Fig. 1 Blown fuse (illustration).

— If a flat blade fuse (ATO®, MINI®) has blown, this can be recognised from the top and side through the transparent housing due to the melted metal strip → *Fig. 1* A.
— If a cartridge fuse (JCASE®) has blown, this can be recognised from the top through the transparent housing due to the melted metal strip → *Fig. 1* B.

Fuse types

— Standard flat blade fuse (ATO®).
— Small flat blade fuse (MINI®).
— Cartridge fuse (JCASE®).

Colour coding of fuses

Fuses (ATO® - MINI®).

Colour

Amp rating

Black

1 amps

Purple

3 amps

Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Fuses (cartridge, JCASE®)

Blue

20 amps

Pink

30 amps

Green

40 amps

Red

50 amps

Yellow

60 amps

Changing fuses

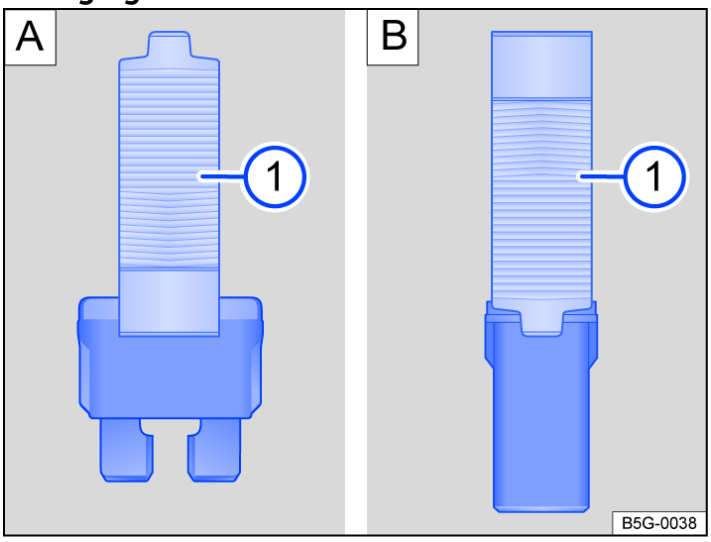

Fig. 2 Removing or inserting fuse with plastic grippers (illustration).

(1) Plastic grippers.

1. If applicable, take the plastic grippers out of the fuse box or the cover of the respective fuse box→ *Fig. 2* (1).
2. Push the plastic grippers clip suitable for the fuse design onto the fuse from the top or the side→ *Fig. 2*.
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.

Introduction to the topic

For technical reasons, your vehicle may not be push-started →(!). If the engine cannot be started because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the jump leads must always be connected to the jump-start connection points in the engine compartment.

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries.

- 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 gas mixture is produced at the 12-volt vehicle battery when performing jump starting. This is flammable and can cause serious injuries. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.

- 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

Tow-starting the vehicle can damage the vehicle.

- Perform jump starting to start the engine.

NOTICE

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0 °C (+32°F).

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Jump-start connection point (earth)

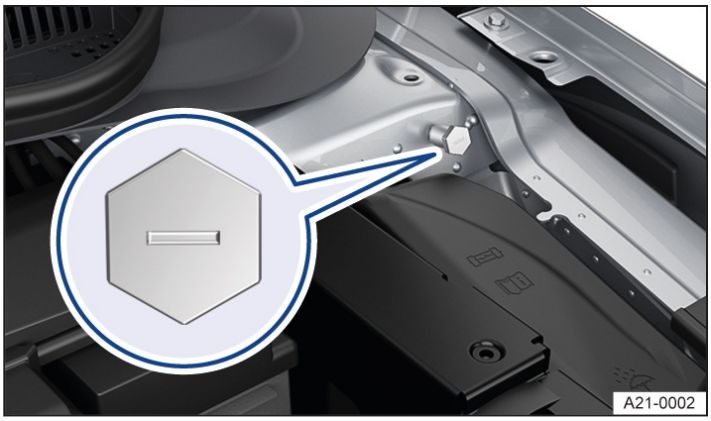

Fig. 1 In the engine compartment: jump-start connection point (earth).

– The jump-start connection point (earth) is used for connecting the black jump lead *→ Fig. 1*.

The vehicle can be jump-started or be used to jump-start another vehicle via the jump-start connection point (earth).

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

A suitable jump lead is needed in order to jump start another vehicle or 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).

— Vehicles with hybrid 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).

— Vehicles with a petrol engine: 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).

— Vehicles with diesel engine: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 35 mm^2 (0.054 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

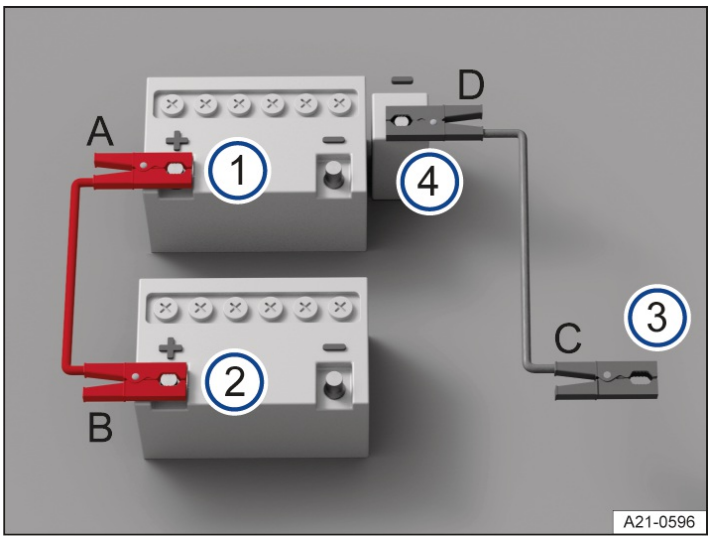

Fig. 1 Schematic diagram of how to connect the jump leads.

(1) Positive battery terminal on the vehicle that is being jump started.

(2) Positive battery terminal on the vehicle that is providing jump starting assistance.

(3) Suitable earth connection in the vehicle that is providing jump starting assistance: preferably the jump-start connection point (earth), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

(4) Jump-start connection point (earth) on the vehicle 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 battery terminal(+) on the 12-volt vehicle battery in the engine compartment.
3. Connect one end of the red jump lead to the positive terminal(+) of the 12-volt vehicle battery 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 engine compartment.

Starting the engine

1. Start the engine of the vehicle which is providing assistance and let it run at idle.
2. Wait a few minutes and then start the engine in the vehicle with the discharged 12-volt vehicle battery. If the engine does not start immediately, switch off the starter after about 10 seconds and try again after about 1 minute.

Please contact an expert if the vehicle's engine still will not start.

Introduction to the topic

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 terminal (+) .

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 gloves and never lean over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to parts of the fuel system or 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*

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0 °C (+32°F).
- Do not perform jump starting on a frozen or thawed 12-volt vehicle battery.

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.

⚠ WARNING

Never tow a vehicle that has no power supply.
- Never switch off the ignition using the starter button when the vehicle is being towed. Otherwise the electronic steering column lock could engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- Never remove the vehicle key from the ignition lock during towing. Otherwise, the mechanical steering column lock or steering lock could suddenly engage. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

! *NOTICE*

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

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive

Automatic gearbox

Front axle

Manual gearbox

Front axle

All-wheel drive 4MOTION

Automatic gearbox

Front axle

Manual gearbox

Front axle

⚠ WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious 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, if necessary in standing condition on a breakdown truck.

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.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (30 miles).

— In vehicles with a manual gearbox, the clutch cannot be depressed fully and neutral selected.

— The selector lever of the automatic gearbox cannot be moved to neutral (N position).

— The handbrake cannot be released.

— The steering column 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.

Towing

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— Ball coupling.

⚠ WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- 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.
5. In vehicles with a manual gearbox: engage the clutch particularly gently when moving off.

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 engine is running. 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 *(→ Keyless Access)*.
3. In vehicles with an automatic gearbox: Select selector lever position **N**.

   In vehicles with a manual gearbox: Disengage the gear.
4. Release the handbrake.
5. Ensure that the tow-rope is always taut.

! *NOTICE*

The vehicle can be towed only if the charge level of the 12-volt vehicle battery is sufficient and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the steering column lock.

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 whether the 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 towing eye at front

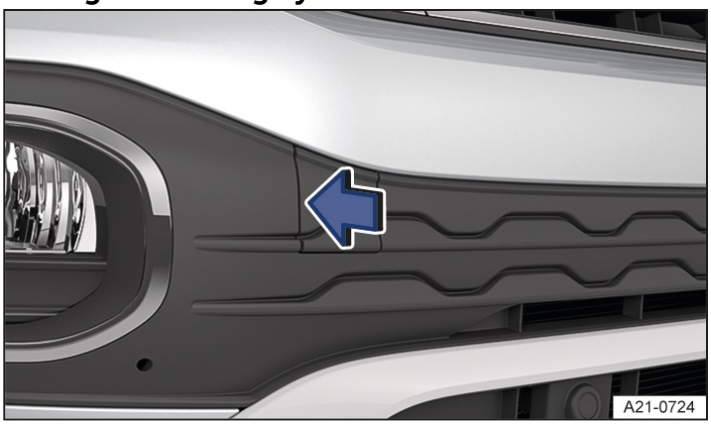

Fig. 1 In the front bumper on the right: removing the cover.

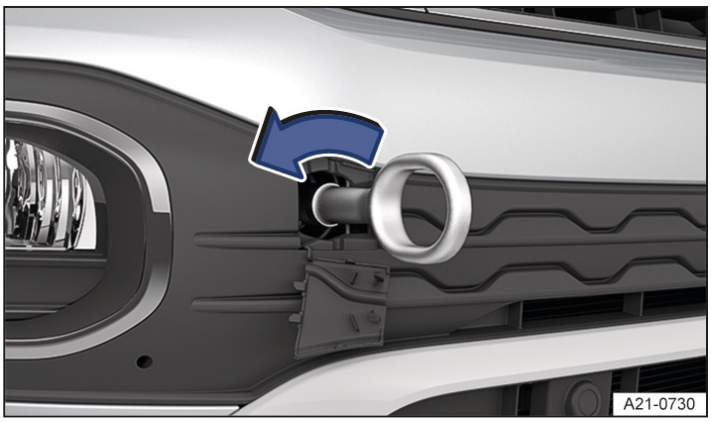

Fig. 2 In the front bumper on the right: screwing in the towing eye.

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

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during tow-starting or towing.

- Always screw the towing eye fully and securely into the mounting.

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 whether the 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

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during tow-starting or towing.

- Always screw the towing eye fully and securely into the mounting.

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. In order to tow the vehicle, 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. Vehicles with a factory-fitted towing bracket can be used to tow other vehicles only with a tow-bar that is specially designed to be fitted to a ball coupling.

- Use a suitable tow-bar for towing.
- If you do not have a suitable tow-bar available, use a tow-rope instead.

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should carry out work in the engine compartment only 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 engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- Always work with extreme care and caution and observe the generally valid safety instructions.
- Never perform any work in the engine compartment unless you know exactly how to carry it out. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Serious injuries can result from work that has not been carried out properly. Volkswagen recommends using a Volkswagen dealership.
- Never open and close the bonnet as long as steam or coolant is escaping. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can burn the skin.
- The following must be observed before opening the bonnet:
  - Apply the handbrake fully and move the selector lever to positionP or move the gear lever to the neutral position.
  - Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle so that, particularly in vehicles with Keyless Access, the ignition cannot be switched on unintentionally and the combustion engine started.
  - Always keep children away from the engine compartment and never leave children unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids onto engine components or onto the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

There are rotating components in the engine compartment that can cause serious injury.
- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and could start automatically - even when the ignition is switched off.
- If any work has to be performed when the engine is started or with the engine running, there is risk of fatal injury from the rotating parts, such as the poly V-belt, alternator and radiator fan, and from the high-voltage ignition system. Always take extreme care.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always take due care and attention when depressing the accelerator. The vehicle can start to move even if the handbrake is applied.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

⚠ WARNING

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.
- Never cover the engine with blankets or other insulating materials.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment→⚠.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.
- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface and the wheels must be blocked.
- If you are working under the vehicle, use suitable stands to provide support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

⚠ WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!
- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical wiring in the ignition system.
- Never touch the electrical wiring and connections of gas discharge bulbs.

Preparing the vehicle for working in the engine compartment

The following actions should always be carried out in the given order before working in the engine compartment→⚠:

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the engine has stopped.
3. Apply the handbrake firmly.
4. Move the selector lever to position P.
5. Switch off the engine.
6. If necessary, 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.
7. Allow the engine to cool sufficiently.
8. Always keep other persons away from the engine compartment.
9. Secure the vehicle against rolling away.

⚠ WARNING

Ignoring any of the operating guidelines listed for your personal safety can lead to accidents and severe injuries.

- Always follow the work guidelines 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).

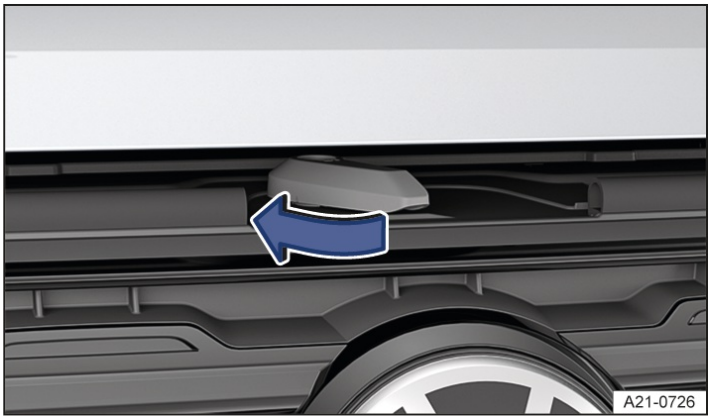

Fig. 2 Above the radiator grille: bonnet control lever.

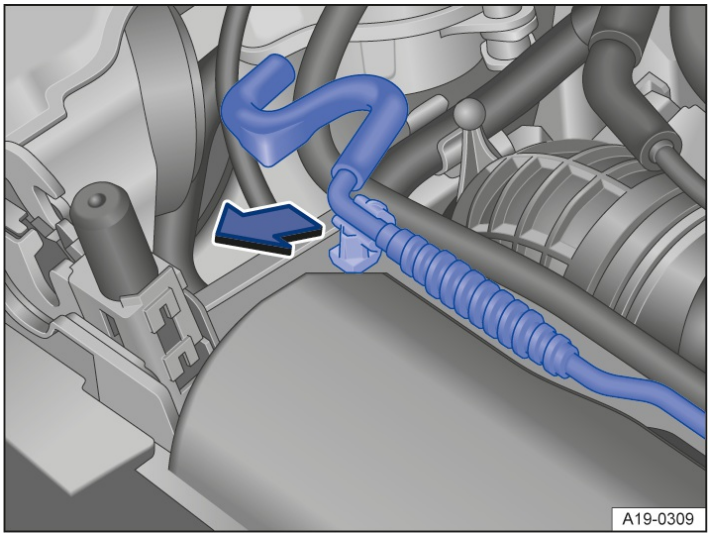

Fig. 3 In the engine compartment: bonnet stay in the holder.

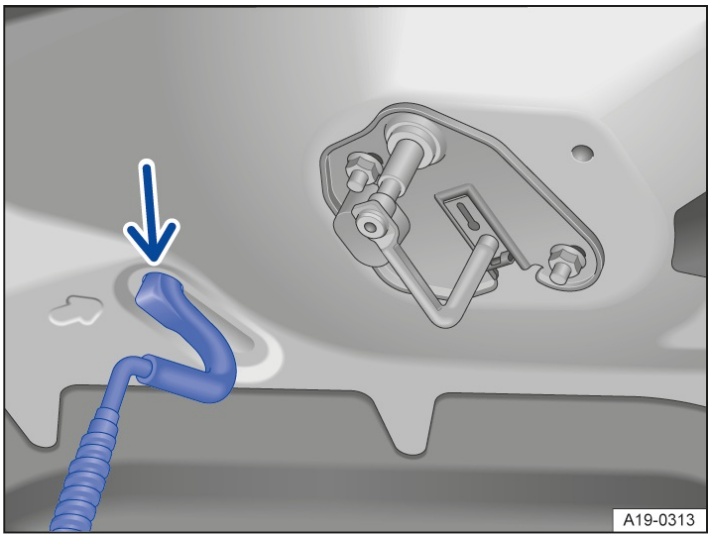

Fig. 4 On the bonnet: holder for bonnet stay (illustration).

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 lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you establish while driving that the bonnet is not closed properly, switch on the hazard warning lights, brake carefully, stop immediately and close the bonnet.
- 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

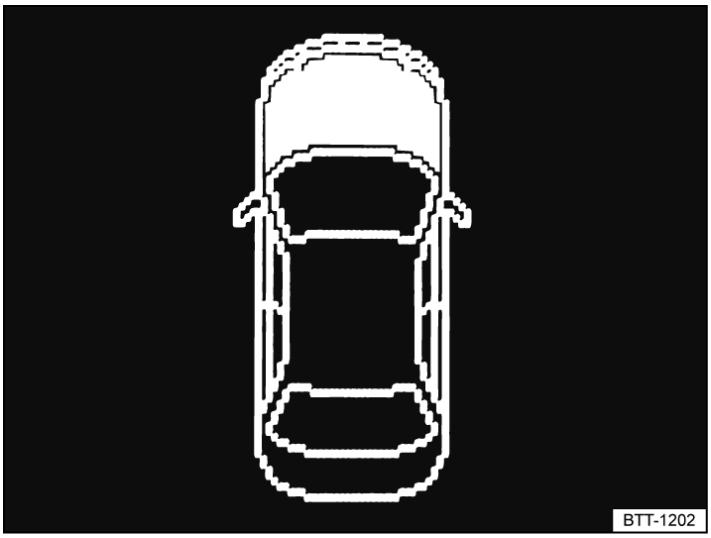

Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

1. Do not drive on!
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 warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.
- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.

The symbol can differ depending on the version of the instrument cluster.

Service fluids and consumables

All service fluids and consumables (e.g. coolant, engine oils and batteries) are being constantly further developed. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause serious injuries and poisoning.

- 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 engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and thus cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - Always disconnect the 12-volt vehicle battery.
    - Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct 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 engine compartment: washer fluid reservoir cap (illustration).

The washer fluid reservoir is located in the engine compartment. 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 engine compartment .
2. Open the bonnet *(→ In the engine compartment)*.

Checking and refilling

1. Check whether there is enough washer fluid in the reservoir.
2. To refill, mix clean water, not distilled water, with a commercially available windscreen washer fluid. 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.

The filling quantity of the washer fluid reservoir is approx. 3.0 l to 7.5 l (3.1 qt to 7.9 qt) depending on the vehicle and equipment.

WARNING

Unsuitable additives in the washer fluid can produce an oily film on the vehicle windows, reduce visibility and increase the risk of accidents and serious injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

NOTICE

If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

NOTICE

Use of an incorrect washer fluid or mixing different washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable washer fluids.
- Never mix different washer fluids with each other.

Introduction to the topic

Engine oils are matched to the requirements of the engines, exhaust purification systems and fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

The vehicle can consume engine oil. Engine oil consumption can vary and can change during the service life of the vehicle. Depending on driving style and operating conditions, engine oil consumption can be up to 1 l (1 qt) per 2,000 km (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 km (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably before long journeys.

WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic. Always keep engine oil out of the reach of children.
- Store engine oil only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

Vehicles with an engine oil sticker

If you need to add engine oil, use an oil that complies with the specified engine oil standard and engine oil viscosity → *Fig. 1*.

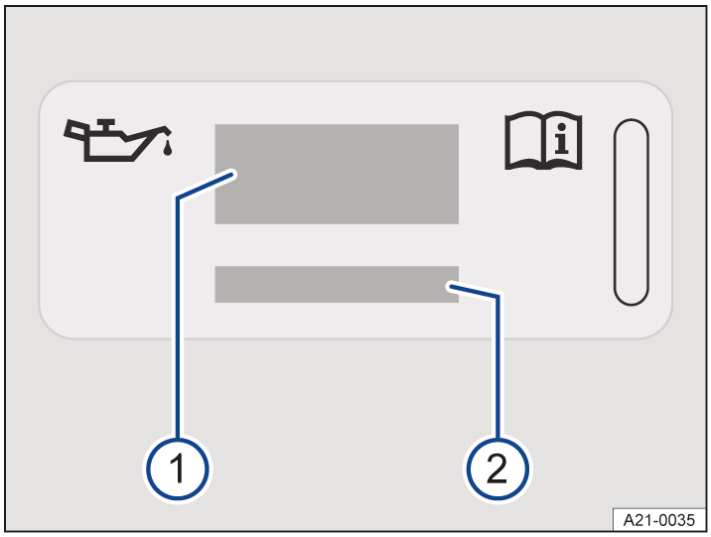

Fig. 1 Sticker showing the engine oil standard and engine oil viscosity (illustration).

(1) Information about the engine oil standard.

(2) Information about the engine oil viscosity.

The sticker showing the prescribed standard is located at the front of the engine compartment, on the side next to the bonnet release → *Fig. 2* (1).

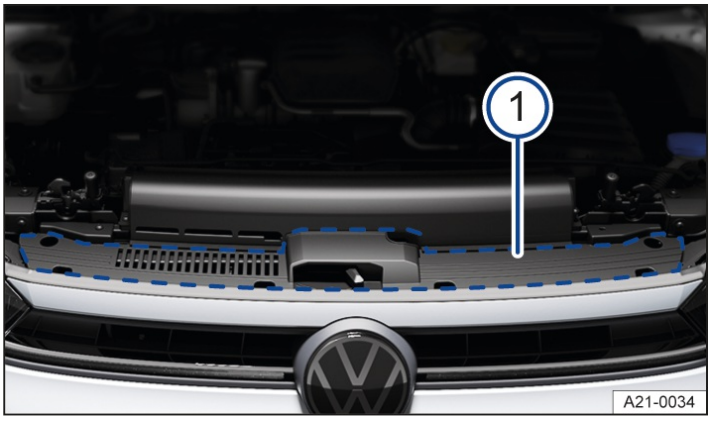

Fig. 2 At the side next to the bonnet release: sticker for engine oil standard and engine oil viscosity.

(1) Sticker.

If the specified engine oil → *Fig. 1* is used, the engine oil level can be corrected as often as necessary *(→ Engine oil)*.

Vehicles without an engine oil sticker

You can obtain information about the specified engine oil standard and engine oil viscosity from a suitably qualified workshop. If it is necessary to add engine oil, use an oil with the specified engine oil standard and viscosity. If the specified engine oil is used, the level can be corrected as often as necessary *(→ Engine oil)*.

If you do not have access to engine oil that complies with the prescribed standard, in an emergency you may top up with a maximum of 0.5 l (0.5 qt) of the following oils once before the next regular oil change:

— Petrol engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.

It is recommended to have the oil change carried out by a suitably qualified workshop.

NOTICE

The use of engine oils that are not approved in accordance with the corresponding VW standard can cause engine damage.

- Use only engine oils that meet the quality requirements of the corresponding VW standard for refilling.

Volkswagen recommends Volkswagen genuine oil.

Changing engine oil

The engine oil must be changed regularly and in accordance with the service interval *(→ Service)*.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

Changing the engine oil incorrectly can cause environmental damage, fire and serious injuries.

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.

WARNING

Engine oil is toxic and can cause serious injuries.

- Always keep engine oil out of the reach of children.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.

NOTICE

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil.

- You should always have engine oil and filter changes performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dispose of the engine oil in an environmentally responsible manner and only at a collection point for used oil, e.g. a recycling centre or specialist company.

Checking the engine oil level and adding engine oil

Preparations

Fig. 1 In the engine compartment: engine oil filler opening cap (illustration).

To avoid an incorrect reading of the engine oil level, observe the following steps:

1. Park the vehicle on a level surface with the engine at operating temperature.
2. Wait for at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet.
4. Identify the engine oil filler opening and oil dipstick.

   The engine oil filler opening can be recognised by the symbol on the cap → *Fig. 1* and the oil dipstick has a coloured handle.

Checking the engine oil level

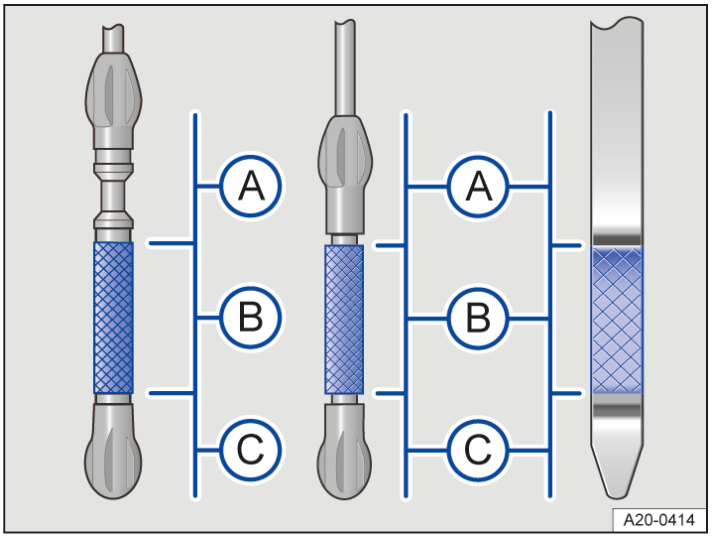

Fig. 2 Engine oil level markings on the oil dipstick (variants).

(A) Engine oil level is too high.

(B) Engine oil level in the normal range.

(C) Engine oil level too low.

The steps should be carried out in the given order only:

1. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
2. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
3. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → *Fig. 2*:

   (A) Engine oil level too high – observe the messages on the instrument cluster display or contact a correspondingly qualified workshop, if necessary. Volkswagen recommends using a Volkswagen dealership.

   (B) Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, for example if the engine is operated at high loads.

   (C) Engine oil level too low. It is essential to refill engine oil. If necessary, observe the messages in the instrument cluster display.
4. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go. If necessary, continue to refill with engine oil.

When the vehicle is working particularly hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes.

Adding engine oil

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause fires, burns and other serious injuries.

- Always ensure that the engine oil filler opening cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from escaping onto hot engine components when the engine is running.
- If engine oil is spilt on cold engine components it can heat up and ignite when the engine is running.

These steps should be followed in the given order only → ⚠ → ⓘ:

1. Unscrew the engine oil filler opening cap → *Fig. 1*.
2. Fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the recommendation on the instrument cluster display.
3. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.
4. Read the engine oil level on the engine oil level display on the Infotainment system screen again before refilling with a further small quantity of engine oil.

   Or: read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil.

   Never overfill with engine oil. After filling, the engine oil level should be in the middle of the area → *Fig. 2* (B). It should not be above → *Fig. 2* (B), i.e. in area (A), and must not be in the area above → *Fig. 2* (A).
5. Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → *Fig. 2* (A) → ⚠. Seek expert assistance.
6. After refilling, close the engine oil filler opening with the cap → *Fig. 1*.
7. Close the bonnet.

Displaying service information on the Infotainment system

Vehicles with an Infotainment system:

1. Switch on the ignition.

2. Select and tap the Car function button.
3. Tap the Settings function button.
4. Tap the Service function button.

After a service event, the service message will be updated after around five days or after you have driven around 500 km (311 miles). Until then, the Infotainment system screen shows Inspection in --- km / --- days Oil change: in --- km / --- days

CAUTION

If the engine oil level is too high after adding engine oil, this can damage the engine.
- Do not start the engine and seek qualified professional assistance.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.

Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.

If you cannot find the cap and oil dipstick, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Troubleshooting

Engine oil pressure too low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l(0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or leave the engine running if the warning lamp is lit up even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too low

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

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.

2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l(0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or leave the engine running if the indicator lamp is lit up, even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too high

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

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive on or leave the engine running. The engine could otherwise be damaged. Seek expert assistance.

or Fault in engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

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

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.
- Keep coolant only in the sealed original container and in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Always store coolant out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive 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

Insufficient anti-freeze in the cooling system can cause the engine to break down and cause injuries.

- Use only coolant additives that have been approved by the manufacturer.
- Make sure that the coolant additive is adapted corresponding to the ambient temperature.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

ⓘ *NOTICE*

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 engine and cooling system.

- Have the coolant changed immediately by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- When adding coolant additives, never mix genuine coolant additives with other coolants 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 engine 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 engine compartment: coolant expansion tank cap (illustration).

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.

⚠ WARNING

The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.

- Turn the cap slowly and very carefully anticlockwise while exerting some downwards pressure on the cap.
- Always protect your face, hands and arms from hot coolant or steam by placing a large and thick cloth on the cap of the coolant expansion tank.
- ●

Checking the coolant level

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. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank .

   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 engine is warm, the engine 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 .
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

Excess coolant will be pressed out of the cooling system when it is heated and could cause damage.

- Do not fill coolant above the top edge of the marked area.

NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This can result in damage to the engine.

- Do not drive on and do not refill the system with 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 engine.

- Refill only with distilled water!
- If you have not used distilled water for refilling, the fluid in the cooling system should be completely replaced immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the engine.

- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.

Troubleshooting

Coolant

The warning lamp flashes red. The engine coolant temperature is too high or the coolant level is too low.

STOP Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Switch off the engine.
3. Allow the engine to cool down.
4. Check the coolant level in the coolant expansion tank *(→ Coolant)*.
5. Do not drive on or leave the engine running if the warning lamp does not go out even though the coolant level is correct.
6. Seek expert assistance.

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.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

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 engine compartment: 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.

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

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable. Heavy use of the brakes with old brake fluid can cause a vapour lock due to the absorbed moisture. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.

- Have the brake system and brake fluid level checked regularly or have the brake fluid changed.
- Have the brake system filled only with new brake fluid.
- Make sure that the correct brake fluid is used. Use only brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6, but only in exceptional circumstances.

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 serves to supply power in the vehicle. 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.

- Read and always observe the following warnings and safety precautions.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

⚠ WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. This is flammable and can cause serious injuries. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.

- 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.

! *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 start the engine after the 12-volt battery has been totally discharged or after jump starting, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings 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 engine compartment.

Preparations

1. Prepare the vehicle for working in the engine compartment.
2. Wear eye protection and protective gloves.
3. Open the bonnet.

Checking the electrolyte level

WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns to the skin and eyes, explosions or electric shocks.
- Never use naked flames or glowing objects as a light source.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never open a 12-volt vehicle battery.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the gas vents.
- If acid is splashed onto your skin or into your eyes, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. 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.

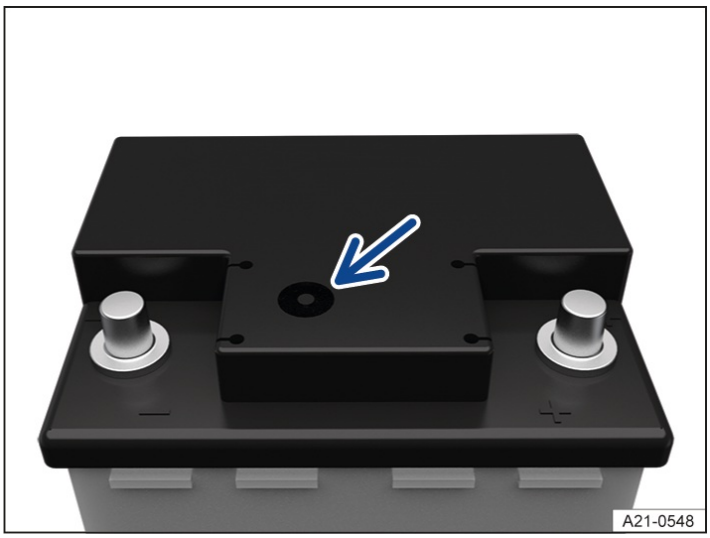

Fig. 1 On the top of the 12-volt vehicle battery: battery window (illustration).

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery → *Fig. 1*.

The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or *without colour*

The electrolyte level of the 12-volt vehicle battery is too low. Have the 12-volt vehicle battery replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

For technical reasons, it is not possible to check the electrolyte level of 12-volt vehicle batteries that are marked as AGM . The battery can be checked by a correspondingly 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. Only workshops qualified to do this have the technology required to carry out this adjustment and also the correct replacement batteries.

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 (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 .

Vehicles with starter button: 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 ignition is switched on for an extended period when the engine is switched off or the side or parking lights are switched on for a long time when the vehicle is parked, 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 idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket may be interrupted briefly while the engine is being started.

Discharge of 12-volt vehicle battery

It may not be possible to start the engine if the battery is discharged. The 12-volt vehicle battery is discharged in the following situations:

— By long standing periods without running the engine, especially if the ignition is switched on.

— Through use of electrical consumers when the ignition is switched off.

⚠ WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious

injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

WARNING

A highly explosive mixture of gases is produced in the 12-volt vehicle battery during vehicle operation.

- 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. If there is an opening on the positive terminal side of the 12-volt vehicle battery, this must always be closed.

CAUTION

Incorrectly connected cables can cause a short circuit. This could damage the vehicle electronics.

- First connect the positive cable and then the negative cable.

NOTICE

This can damage the electrical system or electronic components, which can cause electrical faults.

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running.
- 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.
- Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications.

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. Switch off the ignition.
4. Seek expert assistance.

When the red warning lamp is lit up, the start/stop system is switched off. The start/stop system will be switched on again automatically when the engine is restarted.

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. Allow the engine to run so that the 12-volt vehicle battery can be recharged.
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.

When the yellow indicator lamp is lit up, the start/stop system cannot start the engine. When the yellow indicator lamp has gone out, the charge level of the 12-volt vehicle battery is sufficient for an automatic engine restart.

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

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- You must run in new tyres as they will initially have reduced grip and braking efficiency. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified 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 drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. 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.

⚠ WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If the tyre is not fitted correctly on the wheel rim, this can lead to the tyre suddenly losing air when driving or bursting and the wheel rim being damaged as a result. 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.

- 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

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- 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.

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 →⚠.

— Use tyres of the same type, size (rolling circumference) and the same tread pattern on all four wheels.

— 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.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— The vehicle may be fitted with optimised rolling resistance tyres at the factory. Only with these tyres can the indicated fuel consumption values be achieved. 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 →⚠.

Volkswagen Genuine tyres

The vehicle may be fitted with Volkswagen Genuine tyres at the factory. These tyres are marked with the ⊕ symbol and have been especially matched to this vehicle. When used correctly Volkswagen Genuine tyres meet the highest standards with respect to safety and vehicle handling.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

NOTICE

Avoid strong impacts and drive around obstacles if possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of properly and as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. 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.

— 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 rings can cause accidents and serious injury.

- 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

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 tank flap.

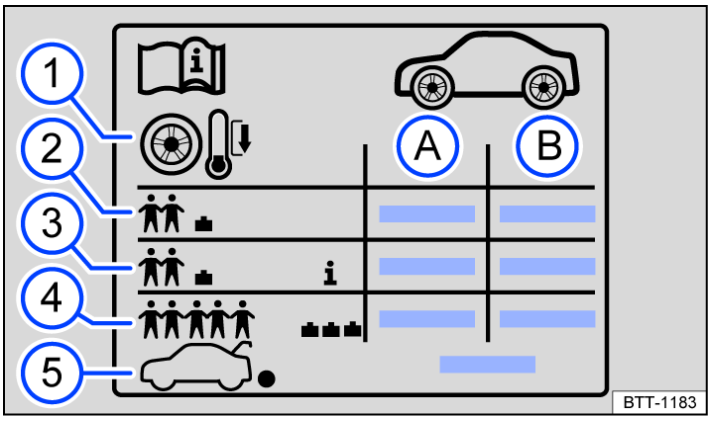

Fig. 1 Symbols on the tyre pressure sticker.

(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.

(5) Tyre pressure level for the spare wheel, collapsible spare wheel or temporary spare wheel.

Fig. 2 On the driver door pillar: tyre pressure sticker

(alternatively on the inside of the tank 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. Fuel consumption may increase when driving with comfort tyre pressure.

⚠ WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure that all valve caps are fully screwed on while driving.

Underinflated tyres will result in increased fuel 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 *(→ Wheel bolts)*.

⚠ WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- 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.

Rotating wheels

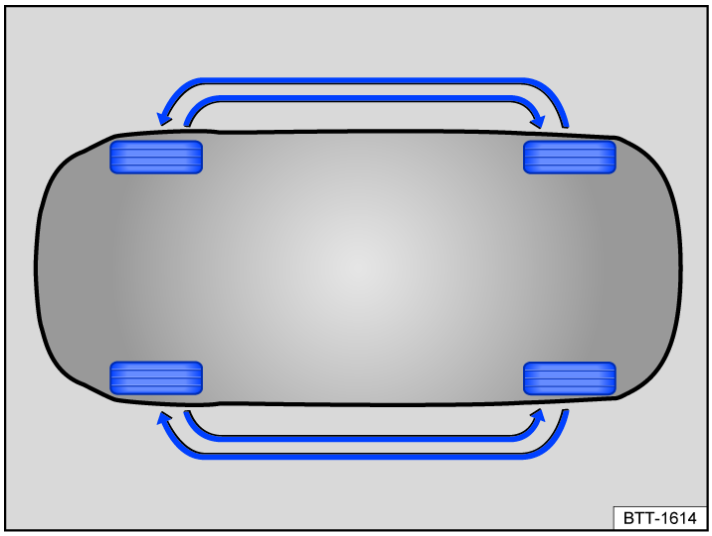

Fig. 1 Illustration: diagram showing how to swap wheels.

Regularly rotating the wheels as shown in the illustration→ *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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-dependent legal requirements relating to the permissible minimum tread depths for winter and all-season 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.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

Tread wear indicators in tyres

Fig. 1 Tyre tread: tread wear indicators.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators →*Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators →*Fig. 1*.

⚠ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to “float” along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

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.

— 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 winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- 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)*.

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 front wheels. They may be fitted only to the following tyre and wheel combinations:

Tyre size	Wheel rim
195/60 R16	6Jx16 ET35

If possible, use fine-linked snow chains that do not add more that 13.5 mm (17/32 inches), 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 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 front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Observe the fitting instructions of the snow chain manufacturer.
- Never drive faster than permitted when snow chains are fitted.

NOTICE

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

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.

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 may make 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.

- 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.

Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Monitors various parameters, including rolling circumference, of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. This adjusts the reference pressure to the current tyre pressure.

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 intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check the tyre pressure regularly 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 that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker *(→ Tyre pressure)*.
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage.

- Never exceed the top speed and load permitted for the fitted tyres.

WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the (!) indicator lamp lights up, stop immediately and check all tyres .
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected . Volkswagen recommends using a Volkswagen dealership.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should 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.

Tyre Pressure Loss Indicator

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS

sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC

or ABS *(→ Brake support systems)*.

The rolling circumference can change:

— If the tyre pressure has been changed.

— If the tyre pressure is too low.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres 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.

If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The Tyre Pressure Loss Indicator can also display a malfunction in conjunction with the warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the warning lamp lights up for about 1 minute after the ignition was switched on and then stays continuously lit.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. 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 Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been changed.

— If one or more wheels have been changed.

— If the wheels are swapped over, e.g. from front to rear.

The Tyre Pressure Loss Indicator may only be re-synchronised if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

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

   Or: press the CAR button or function button, depending on the version.
3. Depending on version, tap the Settings function button.
4. Tap the Tyres function button.
5. Tap the SET function button.
6. When all four tyre pressures correspond to the required values, tap the Confirm function button.

   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.

   Or: to cancel the operation, tap the Cancel function button.

   The current tyre pressure is not saved and the system will not be re-synchronised.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Do not drive on!
2. Check and adjust all tyre pressures *(→ Tyre pressure)*.
3. Damaged tyres should be replaced.
4. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
5. 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.

Centre wheel trim

Vehicles with centre wheel trims that can be removed by pulling off

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. *To remove:* take the puller 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*.
3. *Fitting:* 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.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

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 puller 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 *(→ Wheel bolts)*.
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.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

NOTICE

The wheel cover can be firmly fixed and should not be removed using force.

Wheel bolt caps

Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

Removing and fitting the caps

1. *Removing:* take the puller from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the puller through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.
3. *Fitting*: press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, 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.

⚠ WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- 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.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - Select a gear on vehicles with a manual gearbox in order to reduce the risk of unintended vehicle movement.
- Apply the handbrake firmly.
- 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)*.

Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. Automatic gearbox: move the selector lever to positionP .
4. Stop the engine and switch off the ignition.
5. Remove the vehicle key from the ignition lock.
6. Manual gearbox: select a gear.
7. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
8. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
9. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
10. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
11. Remove any items of luggage from the luggage compartment.
12. Remove the collapsible spare wheel, spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
13. Remove the hubcaps .

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

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→ *Fig. 1*.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ ⚠.

   Or: 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

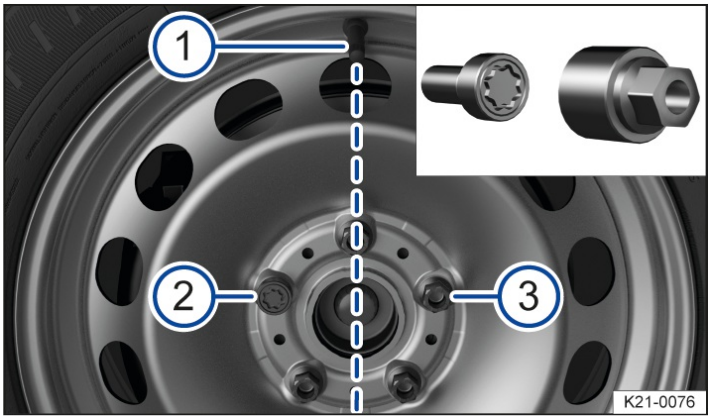

Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Insert the adapter into 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→ ⚠.

Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position→ *Fig. 2* (2) or (3) according to the

position of the tyre valve (1). The wheel cover can otherwise not be fitted.

Tightening torque for wheel bolts

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

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel 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.
- Never loosen the bolts on wheel rims with bolted-on rings.
- Regularly check the tightening torque with a 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.

WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Use only wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.

Subwoofer

The subwoofer is located next to the spare wheel well under the luggage compartment floor. Never attempt to repair or remove the subwoofer yourself.

NOTICE

The subwoofer could be damaged if any liquids get into the luggage compartment.

Spare wheel or temporary spare wheel

Fig. 1 In the luggage compartment: cover over the spare wheel.

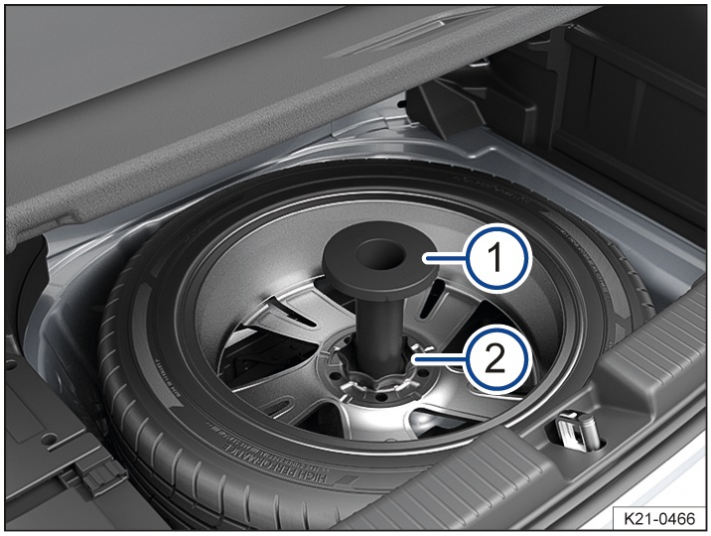

Fig. 2 In the luggage compartment: spare wheel or temporary spare wheel

Removing the spare wheel, collapsible spare wheel or temporary spare wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor .
3. If necessary, lift up the floor covering and remove.
4. Remove the vehicle toolkit with the container.
5. To remove the cover → *Fig. 1*, first pull it up and then slide it forwards.
6. Depending on equipment: pull spacer → *Fig. 2* (1) upwards out of the handwheel.
7. Fully unscrew the handwheel (anticlockwise) in the middle of the spare wheel or temporary spare wheel → *Fig. 2* (2).
8. Remove the spare wheel, collapsible spare wheel or temporary spare wheel.

Stowing the removed wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor .

3. If necessary, lift up the floor covering and remove.
4. Removed spare wheel with temporary spare wheel function: place the removed wheel into the spare wheel well with the rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.
5. Screw the handwheel → *Fig. 2* (2) clockwise onto the threaded pin until the replaced wheel is firmly secured.
6. Depending on equipment: insert spacer → *Fig. 2* (1) in the handwheel.
7. Return the vehicle toolkit to the container and stow the container in the luggage compartment.
8. Place the floor covering in the luggage compartment if necessary.
9. Replace the luggage compartment floor .
10. Removed full-size spare wheel: stow spare wheel securely in the luggage compartment.
11. Close the boot lid.

If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time→ ⚠.

Observe these driving guidelines:

— Do not drive faster than 80 km/h (50 mph).

— Avoid full acceleration, sudden braking and fast driving through bends in the road.

— Do not use snow chains on the temporary spare wheel *(→ Snow chains)*.

— The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel *(→ Tyre pressure)*.

The tyre pressure of the spare wheel, space-saving spare wheel or temporary spare wheel must be checked each time the tyre pressure of the tyres in use is checked, at least once a month. The tyre pressure of cold spare wheels, space-saving spare wheels, and temporary spare wheels must correspond to the information on the tyre pressure sticker *(→ Tyre pressure)*.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other accidents and cause serious injuries.

- Do not use the spare wheel or temporary spare wheel under any circumstances if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. Do not cover the sticker during use of the wheel.
- Never drive faster than 80 km/h (50 mph).
- Never drive further than 200 km (125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Replace the temporary spare wheel with a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- Always secure the temporary spare wheel with the wheel bolts supplied from the factory.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, check the tyre pressure as quickly as possible *(→ Tyre pressure)*.
- Do not use snow chains on the temporary spare wheel.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer .

Lifting the vehicle with the jack

Jacking points

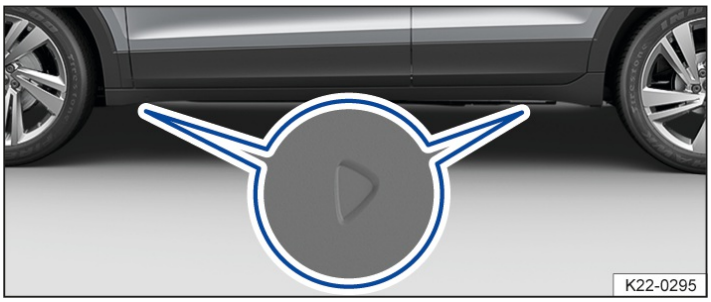

Fig. 1 Jacking points (illustration).

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel you are working on→ ⚠.

Applying the jack

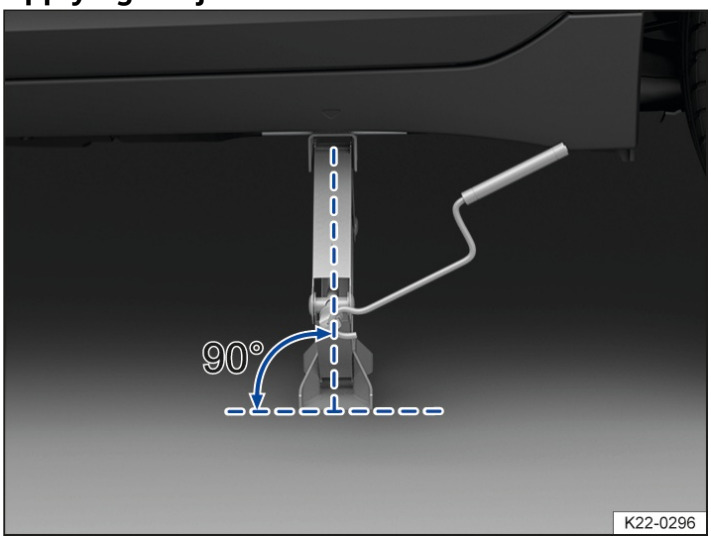

Fig. 2 Correct alignment of the jack.

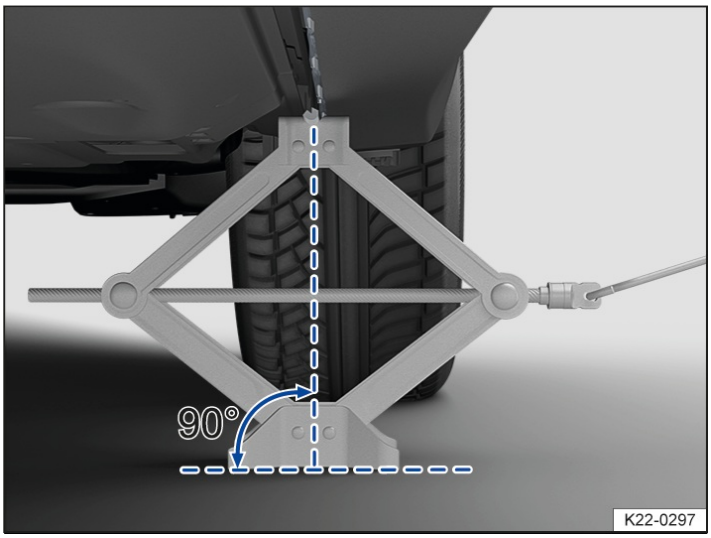

Fig. 3 Jack applied at the rear left-hand side of the vehicle.

Checklist

For your own safety, carry out the following points in the specified order → ⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Adjust the steering wheel so that the wheels point straight forwards.
3. Switch off the engine.
4. Move the automatic gearbox selector lever to position P.

Or: engage a gear on vehicles with manual gearbox.

5. Apply the handbrake firmly.
6. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
7. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it properly.
8. Loosen the wheel bolts *(→ Wheel bolts)*.
9. Insert the hand crank into the opening on the jack.
10. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
11. Crank up the jack until it just fits under the jacking point of the vehicle.
12. 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*.
13. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 3*.
14. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Do not jack up the vehicle if more than one tyre is damaged.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the jack.
- 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.
- 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.
- To prevent the jack from slipping, place the jack on an anti-slip surface such as a rubber mat when it is used on a slippery surface such as tiles.
- 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.

⚠ 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.

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.

Fitting the spare wheel or temporary spare wheel

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 *(→ Wheel bolts)*.
4. Screw in all the other wheel bolts in 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 caps, wheel centre trim or wheel cover .

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 immediately *(→ Wheel bolts)*.
4. The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws) 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.

⚠ WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To inflate the tyre, park the vehicle at a safe distance from moving traffic *(→ In an emergency)*.
- 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.
- Switch on the hazard warning lights to warn other road users.
- Only use the breakdown set if you are familiar with what is required. Otherwise seek expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- If your skin comes into contact with the sealant, wipe it off immediately. The sealant poses a health hazard.
- Keep the breakdown set out of the reach of children.
- 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 a standard tyre.

- 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.

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.

Contents of the breakdown set

The breakdown set is located underneath the floor covering in the luggage compartment.

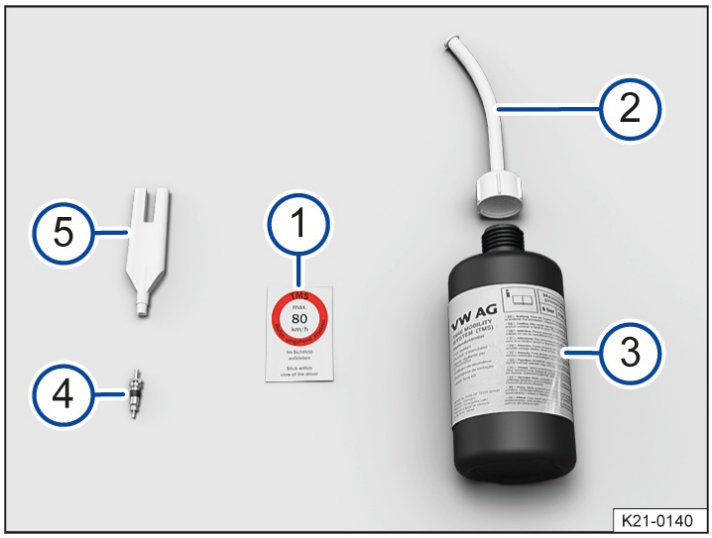

Fig. 1 Illustration: components of the breakdown set.

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Tyre sealant tube with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot on the lower end of the valve core extractor → *Fig. 1* (5) for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core (4).

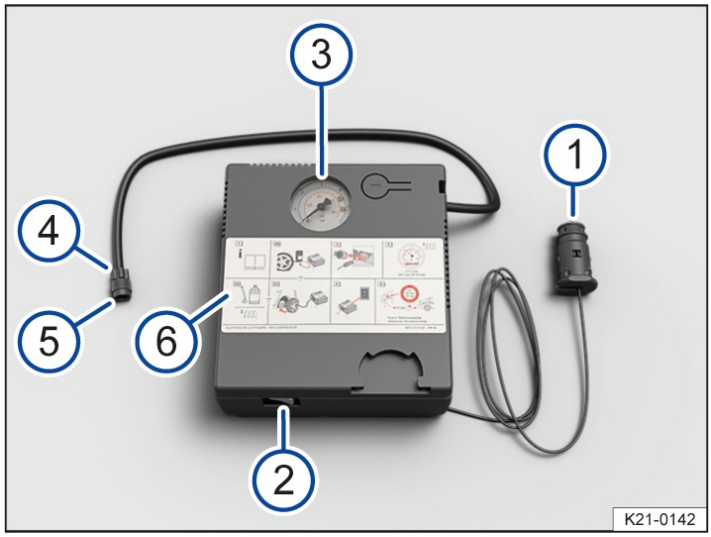

Fig. 2 Illustration: compressor from the breakdown set.

1. 12-volt plug.
2. ON/OFF switch.
3. Tyre pressure display.
4. Air bleed screw.
5. Tyre filler hose.

(6) Air compressor.

The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

There may also be a button on the air compressor instead of the air bleed screw.

Preparations

Checklist

Always carry out the following actions in the given order → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. Automatic gearbox: move the selector lever to positionP .
4. Stop the engine and switch off the ignition.
5. Remove the vehicle key from the ignition lock.
6. Manual gearbox: select a gear.
7. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
8. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
9. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
10. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
11. Remove any items of luggage from the luggage compartment.
12. Take the breakdown set out of the luggage compartment.
13. Take the sticker from the breakdown set and stick it on the dash panel within the driver's field of vision *(→ Breakdown set)*.
14. 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 follow the actions in the checklist and observe the generally valid safety precautions.

Sealing and inflating tyres

Sealing a tyre

1. Unscrew the cap from the tyre valve.
2. Use the valve core extractor→ *Fig. 1* (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.
3. Shake the tyre filler bottle → *Fig. 1* (3) vigorously up and down several times.
4. Screw the tyre filler hose → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
5. Remove the plug from the tyre filler hose→ *Fig. 1* (2) and place the open end fully on the tyre valve.
6. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
7. Remove the empty tyre filler bottle from the valve.
8. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

1. Screw the tyre filler hose → *Fig. 2* (5) of the air compressor tightly onto the tyre valve.
2. Make sure that the air bleed screw → *Fig. 2* (4) is closed.
3. Start the engine and let it run.
4. Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
5. Use the ON/OFF switch → *Fig. 2* (2) to switch on the air compressor.
6. Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa) →⚠. Maximum running time: 8 minutes →⚠.
7. Switch off the air compressor.
8. If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
9. Drive (or reverse) the vehicle around 10 m (around 33 ft)so that the sealing compound is evenly distributed in the tyre.
10. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
11. 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.
12. Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
13. Drive the vehicle no faster than 80 km/h(50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

Check after driving for 10 minutes

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. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (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 the air compressor can become hot during inflation.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down before stowing it.

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

Switch the air compressor off after a maximum of 8 minutes to avoid overheating.

- Let the air compressor cool down for a few minutes before switching it on again.

Tyre lettering and tyre type

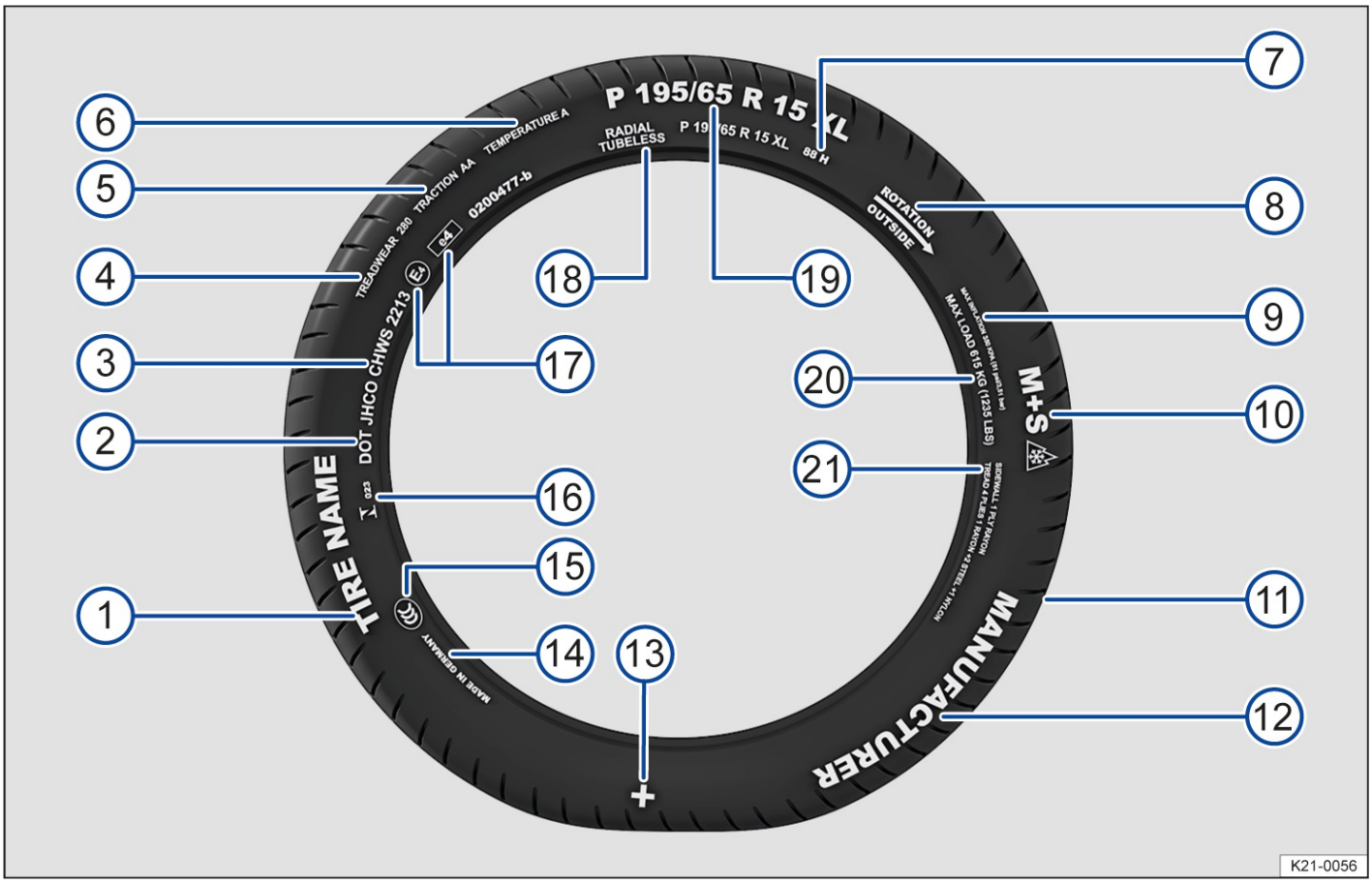

Fig. 1 International tyre lettering.

→ *Fig. 1* Tyre lettering (example), meaning

(1)	*Product name*	Individual tyre designation of the manufacturer.

→ *Fig. 1* Tyre lettering (example), meaning

2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres(standardised test procedure) :			
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	
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	㊫	Country-dependent identification for China (China Compulsory Certification).	
16	⌅ 023	Country-dependent 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.	

→ *Fig. 1* Tyre lettering (example), meaning

		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.
		XL	Heavy-duty tyres (extra load tyres).
20	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.	
21	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).	
	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:

425 kg (936 lbs)

81

462 kg (1018 lbs)

83

487 kg (1073 lbs)

85

515 kg (1135 lbs)

87

545 kg (1201 lbs)

88

560 kg (1234 lbs)

91

615 kg (1355 lbs)

92

630 kg (1388 lbs)

93

650 kg (1433 lbs)

95

690 kg (1521 lbs)

97

730 kg (1609 lbs)

99

775 kg (1708 lbs)

100

800 kg (1763 lbs)

101

825 kg (1818 lbs)

102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 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.

Service work and digital service schedule

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.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your 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 LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

! *NOTICE*

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Either the fixed service interval or flexible service interval will be used for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

The engine code can be accessed via the Service menu *(→ Driving data display (multifunction display))*.

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.

Point to note for the flexible service interval

With the flexible service interval, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service interval is the use of LongLife engine oil instead of the conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service interval, you can opt for the fixed service interval instead. However, a fixed service interval can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Depending on the vehicle equipment, scheduled services for your vehicle may be displayed in the service interval display in the instrument cluster display *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The 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:

— Fuels containing sulphur.

— Regular short trips.

— Long periods of engine idling, e.g. taxis.

— Use in areas with high levels of dust.

— Regular trailer towing.

— Mainly stop-and-go operation, e.g. in the city.

— Driving mainly in winter conditions

This applies particularly to the following components (depending on the vehicle equipment):

— Enhanced air filter with activated carbon

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

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, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all 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.

— Horn.

— Headlight setting.

— Reset service interval display.

Engine and gearbox

— Exhaust system.

— Gearbox and final drive.

— Poly V-belt.

— Cooling system.

— Engine and components in the engine compartment.

— Engine oil level.

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

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

— Additives.

— Enhanced air filter with activated carbon

— Brake fluid.

— Gearbox oil filter and, if necessary, gearbox oil filter.

— Air filter.

— Engine oil and, if necessary, engine oil filter.

— Oils in the final drive and differential.

— Particulate filter.

— Toothed belt and tensioning roller.

— Spark plugs.

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

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.

- Have stubborn stains removed by a 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 and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

ⓘ *NOTICE*

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at doors or the boot lid in cold weather. The components could freeze up.

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.

— Rinse off petrol residue immediately with plenty of water.

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 handbrake must be released.

✓ 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.

✓ If present: the roof aerial was unscrewed and removed.

ⓘ *NOTICE*

Car washes that scan the contours mechanically may damage the vehicle, e.g spoiler.

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.

NOTICE

The matt paint effect can be destroyed if the vehicle is not washed correctly.

- Never use wash programs with wax preservation.
- As a general rule, only cleaning agents that do not contain solid matter or abrasives, such as cleaning shampoos or insect remover, must be used.
- Do not use insect sponges, rough kitchen sponges or similar. These could damage the surface.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior. 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.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

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.

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, e.g. deposits, insect residue, or cosmetics.

— Remove overflowing fuel or service fluids immediately.

— 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, engine compartment

Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

— Remove leaves and other loose objects with a vacuum cleaner or by hand → *Fig. 1* , →ⓘ.

— Always have cleaning of the engine compartment 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.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned regularly by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 for paint. 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.

⚠ WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.
- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Have the work performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Incorrect cleaning and care may cause vehicle damage.
- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care may cause vehicle damage.
- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

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.

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

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.
- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

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 that is not sufficiently colour-fast (e.g. denim) leaves stains on the seat covers, this is not a defect of the cover fabric. The seat covers may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the 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

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

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

Unsuitable accessories and spare parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen recommends using Volkswagen Genuine Parts® or Volkswagen Genuine Accessories, which you can purchase from 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/tyre combinations that have been approved by Volkswagen for your vehicle type.

WARNING

Objects in the deployment zone of the airbags can cause serious or fatal injuries if the airbags are deployed.

- Never secure or position objects in the deployment zones of the airbags.

NOTICE

Unsuitable accessories and replacement parts can damage the vehicle and cause malfunctions.
Retrofitting an engine preheating system can damage certain engines.

- Discuss the retrofitting of an engine preheating system with a qualified workshop to find out which engines are suitable. 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 the erWin internet portal:

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.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle overviews.

NOTICE

The function of sensors may be impaired by additional films or paint applied on and over the sensors.

- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors in the bumper. Volkswagen recommends using a Volkswagen dealership.

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Further information:

— Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.

— On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

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, accidents and 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 can damage the vehicle and cause accidents and serious injuries.

- 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.
- 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/tyre combinations that have been approved by Volkswagen for your vehicle type.

⚠ WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic interface.
- The event memory should be read only by a suitably qualified workshop using the diagnostic interface. 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

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 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.

Exclusion of warranty

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.

— Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.

— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European markets, Volkswagen dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen, Volkswagen will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

Please ask your Volkswagen dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or 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.

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, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. 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.

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.

Event data recorder

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 engine compartment and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by 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 notes in the owner's manual.

WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the engine compartment contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the engine compartment, close to the 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

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by specialists who are qualified to perform this task.

NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.

Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the inside of the rear window.

— On the roof of the vehicle.

Aerials on the interior of the windows can be identified as thin wires.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- Do not affix any stickers over metal wires, e.g. in the area of the rear window.
- Never clean the aerials with corrosive or acidic agents.

NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a 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 as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

https://reachinfo.volkswagen.com

Disposal of used batteries and electronic devices

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.

— 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

Particular care must be taken when handling batteries that contain lithium. If they are damaged, for example, gaseous or liquid substances that pose a considerable risk to health and the environment may leak out of the batteries. A short circuit of the terminals can also cause a fire or explosion.

- 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

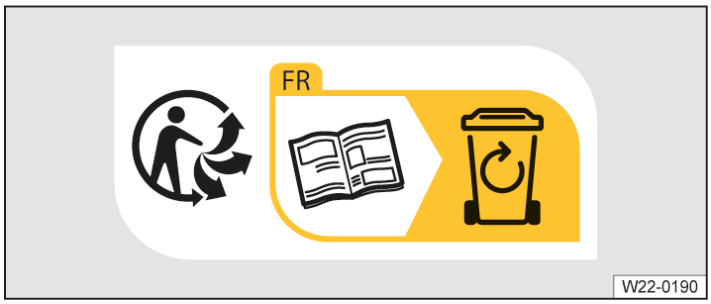

Fig. 1

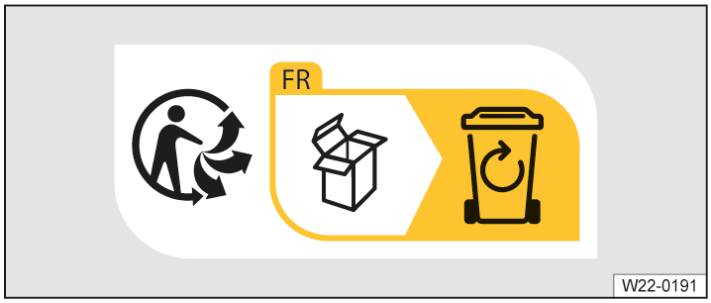

Fig. 2

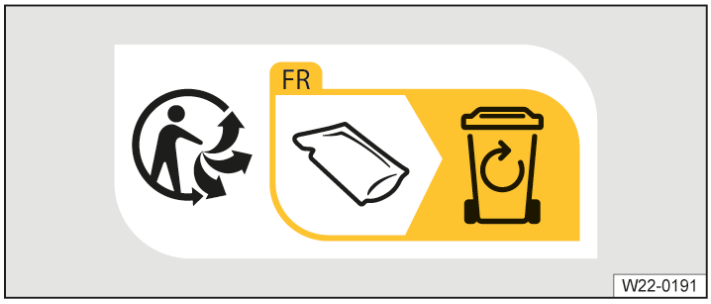

Fig. 3

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

http://www.volkswagen.com/softwareinfo

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright 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

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

⚠ WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never drive with an adult or child sitting in the middle of the rear bench seat. The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

⚠ WARNING

Risk of severe and fatal injuries.

- Never transport people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items.

Radar sensors

Depending on the equipment level, assist systems that use radar sensors may be installed in your vehicle, e.g. Adaptive Cruise Control (ACC

).

Observe the legal regulations when driving into certain zones where entry of vehicles with radar sensors is prohibited. Pay attention to any relevant road signs where applicable. If you want 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 may be subject to physical system limits. External sources of interference, e.g. from other vehicles, can have an adverse effect on the sensor functions. The assist systems may then function with limitations or may not function as expected.

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:

Approval numbers

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):

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:

Vehicle identification number

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	-17 dBm

	868,00 MHz – 868,60 MHz	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 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 FDDVIII	0,9 dBm EIRP 8 dBm EIRP 27 dBm EIRP 24 dBm EIRP

	UMTS FDDI/III LTE FDD 3, 7, 8, 20	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 GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	18,4 dBm EIRP 37,64 dBm EIRP 34,64 dBm EIRP 27,84 dBm EIRP
BK	105 kHz – 115 kHz 13,56 MHz	5 W 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	11,5 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: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	24 dBm rated
XX	Keine Sendeleistung, nur Empfang	

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 FDD (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	2 W 1 W 0,25 W

	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	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 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:	23 dBm

	2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	
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 GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	18,4 dBm EIRP 37,64 dBm EIRP 34,64 dBm EIRP 27,84 dBm EIRP
BK	105 kHz – 115 kHz 13,56 MHz	5 W 500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz Bluetooth LE: 2402 MHz – 2480 MHz WLAN: 2412 MHz – 2472 MHz WLAN: 5745 MHz – 5825 MHz GSM 900: 880 MHz – 960 MHz GSM 1800: 1710 MHz – 1880 MHz LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40 WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	9,7 dBm EIRP -1,5 dBm EIRP 13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
XX	Keine Sendeleistung, nur Empfang	

Algeria

Type plate

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

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:089/H/ANF/2021, № CC:090/H/ANF/2021, № CC:099/H/ANF/2021, № CC:100/H/ANF/2021, № CC:117/H/ANF/2021, № CC:120/H/ANF/2021, № CC:138/H/ANF/2020, № CC:139/H/ANF/2020, № CC:164/H/ANF/2020, № CC:165/H/ANF/2020, № CC:174/H/ANF/2020, № CC:197/H/ANF/2021, № CC:209/H/ANF/2020, № CC:216/H/ANF/2020, № CC:320/H/ANF/2021, № CC:321/H/ANF/2021, № CC:322/H/ANF/2021, № CC:323/H/ANF/2021, № CC:324/H/ANF/2021, № CC:325/H/ANF/2021, № CC:326/H/ANF/2021, № CC:327/H/ANF/2021, № CC:328/H/ANF/2021, № CC:329/H/ANF/2021, № CC:330/H/ANF/2021, № CC:331/H/ANF/2021, № CC:332/H/ANF/2021, № 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,

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.

R C-17908, R C-22292, R H-26251

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

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

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/3372.

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

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,

Versys2293_25/06/2021, Versys2331_25/02/2021, Versys2433_28/11/2019, Versys2504_06/12/2019

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.

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 // DTL-D-MAJU-02-2011-111083: DTA-008519, DTA-008520, DTA-010056 // DRQ-D-QEURO-05-2015-114400: DTA-005830, DTA-006261 // 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.

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.

Ghana

NCA Appoved:

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.

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.

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

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.

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.

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

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.

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

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).

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.

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, 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, 0874/ARE/2020_26.11.2020, 0971/ARE/2021_20.07.2021

Mexico

NYCE: NYC-2102C0E15067, NYC-2102C0E19765

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015

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.

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

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

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/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.

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.

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

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

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.

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/2017/6/17, 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/2021/9/70, ZMB/ZICTA/TA/2021/11/9.

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/AG/ER,07

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

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

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.

Singapore

Fig. 35 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.

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.

Thailand

Fig. 36 Identification in accordance with Radiocommunication Act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,

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.

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, ER78187/20, ER79367/20, ER80171/20, ER81399/20, ER88450/20_DA0086237/12, ER88708/20, ER89638/20_DA36975/14, ER90272/20_DA0028019/10, ER90294/20_DA0043253/10, ER90295/20, ER91750/20, ER95816/21_DA36758/14, ER97243/21.

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, A0292190321AF04A3, A0406070421AF04A3, A0407070421AF04A3, A0858170820AF04A3, B0401220321AE01A3, B0411230321AF04A3, B1189140520AF04A2, B2110171214BE11A2, C0032060315BE01A2, C0032210220AF04A2, C0033060315BE01A2, C0055100417AF04A2, C0101230419AF04A2, C0118220519AF04A2, C0119220519AF04A2, C0124040520AF04A2, C0135110520AF04A2, C0141020718AF04A2, C0150270520AF04A2, C0158100620AF04A2, C0159100620AF04A2, C0161110620AF04A2, C0162110620AF04A2, C0163110620AF04A2, C0174020818AF04A2, C0175020818AF04A2, C0181260620AF04A2, C0182260620AF04A2, C0183260620AF04A2, C0184260620AF04A2, C0197111217AF04A2, C0229240919AF04A2, C0238150321AF04A3, C0239150321AF04A3, C0289310321AF04A3, C0307010920AF04A3, C0308010920AF04A3, C0309010920AF04A2, C0319091219AF04A2, C0470201120AF04A3, C0438061120AF04A3,

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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 vehicles for other countries. 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 including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers

— All luggage 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 performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

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 1000 m (approx. 3000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1000 m (approx. 3000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (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, market and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the engine compartment in the right water drainage channel.

— In the engine compartment on the right suspension turret.

— In the engine compartment close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

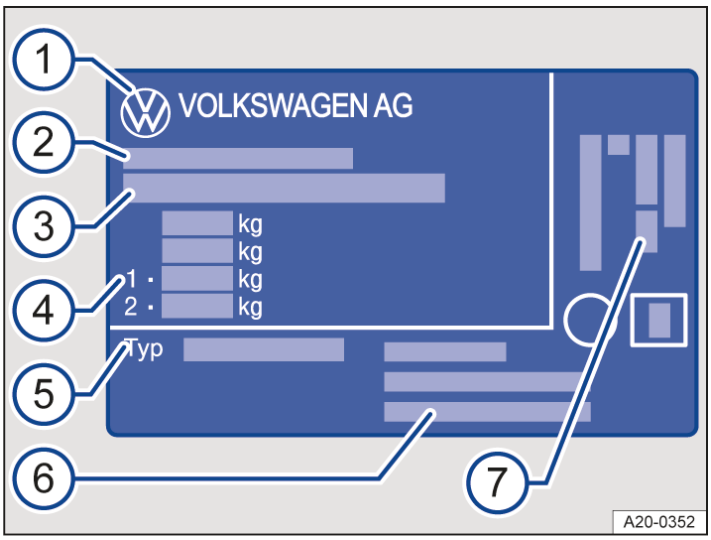

Fig. 1 Type plate (illustration): variant 1.

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. Vehicle type.
6. Manufacturer's address.
7. Engine code.

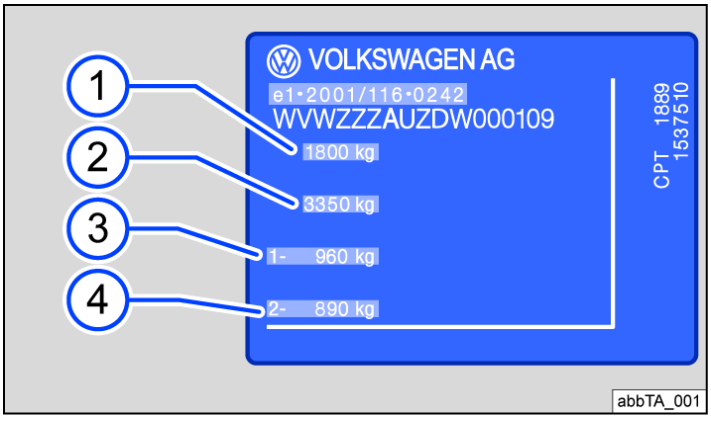

Fig. 2 Type plate (illustration): variant 2.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Gross vehicle weight rating.
2. Gross combination weight rating (vehicle plus trailer).
3. Gross front axle weight rating.
4. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

Safety certificate

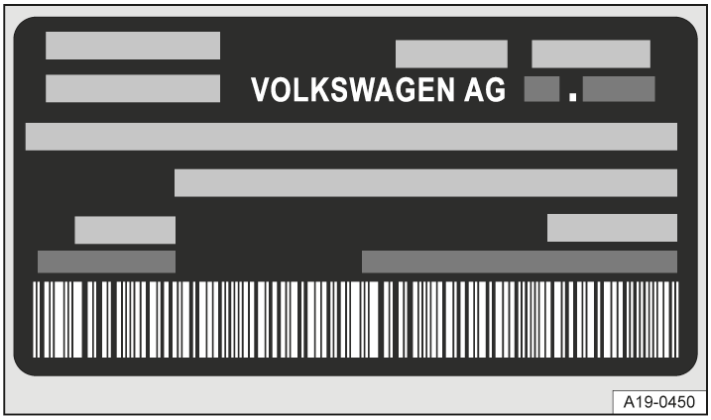

Fig. 1 Safety certificate (illustration).

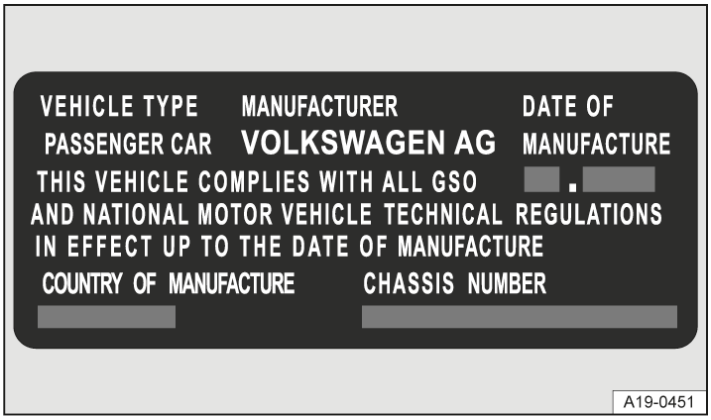

Fig. 2 Safety certificate (illustration).

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

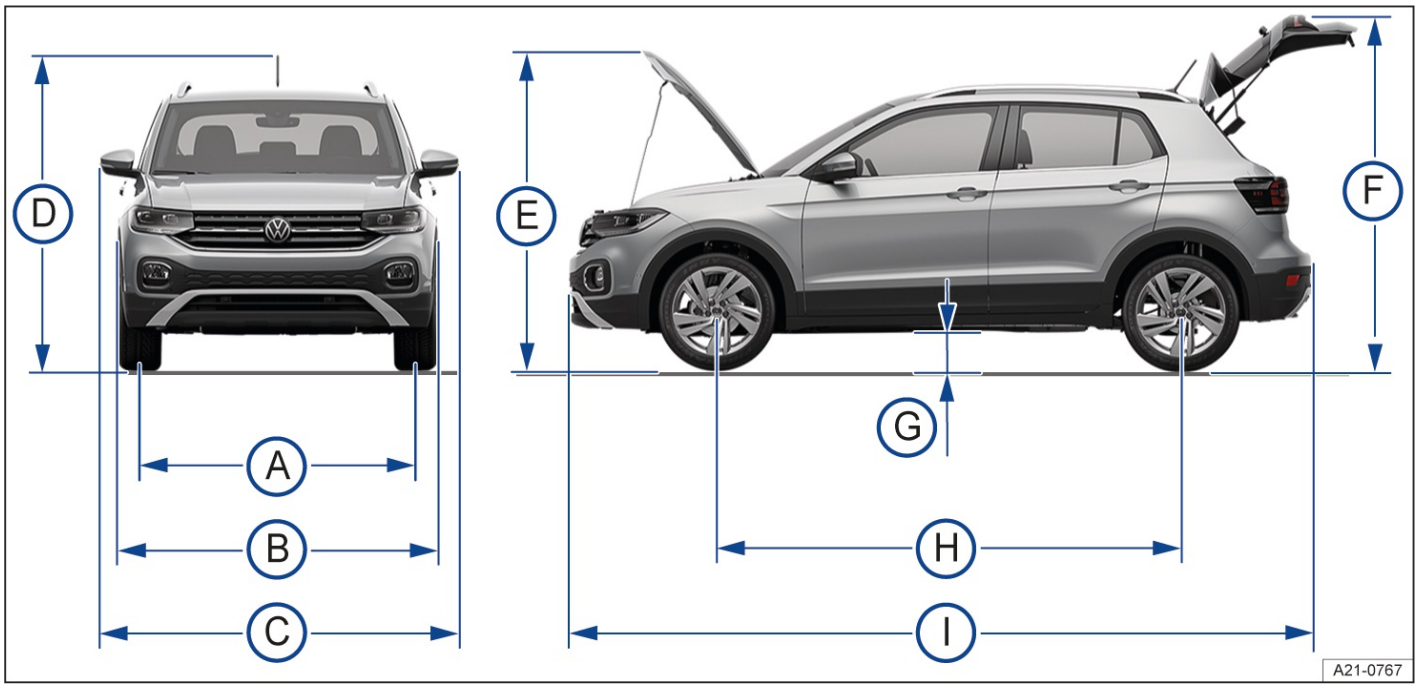

Fig. 1 Vehicle dimensions.

The data in the table applies to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Information on the composition of the weights can be found in section *(→ Technical data)*.

Key to *Fig. 1*:			
A	Front track	mm	1526–1534
	Rear track	mm	1508–1516
B	Width	mm	1760–1784
C	Width from one exterior mirror to the other	mm	1977
D	Height to the upper edge of the roof at kerb weight	mm	1559
	Height to the roof railing at kerb weight	mm	1581
	Height at kerb weight with GPS aerial	mm	1584–1584
E	Height with open bonnet at kerb weight	mm	1780–1782
F	Height with open boot lid at kerb weight	mm	2040–2014
G	Ground clearance between the axles at kerb weight	mm	185–187
H	Wheelbase at kerb weight	mm	2563
	Minimum turning circle diameter	m	approx. 10.6
I	Length from bumper to bumper	mm	4108–4120

I	Length with a factory-fitted towing bracket	mm	4235

Tank capacities

The fuel tank has the following capacity:

— approx. 40 l

The fuel tank capacity includes an undefined reserve quantity which remains in the tank when the fuel gauge indicates an empty tank. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

1.0 l, 3-cylinder TSI®, 70 kW, petrol engine

Engine overview

Power output	kW	70 at 5000 – 5500 rpm
Engine code		CHZL
Maximum torque	Nm	175 at 2000 – 3500 rpm
Gearbox		MG5
Maximum speed	km/h	–

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1265
Gross vehicle weight rating	kg	1730
Gross front axle weight rating	kg	890
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1000
Maximum trailer weight braked, gradients up to 8 %	kg	1100
Maximum trailer weight unbraked	kg	630
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2730

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 70 kW, petrol engine

Engine overview

Power output	kW	70 at 5000 – 5500 rpm
Engine code		DLAC
Maximum torque	Nm	175 at 1600 – 3500 rpm
Gearbox		MG5
Maximum speed	km/h	–

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1255
Gross vehicle weight rating	kg	1720
Gross front axle weight rating	kg	880
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1000
Maximum trailer weight braked, gradients up to 8 %	kg	1100
Maximum trailer weight unbraked	kg	620
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2720

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 81 kW, petrol engine

Engine overview

Power output	kW	81 at 5500 rpm	
Engine code		DLAA	
Maximum torque	Nm	200 at 2000 – 3000 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight with driver *(→ Technical data)*	kg	1270	1290
Gross vehicle weight rating	kg	1740	1760
Gross front axle weight rating	kg	900	920
Gross rear axle weight rating	kg	890	890

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradients up to 12%	kg	1100	1100
Maximum trailer weight braked, gradients up to 8 %	kg	1200	1200
Maximum trailer weight unbraked	kg	630	640
Maximum permissible drawbar load	kg	55	55
Maximum permitted gross combination weight	kg	2840	2860

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 85 kW, petrol engine

Engine overview

Power output	kW	85 at 5000 – 5500 rpm
Engine code		DKRF
Maximum torque	Nm	200 at 2000 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	193

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1287
Gross vehicle weight rating	kg	1760
Gross front axle weight rating	kg	920
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1100
Maximum trailer weight braked, gradients up to 8 %	kg	1200
Maximum trailer weight unbraked	kg	640
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2860

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 85 kW, petrol engine

Engine overview

Power output	kW	85 at 5000 – 5500 rpm
Engine code		DKJA
Maximum torque	Nm	200 at 2000 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1287
Gross vehicle weight rating	kg	1760
Gross front axle weight rating	kg	920
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1100
Maximum trailer weight braked, gradients up to 8 %	kg	1200
Maximum trailer weight unbraked	kg	640
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2860

Load for rear carrier systems *(→ Bicycle carrier)*

1.5 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DPCA
Maximum torque	Nm	250 at 1500 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	200

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1321
Gross vehicle weight rating	kg	1790
Gross front axle weight rating	kg	950
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1200
Maximum trailer weight braked, gradients up to 8 %	kg	1200
Maximum trailer weight unbraked	kg	660
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2990

Load for rear carrier systems *(→ Bicycle carrier)*

1.5 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DADA
Maximum torque	Nm	250 at 1500 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1321
Gross vehicle weight rating	kg	1790
Gross front axle weight rating	kg	950
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1200
Maximum trailer weight braked, gradients up to 8 %	kg	1200
Maximum trailer weight unbraked	kg	660
Maximum permissible drawbar load	kg	55
Maximum permitted gross combination weight	kg	2990

Load for rear carrier systems *(→ Bicycle carrier)*