Thank you for choosing Volkswagen

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

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

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

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

⚠ WARNING

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

About this owner's manual

This owner's manual is valid for all variants and versions of your Volkswagen model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain countries.

There may also be descriptions of upgrades for functions that require subsequent activation .

For information on your actual vehicle equipment, please refer to the sales documents or contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

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

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

readme

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

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

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

Digital Manual

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

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

Printed owner's manual

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

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

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

Explanations

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

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

Directions and positions

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

Dimensions and speeds

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

Illustrations

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

This owner's manual was written for left-hand drive vehicles. In *right-hand drive vehicles* the controls may sometimes differ from those displayed in illustrations or described in the text.

Form of address

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

Terms used and their meaning:

Glass roof

The term glass roof is used as a standard term for all equipment-dependent versions of the sliding, tilting or panoramic 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

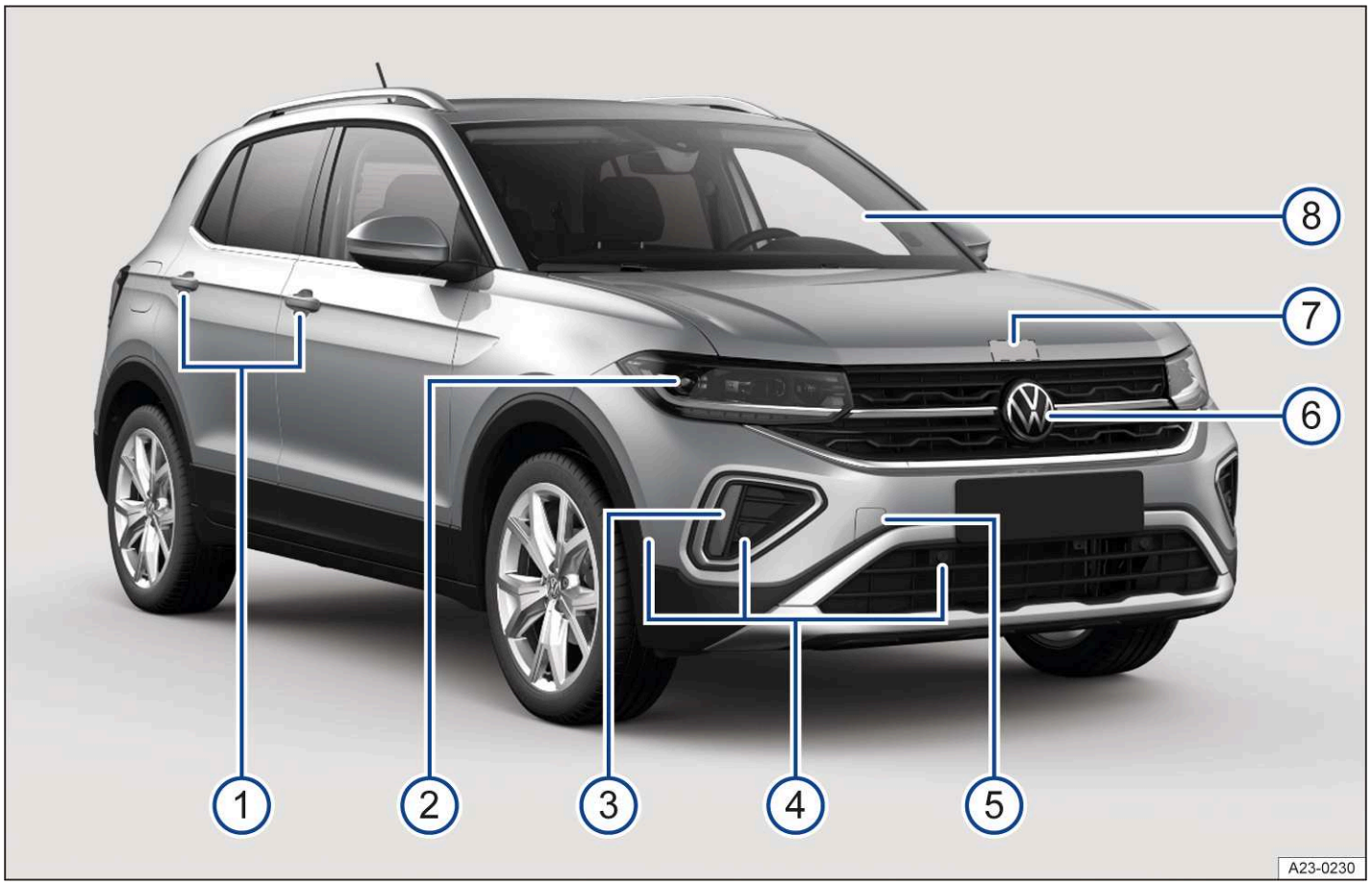


Fig. 1 Overview of vehicle from front.

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 for assistance systems positioned near the interior mirror , *(→ Vehicle care, exterior)*
   - — with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*

Rear view

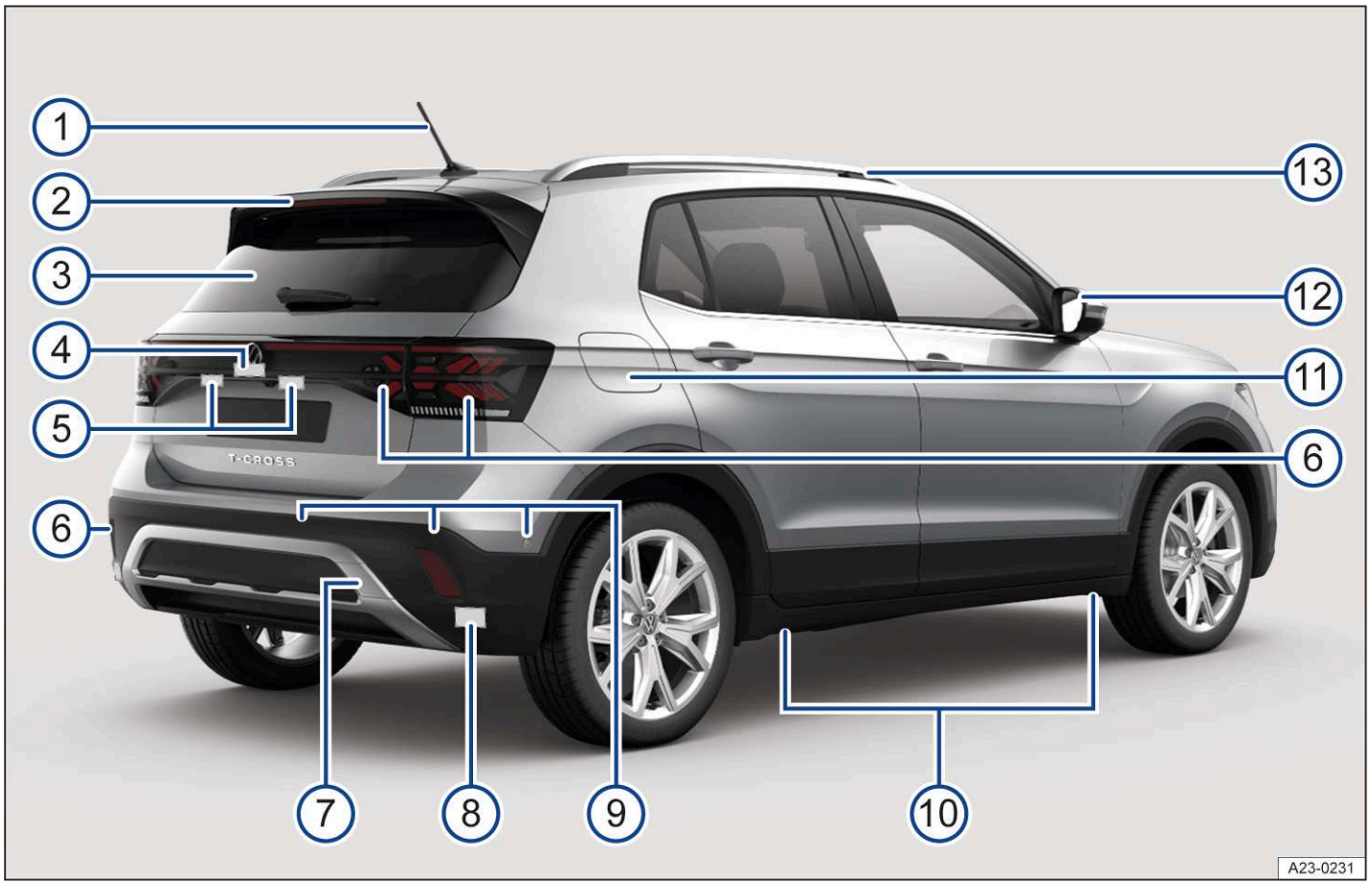


Fig. 1 Overview of vehicle from rear.

1. Roof aerial *(→ Radio reception and aerials)*
2. High-level brake light
3. Rear window
   - with rear window heating *(→ Rear window heating)*
   - with rear window wiper *(→ Wipers)*
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)*
13. Roof railing *(→ Roof carrier)*

Driver side

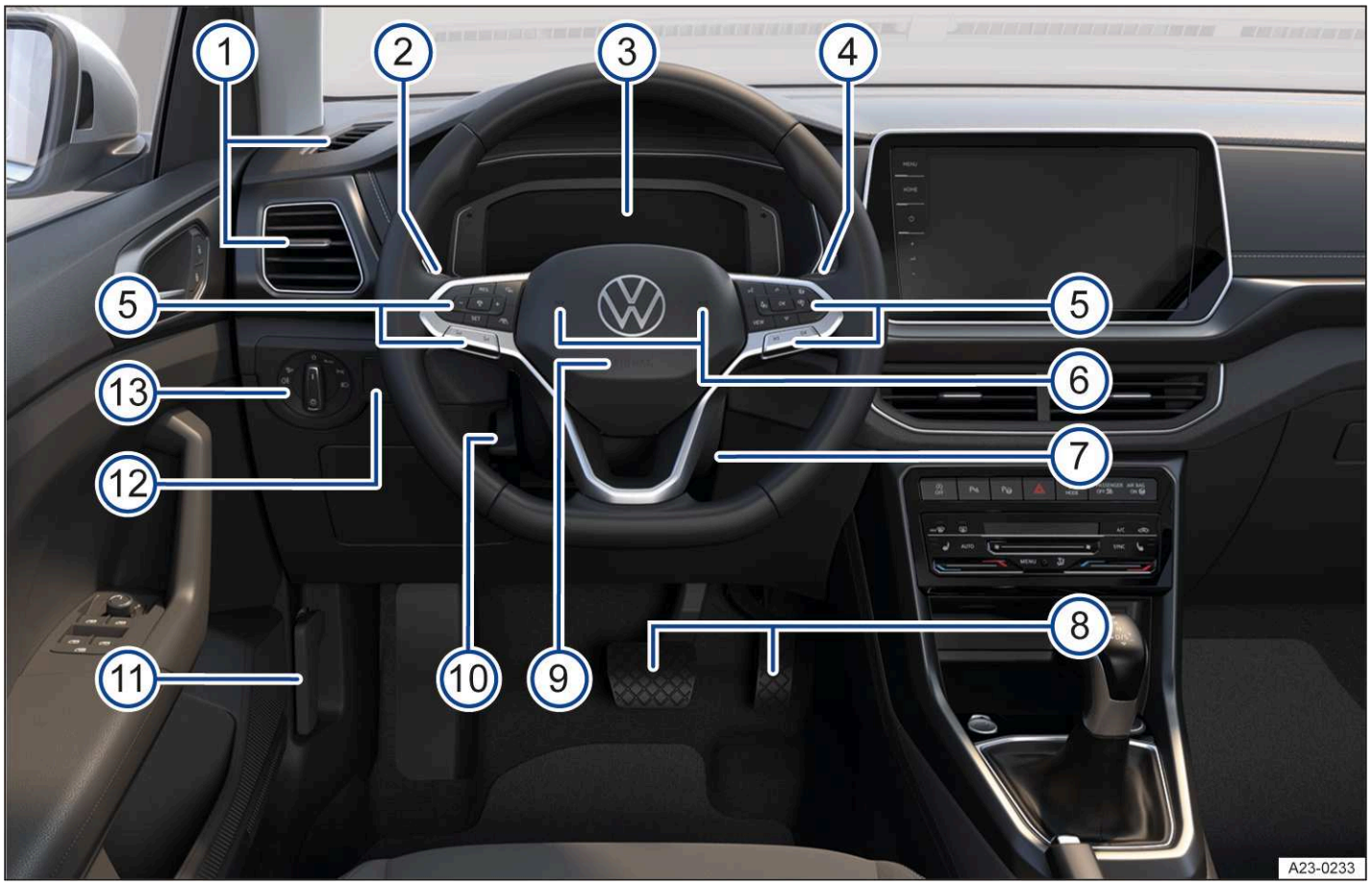


Fig. 1 Overview of the driver side (left-hand drive vehicles).

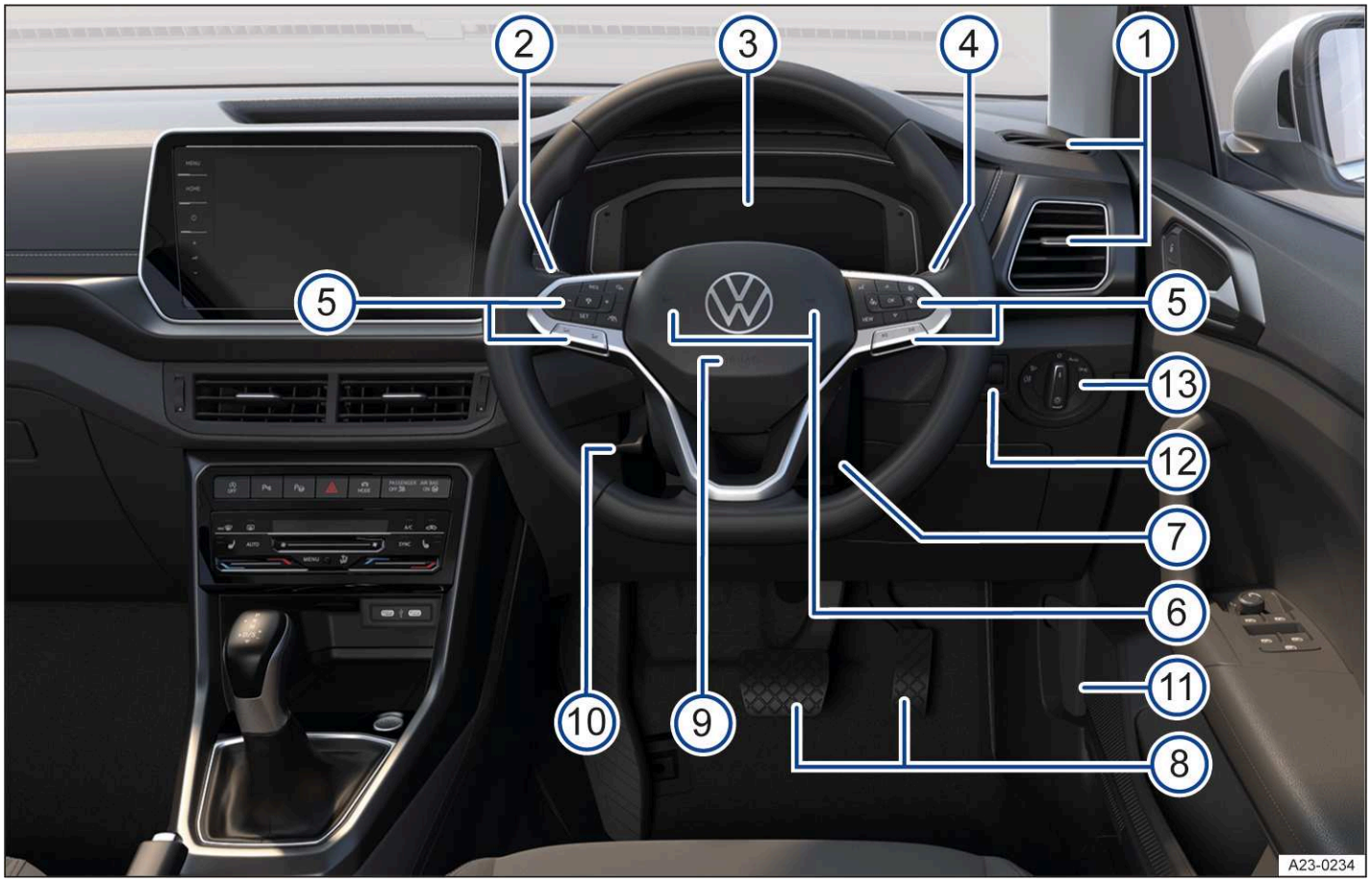


Fig. 2 Overview of the driver side (right-hand drive vehicles).

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)*
   — Contact area for the vehicle key when performing an emergency start on vehicles with keyless locking and starting system Keyless Access *(→ Starting the engine)*
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

Driver door

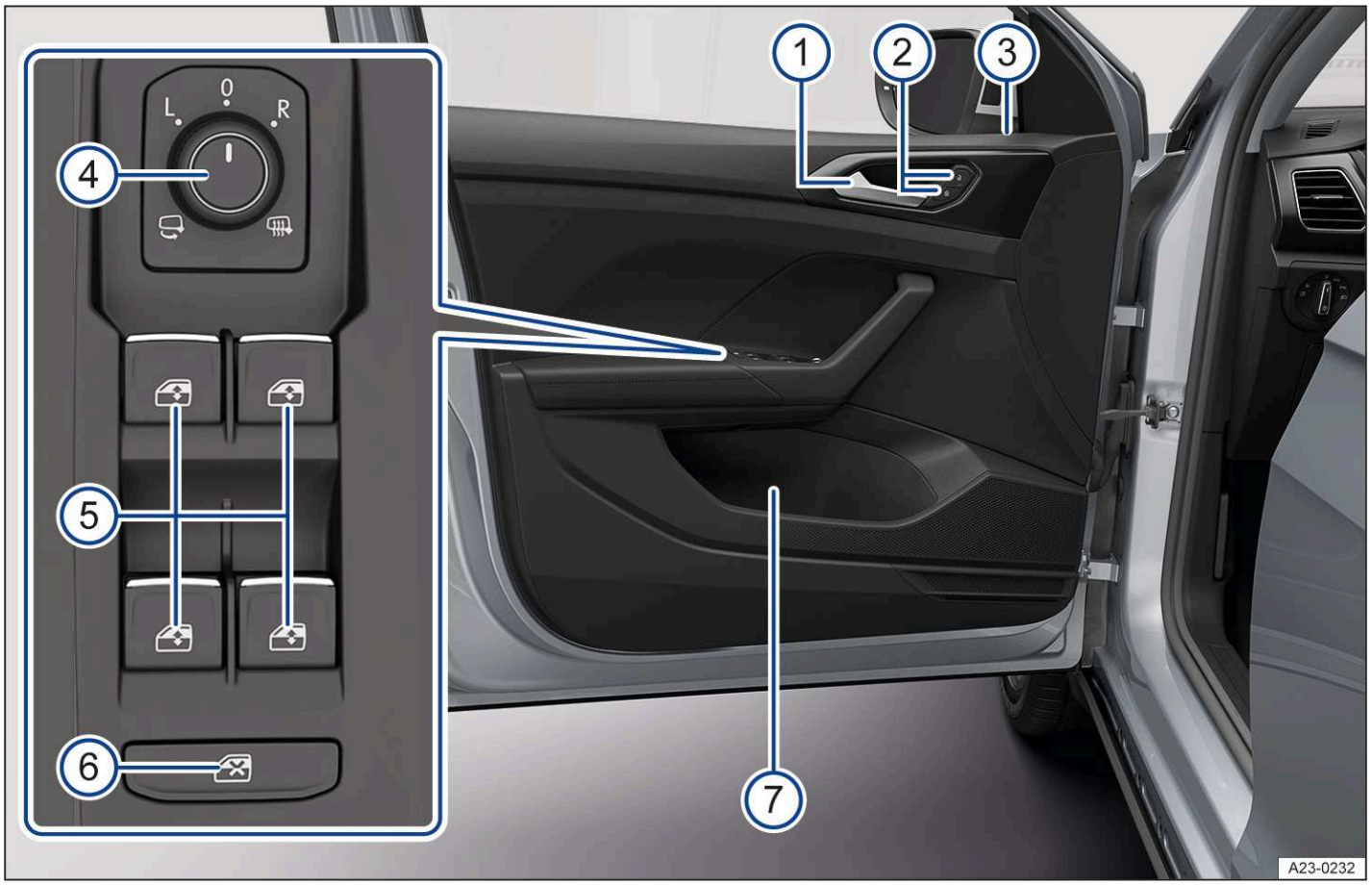


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

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)*

Centre console

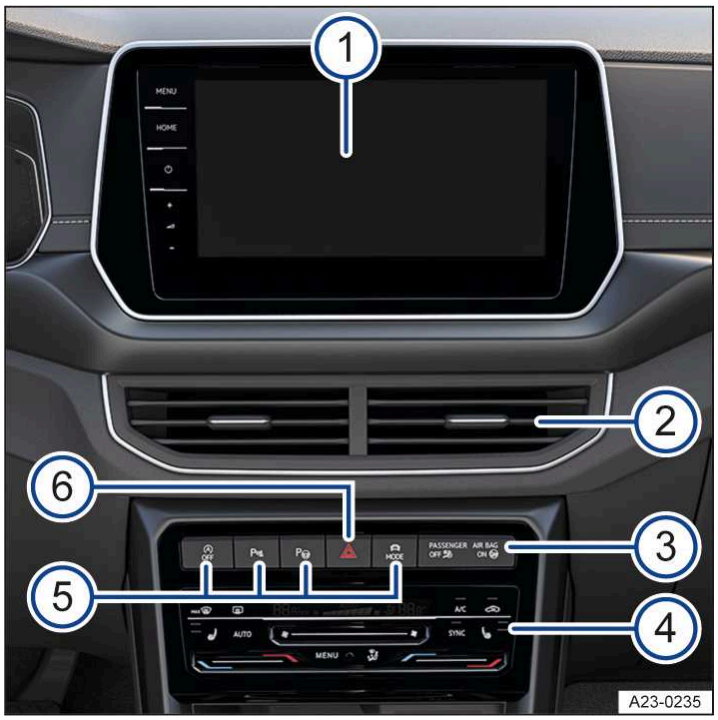


Fig. 1 Overview of the upper section of the centre console.

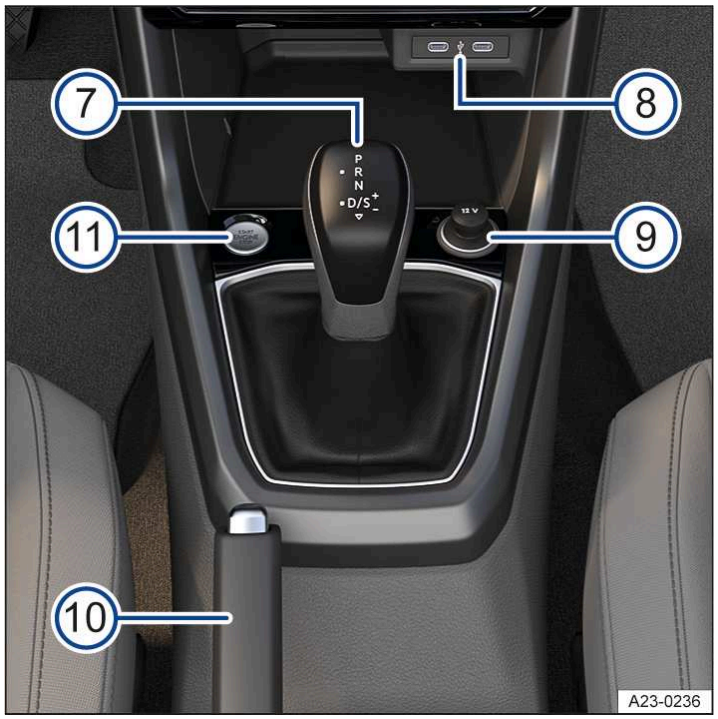


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

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 with charging function for external device batteries *(→ Charging options for mobile devices)*,

9 12-volt socket

10 Handbrake lever *(→ Handbrake)*

11 Button for starting and switching off the engine (Press & Drive) *(→ Starter button)*

Front passenger side

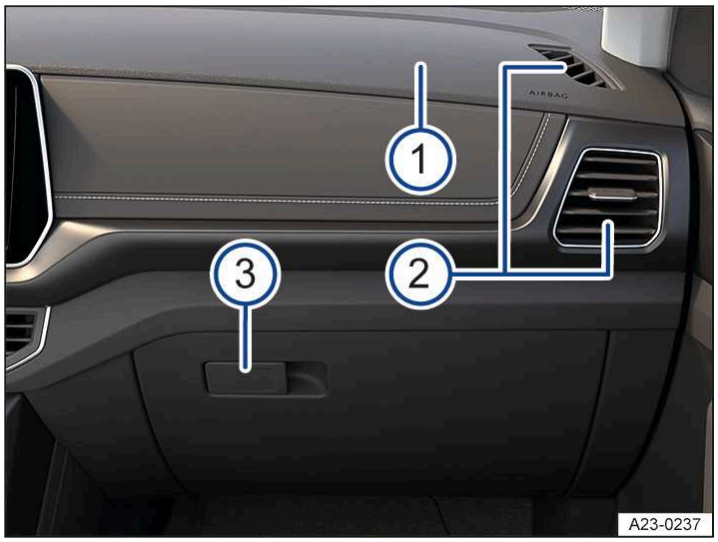


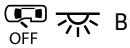
Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).



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

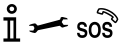
1. Location of front passenger front airbag in the dash panel
2. Vents *(→ Air distribution of the air conditioning system)*
3. Glove box:
   - — with opening lever
   - — with vent for cooling the glove box (depending on model)
4. Key switch for deactivating the front passenger front airbag

Controls and displays in the roof console



Buttons for interior lights .


Buttons for reading lights .



Buttons for information call, breakdown call and emergency 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.

You can find information on other indicator lamps, e.g. in switches or touch panels, in the respective chapters.

⚠ WARNING

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

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

Due to ongoing vehicle enhancement, the listed warning and indicator lamps may differ in their appearance in the vehicle after an update.

Symbol	Meaning
	STOP Do not drive on! Central warning lamp → *Priority 1 warning*
	Fastening the seat belt → *Seat belt warning system*, → *Seat belt warning system*
	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! Coolant system fault → *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 → *12-volt power supply*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately*

	STOP Do not drive on! Gearbox overheated → *Gearbox overheated*
	High level of fatigue detected → *Warning levels of the Drowsiness Monitor*
	Acute risk for traffic → *Warning levels of the Drowsiness Monitor*
	Central warning lamp → *Priority 2 warning*
	Airbag system or belt tensioner system switched off with diagnostic tool → *Indicator lamp*
	Fault in airbag or belt tensioner system → *Indicator lamp*
	Functional check of 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 system operation restricted → *Legally required eCall Emergency System restricted*
	Fault in the emergency call system → *Fault in legally required eCall Emergency System*
	Emergency Call Service is restricted → *Emergency Call Service is restricted*
	Emergency Call Service is faulty → *Emergency Call Service is faulty*
	Brake servo fault → *Brake servo fault*
	Check the brake pads → *Brake pad wear indicator*
	Lit up: Electronic Stability Control (ESC) fault → *ESC fault*
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) is performing control intervention → *Electronic Stability Control (ESC)*
	Traction control system (TCS) switched off → *TCS*
	Fault in anti-lock brake system (ABS) → *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*
	Tank almost empty → *Fuel tank almost empty*
	Semi-automated driving assistance (Travel Assist) not available → *Travel Assist is not available or does not function as expected*
	Vehicle lighting fault → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Fault in rain and light sensor → *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*

	Low tyre pressure → *Low tyre pressure*
	Tyre pressure monitoring system fault → *Fault in the Tyre Pressure Loss Indicator*
	No or restricted sensor visibility of the driver assist systems → *No or restricted sensor visibility in forward direction*
	Autonomous Emergency Braking (Front Assist) not available → *Front Assist not available or functions restricted*
	Autonomous Emergency Braking (Front Assist) switched off → *Operating Front Assist*
	Lane keeping system (Lane Assist) switched off → *Driving with Lane Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system fault → *Cruise control system faulty*
	Adjustable speed warning → *Multifunction display*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Lane keeping system (Lane Assist) not available → *Lane Assist not available*
	Lane keeping system (Lane Assist) is performing control intervention → *Driving with Lane Assist*
	Fault in the lane change system (Side Assist) → *Side Assist fault*
	Rear Traffic Alert braking intervention → *Automatic braking intervention*
	Fault in engine management system → *Fault in engine management system*
	Fault in exhaust system → *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*
	Fault in gearbox → *Clutch is slipping*
	Vehicle key not in vehicle → *No valid vehicle key recognised*
	Drowsiness Monitor fault → *The availability of the Drowsiness Monitor is restricted*
	Drowsiness Monitor not available → *Drowsiness Monitor not available*
	Advanced Road Sign Display is not available → *Advanced Road Sign Display is not available*
	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)*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter switched on, system control active → *Introduction to the topic*
	Lane keeping system (Lane Assist) ready to perform control interventions → *Driving with Lane Assist*
	Travel Assist active → *Introduction to the topic*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*

	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Main-beam control switched on → *Switching on Light Assist*, → *Switching on Dynamic Light Assist*
	Cruise control switched on, system control not active. → *Introduction to the topic*
	Speed limiter switched on, system control not active. → *Introduction to the topic*
	The Adaptive Cruise Control (ACC) is not performing a control intervention, vehicle detected ahead → *Switching the ACC on and off*
	The Adaptive Cruise Control (ACC) is not performing a control intervention, no vehicle detected ahead → *Switching the ACC on and off*
	Lane keeping system (Lane Assist) not ready to perform control interventions → *Driving with Lane Assist*
	Travel Assist passive, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction to the topic*
	Semi-automated driving assistance (Travel Assist) deactivated → *Introduction to the topic*
	Outside temperature is below +4 °C (+39 °F) → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*
	Start/Stop system active → *Start/stop system*
	Start/Stop system not available → *Start/stop system*
	Service due → *Service interval display*
	Fatigue detected → *Warning levels of the Drowsiness Monitor*
	Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated*
	Main-beam control (Light Assist) active → *Main-beam control (Light Assist)*, → *Advanced main-beam control (Dynamic Light Assist)*
	Take over steering → *Take over steering*
	Autonomous Emergency Braking (Front Assist) starting up → *Front Assist is starting up*
	Distance warning → *Warning levels and braking intervention*
	Eco driving profile → *Characteristics of the driving profiles*
	Normal driving profile → *Characteristics of the driving profiles*
	Sport driving profile → *Characteristics of the driving profiles*
	Individual driving profile → *Characteristics of the driving profiles*
	Mobile telephone battery charge level → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*
	Note about information in the owner's manual → *Note about information in the owner's manual*
	Speed regulation due to a bend → *Driving with predictive cruise control*
	Speed regulation due to a junction → *Driving with predictive cruise control*
	Speed regulation due to a roundabout → *Driving with predictive cruise control*

	Rear seat warning muted → *Parking*
	Speed regulation due to speed limit → *Driving with predictive cruise control*
	Mobile telephone connected via Bluetooth® → *Information displays on the digital instrument cluster Pro*, → *Information displays on the digital instrument cluster Basic*

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 an authorised Volkswagen repairer.

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 different. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to instrument cluster

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

Depending on the vehicle equipment, the following functions may also be available:

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

— Status displays for driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

When you 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.

When the outside temperature is low, the display in the instrument cluster may take slightly longer to appear than at warm outside temperatures.

Overview of Digital Cockpit Pro

The Digital Cockpit Pro is a digital instrument cluster in the Pro version with a 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.

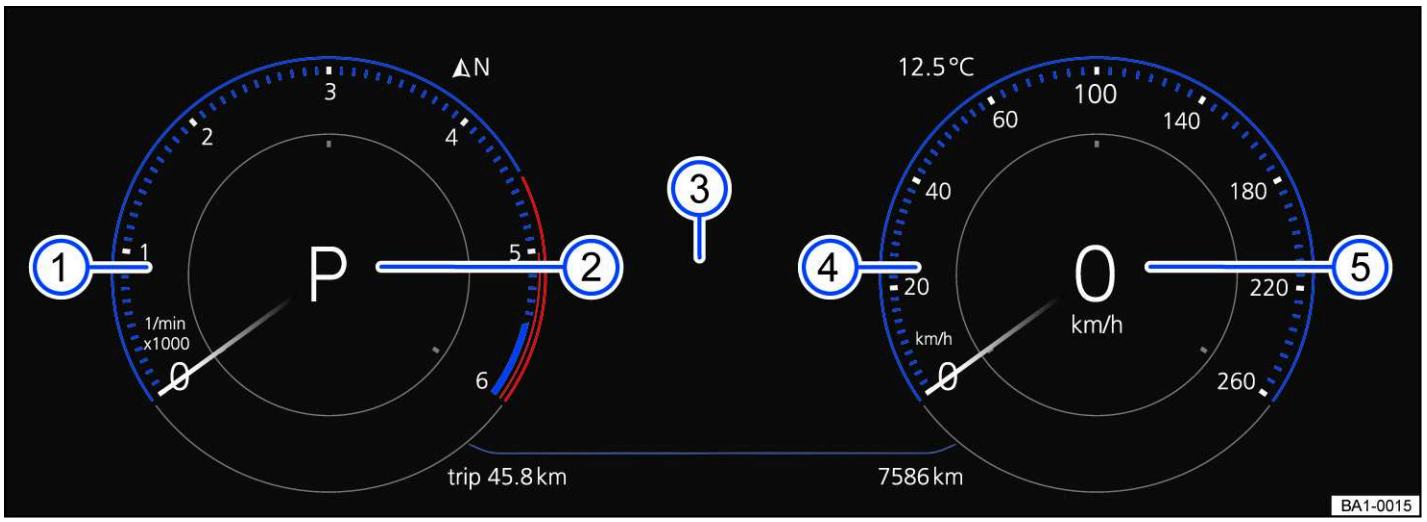


Fig. 1 In the dash panel: digital instrument cluster Pro (illustration).

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).

Opening 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 displayed menu or information display, press the OK button 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 selection 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 displayed menu, press the rocker switch → *Fig. 2* (2) at the top or bottom until the desired menu selection 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 **Back** or hold down the rocker switch → *Fig. 2* (2) to return to the menu selection.

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. Open the **Navigation** menu.
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 different. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

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

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

Information displays on the digital instrument cluster Pro

Information profiles

Various topical information profiles can be selected via the **Digital cockpit** menu option in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*. 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.

— Advanced 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 Advanced 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 .

— 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)*.

Outside temperature display

If the outside temperature falls below approximately +4°C (around +39°F), the temperature display also shows a snowflake symbol ❄. This symbol remains lit until the outside temperature rises above +6°C (around +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 -50°C (around -58°F) and +75°C (around +167°F).

⚠ WARNING

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

- Drive with particular care if the ❄ symbol is displayed on the instrument cluster display.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Never rely only on the outside temperature display.

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 ᛒ.

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)*.

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

Suitably qualified workshops can program and modify other functions depending on the vehicle equipment level. Volkswagen recommends using an authorised Volkswagen repairer.

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 Digital Cockpit Basic

The Digital Cockpit Basic is a digital instrument cluster in the Basic version with a 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 Basic.

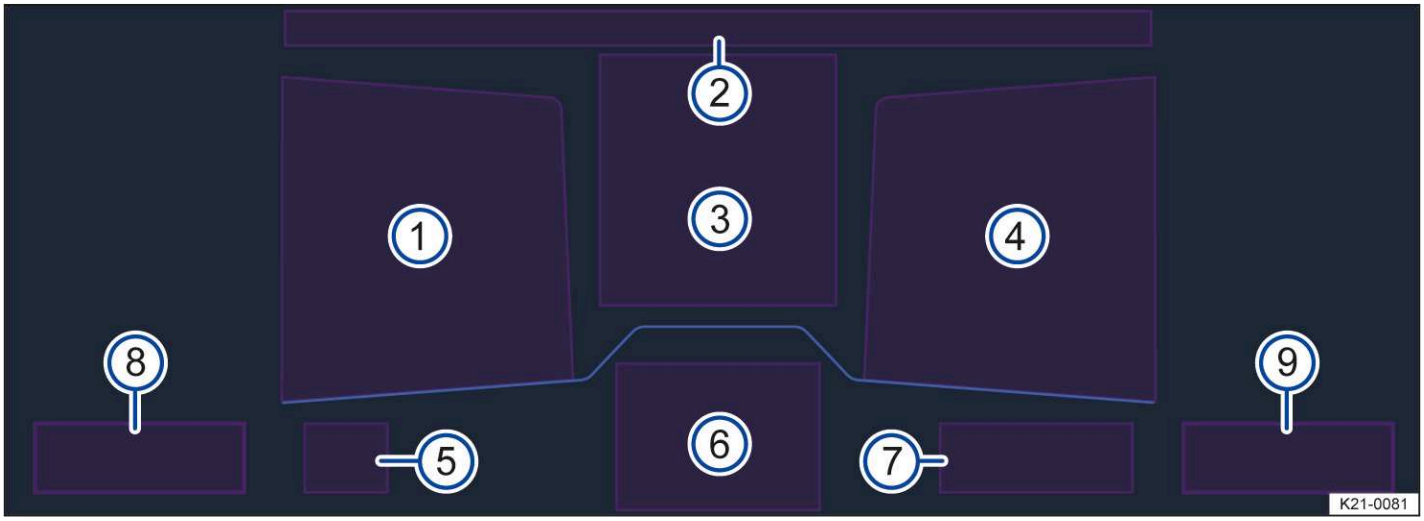


Fig. 1 In the dash panel: digital instrument cluster Basic (illustration).

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 open 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 different. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

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

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

Information displays on the digital instrument cluster Basic

Possible displays in the digital instrument cluster Basic

Depending on the equipment, various types of information can be displayed in the main and secondary display areas:

— Outside temperature display.

— Date and time.

— Digital speed.

— Driver assist systems.

— Multifunction display, e.g. **Driving time/Distance covered**.

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

— Open doors, bonnet and boot lid.

— Speed warning for winter tyres.

— Mileage displays.

— Compass display.

— Radiator fan run-on.

— Engine code (EC
).

— Navigation information.

— Oil temperature.

— Personalisation: Welcome.

— Radio information.

— Service interval display.

— Start/stop system status display .

— Telephone information.

— Selector lever position for automatic gearbox.

— Warning and information messages.

— Warning and indicator lamps.

— Destination information.

Outside temperature display

If the outside temperature falls below approximately +4°C (around +39°F), the temperature display also shows a snowflake symbol ❄. This symbol remains lit until the outside temperature rises above +6°C (around +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 -50°C (around -58°F) and +75°C (around +167°F).

⚠ WARNING

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

- Drive with particular care if the ❄ symbol is displayed on the instrument cluster display.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Never rely only on the outside temperature display.

Gear-change indicator

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

Open doors, bonnet and boot lid

The digital instrument cluster Basic 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.

Rev counter

Speed warning for winter tyres

A display in the digital instrument cluster Basic 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 Basic. 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 Basic. The gear shift pattern is displayed in the digital instrument cluster Basic upon actuation of the brake or selector lever.

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 .

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.

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

The needle on the rev counter should only briefly point into the red area, as engine damage may otherwise be incurred. Heavy loads on the engine, particularly when the engine is cold, can cause engine damage.

- When the engine is cold, avoid high engine speeds, strong acceleration and high engine loads.

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

Digital fuel gauge



Fig. 1 In the digital instrument cluster Pro: fuel gauge (illustration).



Fig. 2 In the digital instrument cluster Basic: fuel gauge (illustration).

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.

Troubleshooting

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.

WARNING

When the fuel level is too low, the fuel supply to the engine could be irregular and lead to the engine stuttering or stalling, 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 stalls due to a lack of fuel or irregular fuel supply. This can cause breakdowns in traffic, accidents and serious or fatal injuries.

- Make sure that the fuel tank is always sufficiently full.
- Always refuel when the fuel tank is only 1/4 full.

NOTICE

Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

- Never run the fuel tank completely dry.

Digital coolant temperature display

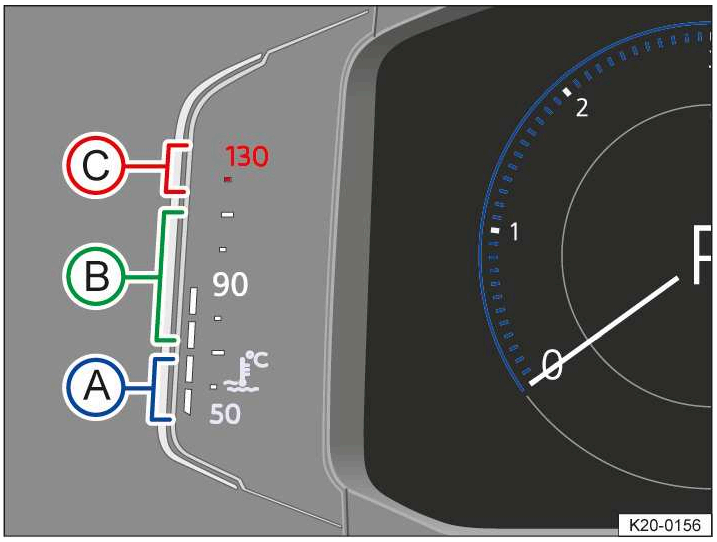


Fig. 1 In the digital instrument cluster Pro: coolant temperature display (illustration).

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

(B) Normal range.

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

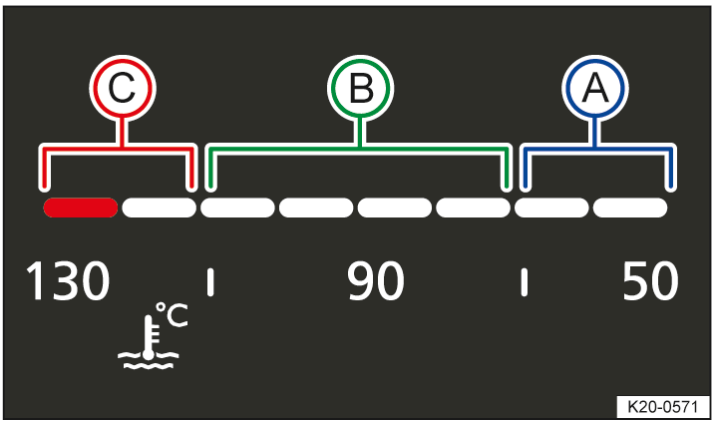


Fig. 2 In the digital instrument cluster Basic: coolant temperature display (illustration).

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

(B) Normal range.

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

If the warning lamp lights up red, the coolant temperature is too high for the engine or the coolant level is too low for the engine *(→ Coolant)*.

Multifunction display

The multifunction 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 recorder collects the driving values for up to 100 minutes driving time or 9,999.9 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

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

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

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

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.

If you would like to know the mileage that you have driven in one day, clear the **Long-term** recorder before you start your journey and read the value at the end of the day.

Adjustable speed warning

An individual speed warning can be adjusted by the following setting:

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).

Depending on country, 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 yellow 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 open 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 .

⚠ WARNING

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

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

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. Open 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. Open the **Selector lever display** secondary display.
2. Press and hold the ⟲ or ⟳ button on the multifunction steering wheel for approximately 6 seconds.
3. Navigate in the menu using the arrow buttons △ and ▽.

Resetting the service interval display

1. Open the **Service** menu.
2. Follow the instructions on the instrument cluster display.

Resetting the oil service

1. Open the **Reset oil service** menu.
2. Follow the instructions on the instrument cluster display.

Resetting the trip recorder in the digital instrument cluster Pro

1. Open the **Reset trip** menu.
2. Follow the instructions on the instrument cluster display.

Displaying the engine code

1. Open the **Engine code** menu.

   The engine code is displayed on the instrument cluster.

Setting the time

1. Open 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, open the **Settings** menu.
3. Open the **Service** menu to display the service information.

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 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 oil change 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 service intervals.

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, open the **Time and date** menu option.

Setting the time in the digital instrument cluster Pro

1. Open the **Current consumption** 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. Open the **Time** menu.
4. Set the time with the arrow buttons △ or ▽.

Setting the time in the digital instrument cluster Basic

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

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 equipment, press the MENU button or function button and open the **Vehicle** menu.

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

   Or: tap the ⚙ function button and open the **Auto** menu.
4. Tap the corresponding function buttons to open additional menus in the **Vehicle 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: 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

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

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

Introduction to the topic



Fig. 1 On the instrument cluster display: Drowsiness Monitor symbol.

The Drowsiness Monitor informs the driver if their driving shows signs of fatigue.

The Drowsiness Monitor determines the driver's driving behaviour while driving and uses this information to evaluate the tiredness of the driver. If the system detects that the driver is tired, it provides a visual indication of this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and also issues an acoustic warning *→ Warning levels of the Drowsiness Monitor*. The text message on the instrument cluster display is shown for around 4 to 6 seconds.

Function conditions

The driving behaviour is evaluated for the first time only at a speed of more than around 65 km/h (around 40 mph) and then only at speeds above around 60 km/h (around 37 mph).

WARNING

The Drowsiness Monitor is not a substitute for the full attention of the driver and operates only within the limits of the system. The Drowsiness Monitor therefore may not detect that the driver is tired in all situations and may not warn or may warn with a delay or in an undesired way. There is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible at all times for their fitness to drive.
- Observe the system limits *(→ Drowsiness Monitor)*.
- Never drive a vehicle when you are tired.
- During long trips, take regular and sufficient breaks.
- Follow the information in the instrument cluster display and respond according to the requests *(→ Drowsiness Monitor)*.

System limits of the Drowsiness Monitor

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

— Speeds below around 60 km/h (around 37 mph).

— Speeds above around 130 km/h (around 80 mph).

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

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

— The driver is heavily distracted.

The Drowsiness Monitor has been developed for use only while driving on motorways and good main roads.

Microsleep

No urgent warning is issued for microsleep.

Resetting the Drowsiness Monitor

The Drowsiness Monitor 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 30 minutes.

Driving with Drowsiness Monitor

Switching on and off

Depending on the country, the Drowsiness Monitor is always switched on when the engine is started.

If required, you can switch off the Drowsiness Monitor manually in the Infotainment system:

1. Open the **Assist systems** menu.
2. Switch the Drowsiness Monitor on or off in the corresponding submenu *(→ Vehicle settings menu)*.

Adjusting the sensitivity

You can adjust the sensitivity of the Drowsiness Monitor manually and therefore influence how quickly the system reacts to your driving behaviour.

In the Infotainment system:

1. Open the **Assist systems** menu.
2. Select the **Drowsiness Monitor** menu.
3. Select sensitivity in the **Sensitivity** submenu *(→ Vehicle settings menu)*.

Hiding messages via the multifunction steering wheel

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

Warning levels of the Drowsiness Monitor

If the system detects that the driver is tired, it provides a visual indication of this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and an acoustic warning. A warning is issued in three levels.

Drowsiness Monitor warning – Level 1



The system has detected that the driver is starting to become tired.

An acoustic warning sounds. A white indicator lamp appears together with a text message on the instrument cluster display. Consider taking a break.

Drowsiness Monitor warning – Level 2



The system has detected that the driver is becoming increasingly tired.

An acoustic warning sounds. A red warning lamp appears together with a text message on the instrument cluster display. Consider taking a break soon.

Drowsiness Monitor warning – Level 3



Acute risk detected.

An acoustic warning sounds. A red warning lamp appears together with a text message on the instrument cluster display. Acute risk to traffic. Stop your journey as quickly as possible and drive as a matter of urgency to the nearest place where it is possible to take a break.

Time-dependent information



The Drowsiness Monitor detects a journey time of 4.5 hours without a break and without recognised tiredness on the part of the driver.

A white indicator lamp appears together with a text message on the instrument cluster display. Consider taking a break.

Troubleshooting

The availability of the Drowsiness Monitor is restricted

An acoustic warning sounds. A yellow indicator lamp appears together with a text message on the instrument cluster display. The availability of the Drowsiness Monitor is restricted.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Drowsiness Monitor not available

An acoustic warning sounds. A yellow indicator lamp appears in combination with the yellow central warning lamp. A text message is also displayed on the instrument cluster display and in the **Vehicle status** menu.

— Fault or malfunction. Switch off and restart the engine. Check the settings for the Drowsiness Monitor in the Infotainment system *(→ Vehicle settings menu)*.

— The system limits have been exceeded.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

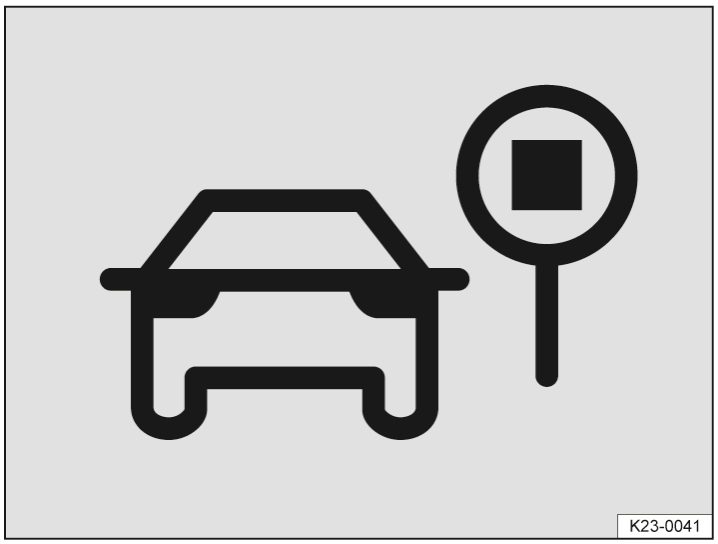


Fig. 1 On the instrument cluster display: Advanced Road Sign Display symbol.

The Advanced Road Sign Display system detects speed limits and overtaking restrictions and informs the driver if the maximum permitted speed is exceeded.

The Advanced Road Sign Display system uses a camera in the base of the interior mirror to detect standard road signs and informs the driver of any detected speed limits or overtaking restrictions. Within the system limits, the Dynamic Road Sign Display of the Advanced Road Sign Display system also displays sub-plates, e.g. to indicate restrictions that apply only at certain times. In some cases, the system can also display the current speed limits on non-signposted routes.

If the maximum permitted speed is exceeded, the speed warning function of the Advanced Road Sign Display system shows this visually on the instrument cluster display by a flashing speed limit detected by the system and, depending on setting, also issues an acoustic warning → *Warning levels of the speed warning function*.

Dynamic Road Sign Display

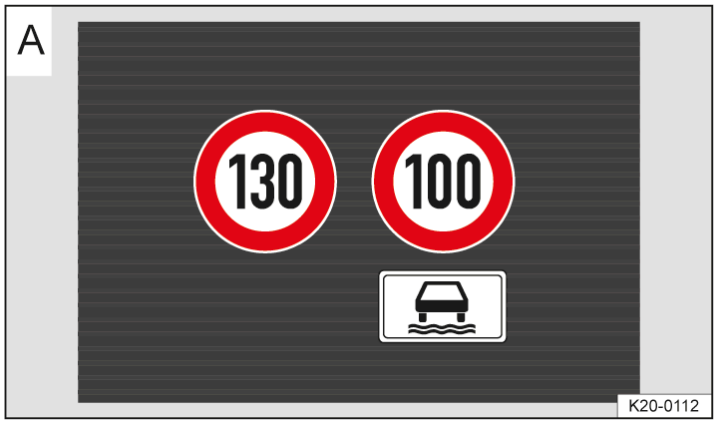


Fig. 2 On the instrument cluster display: displays of Dynamic Road Sign Display with sub-plate (illustration).

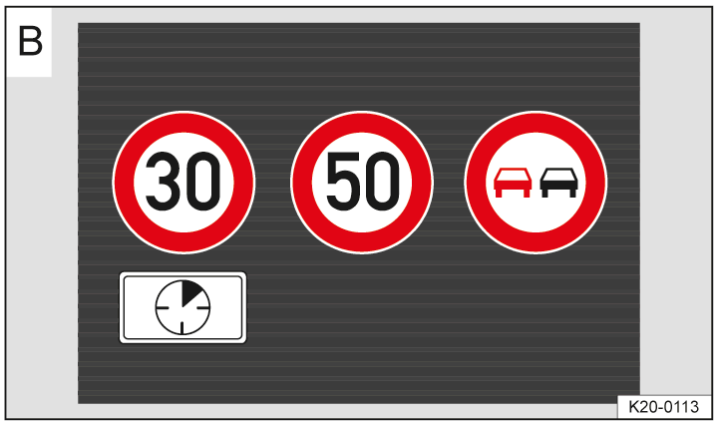


Fig. 3 On the instrument cluster display: displays of Dynamic Road Sign Display with sub-plate (illustration).

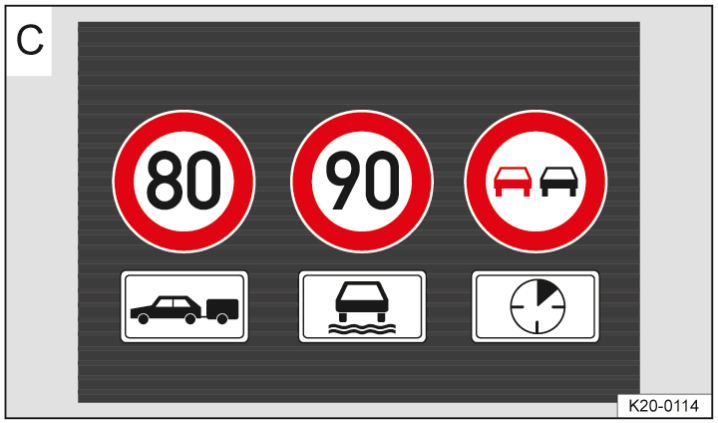


Fig. 4 On the instrument cluster display: displays of Dynamic Road Sign Display with sub-plate (illustration).

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the Dynamic Road Sign Display shows up to three valid road signs with the accompanying sub-plates, depending on the display location *→ Fig. 2*, *→ Fig. 3*, *→ Fig. 4*:

1st position:

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

2nd position:

A sub-plate sign can be shown in second position, e.g. **100 km/h** (**60 mph**) “when wet”.

Sub-plate:

A detected sub-plate, e.g. with time restrictions, is displayed under the valid road sign. Depending on equipment, the valid road sign is supplemented with the generic sub-plate in the head-up display.

3rd position:

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

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

The road signs detected by Dynamic Road Sign Display are displayed on the instrument cluster display. Road signs may also be displayed in the Infotainment system, depending on the system installed in the vehicle.

⚠ WARNING

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

- Observe the system limits *(→ Advanced Road Sign Display)*.
- Keep the navigation data up-to-date.
- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Road signs on the road and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Follow the information in the instrument cluster display and respond according to the requests *(→ Advanced Road Sign Display)*.

System limits of the Advanced Road Sign Display

The Advanced Road Sign Display has system-related limitations. The following conditions can limit the function of the Advanced Road Sign Display system, or prevent it from working altogether:

— High ambient temperatures or prolonged exposure to direct sunlight.

— Poor visibility, e.g. in snowy conditions.

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

— High speeds.

— 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.

The system partly uses the camera behind the windscreen. You can find further information in the section on sensors .

The system also uses navigation data even if the vehicle does not have a navigation system. Keep the navigation data up-to-date *(→ Navigation)*. If you have any questions, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Driving with the speed warning function

Function conditions

The speed warning function warns at speeds above around 20 km/h (around 12 mph).

Switching on and off

Depending on the country, the speed warning is always switched on when the engine is started. If required, you can switch off the speed warning manually in the Infotainment system.

1. Open the **Assist systems** menu.
2. Switch the speed warning on or off in the corresponding submenu.

Activating and deactivating the acoustic warning

In the Infotainment system:

1. Open the **Assist systems** menu.
2. Tap the **Speed warning** function button.
3. Activate or deactivate the acoustic warning in the corresponding option *(→ Vehicle settings menu)*.

The acoustic warning is always activated when the engine is started.

Adjusting the warning threshold

You can adjust the warning thresholds of the speed warning function manually.

In the Infotainment system:

1. Open the **Assist systems** menu.
2. Tap the **Speed warning** function button.
3. To select the level for the warning thresholds, tap ﹀ in the **Warning threshold** menu option *(→ Vehicle settings menu)*.

When the engine is started, the warning thresholds of the speed warning are always reset to the default value.

Activating and deactivating the change tone

The change tone informs the driver acoustically about a change in the speed limits. You can switch off the change tone manually if required.

In the Infotainment system:

1. Open the **Assist systems** menu.
2. Tap the **Speed warning** function button.
3. Activate or deactivate the change tone in the corresponding option *(→ Vehicle settings menu)*.

Hiding fault messages via the multifunction steering wheel

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

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 menu in the Infotainment system.

In trailer mode, display of the valid speed limits can be adjusted to the type of trailer and to country-specific legal requirements.

In the Infotainment system:

1. Open the **Assist systems** menu.
2. Tap the **Trailer detection** function button.
3. To adapt the warning threshold specifically for trailer mode, tap ⌵ in the **Warning at over** menu option *(→ Vehicle settings menu)*.

Warning levels of the speed warning function

If the system detects that the maximum permitted speed has been exceeded, it shows this visually on the instrument cluster display by a flashing speed limit detected by the system and, depending on setting, also issues an acoustic warning . A warning is issued in two warning levels.



Fig. 1 On the instrument cluster display: detected violation of maximum permitted speed (illustration).

Speed warning – Level 1

Violation of maximum permitted speed detected.

The speed limit detected by the system flashes continuously in the instrument cluster and, depending on equipment, in the head-up display → *Fig. 1*.

Speed warning – Level 2

Progressive violation of maximum permitted speed detected.

An acoustic warning sounds. The speed limit detected by the system flashes continuously in the instrument cluster and, depending on equipment, in the head-up display → *Fig. 1*.

The second warning level is triggered if the speed continues to increase above the speed limit.

The second warning level is cancelled again when the driver actively slows down.

Troubleshooting

Advanced Road Sign Display is outside the operating region

An acoustic warning sounds. A text message is displayed on the instrument cluster display and in the **Vehicle status** menu.

— No data available for this region. The Advanced Road Sign Display system is not supported in the country in which you are currently travelling.

Advanced Road Sign Display is not available

An acoustic warning sounds. A yellow indicator lamp is displayed on the instrument cluster display in combination with the yellow central warning lamp. A text message is also displayed on the instrument cluster display and in the **Vehicle status** menu.

— The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, the Advanced Road Sign Display 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Advanced Road Sign Display is partially deactivated

A white indicator lamp is shown in the instrument cluster display for 10 seconds.

The default settings for the speed warning have been changed:

— Check whether the speed warning is deactivated *(→ Advanced Road Sign Display)*.

— Check whether the acoustic warning is activated *(→ Advanced Road Sign Display)*.

— Check whether the default warning threshold has been changed *(→ Advanced Road Sign Display)*.

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

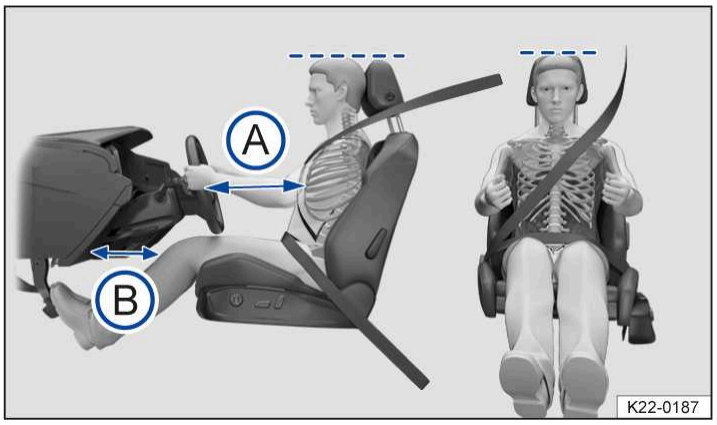


Fig. 1 Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment (illustration).

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

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

Volkswagen recommends the following seating position for your own safety, for the most fatigue-free driving possible 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:

— Sit as far back as possible on the seat.

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

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

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

— The thighs should rest loosely on the seat. The back of the knees should protrude a few centimetres beyond the front edge of the seat. Use further equipment-dependent adjustment options for the seats *(→ Front seat, mechanical)* .

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

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

Additional points for the front passenger:

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

— Push the front passenger seat into the rear half of the adjustment range so that the airbag can provide maximum protection if it is deployed.

Introduction to the topic

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

⚠ WARNING

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

- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip.
- Before every journey and while the vehicle is in motion, secure all children travelling in the vehicle in a restraint system suitable for their weight and height. They must also wear correctly fastened seat belts .
- Insert the latch plate only into the belt buckle of the corresponding seat and make sure that the latch plate engages securely. Using a buckle that does not belong to the seat that you are occupying reduces the level of protection and can lead to severe injuries.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never transport children or babies on your lap and never secure them using the same seat belt as another person.
- Never travel wearing loose, bulky clothing (such as an overcoat over a jacket). This could prevent the seat belts from fitting and functioning properly.

⚠ WARNING

Damaged seat belts increase the risk of serious or fatal injuries. If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, the seat belt or belt attachment element in question must be replaced immediately by a suitably qualified workshop. The suitably qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year. Volkswagen recommends using an authorised Volkswagen repairer.
- 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 suitably 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 an authorised Volkswagen repairer.
- Have seat belts that have been subjected to stress and stretched during an accident replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer. 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.

Seat belt warning system

Warning lamp for the seat belt warning system on the instrument cluster display.

Seat belt warning for the front seats

If the driver or front passenger seat is occupied by an adult, an acoustic warning will be emitted if the seat belts are not fastened at the start of a journey and the vehicle reaches a speed of more than approximately 25 km/h (approximately 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.

Seat belt warning for the rear seats (depending on country and equipment)



Fig. 1 On the instrument cluster display: fasten seat belt prompt for the rear seats (version 1).



Fig. 2 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 (approximately 15 mph), an acoustic signal will also be given.

⚠ WARNING

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

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

Fastening and unfastening seat belts

Fastening the seat belt



Fig. 1 Inserting the seat belt latch plate into the buckle (illustration).

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

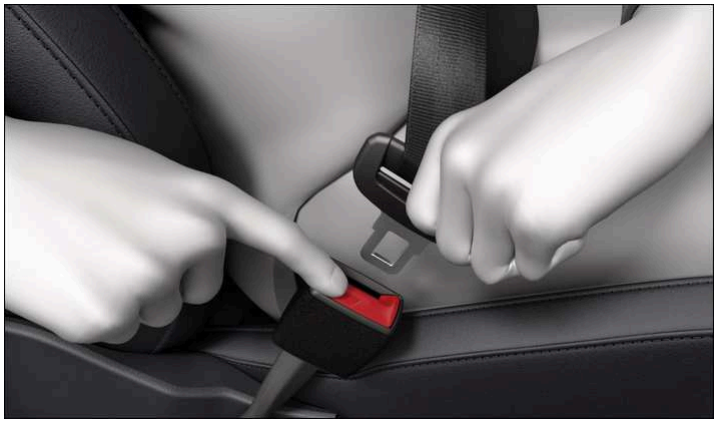


Fig. 2 Removing the latch plate from the buckle (illustration).

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 suitably qualified workshop in order to have the twist undone. Volkswagen recommends using an authorised Volkswagen repairer.

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

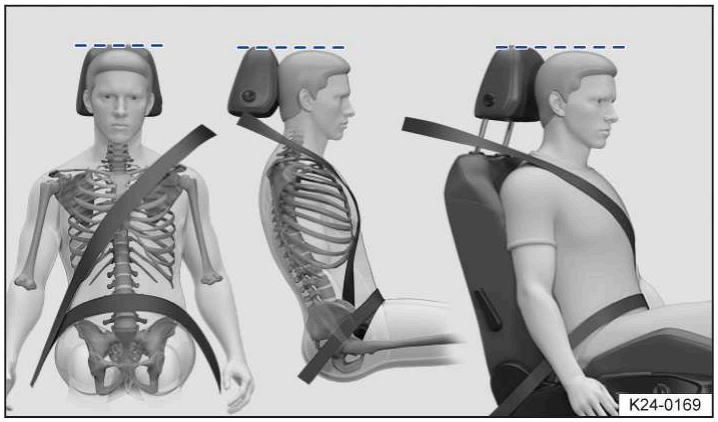


Fig. 1 Correct seat belt routing and head restraint adjustment (illustration).

— 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 (illustration).

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

Correct seat belt routing according to height

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

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

— Height-adjustable front seats *(→ Sitting position)*.

⚠ WARNING

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

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

If a person's physical build prevents them from routing the seat belt properly, contact a suitably 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 an authorised Volkswagen repairer.

Seat belt height adjuster



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

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

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

⚠ WARNING

If you adjust the belt height while the vehicle is in motion, this can cause serious and fatal injuries.

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

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

The seat belts on the front seats and the outer rear seats (also on the middle rear seat, depending on equipment) are equipped with a belt retractor on the shoulder section of the belt. Full freedom of movement is ensured when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the belt retractor blocks the seat belt.

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

Belt tensioner

The seat belts for the front seat vehicle occupants and, depending on equipment, on the outer rear 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 suitably qualified workshop. Suitably qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using an authorised Volkswagen repairer.
- 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 outer rear 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 suitably qualified workshops *(→ Belt tensioner)*. Volkswagen recommends using an authorised Volkswagen repairer.

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. As a result, the belt tensioners may not function correctly or may 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 suitably qualified workshops. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop . Volkswagen recommends using an authorised Volkswagen repairer.
- 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 proactive occupant protection system is not a substitute for the full attention of the driver and operates only within the limits of the system. The proactive occupant protection system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

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

Functions of the proactive occupant protection system

Basic functions

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

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

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

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

Additional functions for vehicles with Automatic Emergency Braking (Front Assist)

For vehicles with Automatic 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.

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 of the ESC
, reversible belt tensioners or airbag control unit .
— TCS
deactivated or ESC restricted .
— Automatic Emergency Braking (Front Assist) is restricted or has a system fault.
— Reverse gear is engaged.
— In the case of reflective objects, e.g. crash barriers, tunnel entrances, heavy rain or icing-up.
— In the case of animals or objects that are difficult to detect.

Troubleshooting

A message is shown briefly 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 suitably qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using an authorised Volkswagen repairer.

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 airbags during sudden braking or driving manoeuvres or in the event of accidents and then be flung dangerously through the vehicle interior if the airbags are triggered.

- Never hold any objects in your hand or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat.

WARNING

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

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

WARNING

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle. The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems.

- To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- Rinse out your eyes and any open wounds with water if dust has got into them.

WARNING

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

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

Indicator lamp

Functional check

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

Fault in airbag or belt tensioner system

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

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

1. Remove the child seat from the front passenger seat and install it on the rear seats.
2. Go to a suitably qualified workshop and have the airbag and belt tensioner system checked. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop and have a check carried out to establish whether the airbag or belt tensioner system must remain switched off. Volkswagen recommends using an authorised Volkswagen repairer.

Fitting locations and deployment zones of the airbags

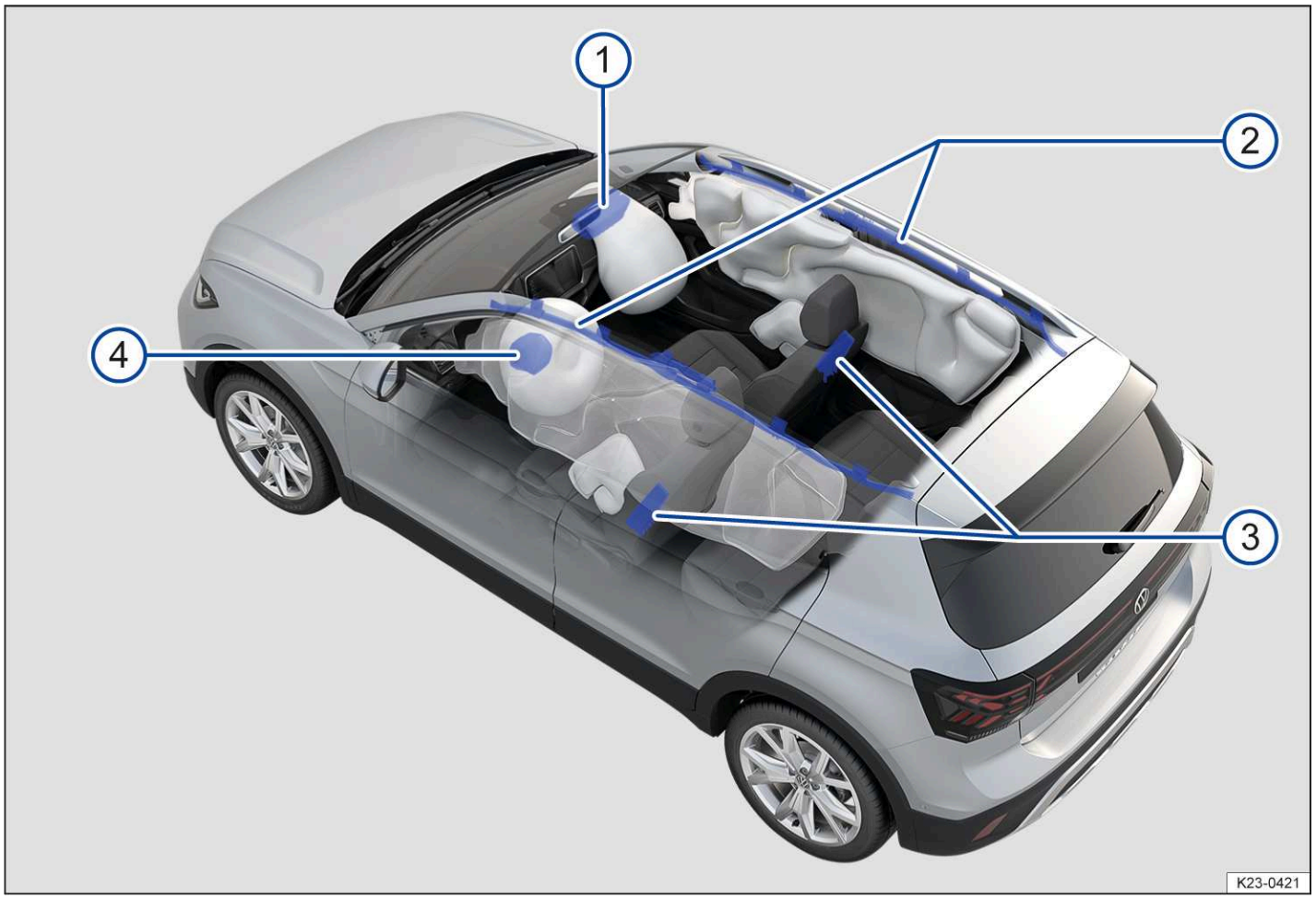


Fig. 1 Fitting locations and deployment zones of the airbags.

Location

1. Front passenger front airbag in the dash panel.
2. Curtain airbags above the front and rear side windows (both sides).
3. Front side airbags in the driver seat and front passenger seat backrests.
4. Driver front airbag in the steering wheel.

The airbag locations are identified by the text "AIRBAG".

The white areas in the illustration are covered by the airbags when deployed (deployment zone) → *Fig. 1*. You must never leave or attach any objects in these areas →⚠.

⚠ WARNING

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

- Always leave the deployment zones of the airbags clear.
- Never secure any items to the covers or in the deployment zones of the airbags.
- Do not stick anything on or cover the locations of the airbags or the surfaces in the deployment zones of the airbags or modify these components in any way.
- No other people, animals or objects may be carried between the occupants and the airbag deployment zones. Ensure that children and other passengers in the vehicle also keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Only push the sun visors over to the side windows if no items are attached to the visors (e.g. pens or a garage door opener).
- Do not install any sun blinds onto the side windows unless they have been expressly approved for use in your vehicle.
- The coat hooks in the vehicle should be used only for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.

WARNING

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

WARNING

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

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

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Front passenger front airbag switched on



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

ON The yellow indicator lamp for the switched on front passenger front airbag lights up for around 60 seconds after the ignition has been switched on or after switching on the front passenger front airbag with the key-operated switch → *Fig. 2* and then switches off again automatically.

The front passenger front airbag has been switched on.

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

Front passenger front airbag switched off



Fig. 3 In the centre console: indicator lamp for deactivated 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)*.

Introduction to the topic

Confirmation that the front passenger front airbag has been switched off

A switched off front passenger front airbag is indicated only by the PASSENGER AIR BAG OFF indicator lamp lighting up yellow continuously *(→ Indicator lamp for standard airbag system)*.

If the front passenger front airbag is switched off and the yellow PASSENGER AIR BAG indicator lamp OFF does not light up continuously or lights up together with the yellow indicator lamp in the instrument cluster display, there may be a fault in the airbag system. For this reason, do not fit a child restraint system on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident →⚠.

⚠ DANGER

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

⚠ DANGER

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

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

NOTICE

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

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

Child seats reduce the risk of injury in the event of 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 an authorised Volkswagen repairer or visit the Volkswagen website.

⚠ WARNING

Unsecured or inadequately secured children can suffer serious or fatal injuries in the event of a sudden driving or braking manoeuvre and in an accident.

- Always transport children younger than 12 years of age or under 150 cm (about 4 ft 11 in) in height 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 the event of 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.

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

Class	Child's weight
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.



Fig. 2 Child seat with additional belt guide (illustration).

When using a Group 2 child seat or a child seat for children from a height of 100 cm (3 ft 3 in) with backrest, Volkswagen recommends using the additional belt guide on the child seat for the seat belt in the pelvic area, if available → *Fig. 2* (1). 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" (in accordance with regulations ECE

-R 44 and ECE-R 129), "semi-universal", "vehicle-specific" (in accordance with regulation ECE-R 44 in each case) or "i-Size" (in accordance with ECE-R 129).

— **Universal**: child seats with "universal" approval are approved for use in all vehicles. No type list is required. In the case of universal approval for ISOFIX, the child seat must also be secured with 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 seat 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 .

— The settings of the respective seat must no longer be adjusted after correct installation of the child seat. If the seat settings have been adjusted, installation of the child seat must be checked and adapted if necessary.

— If a child seat is used on a seat, no functions must be used on this seat, e.g. the massage function or seat heating *(→ Seat climate control)*.

Airbag sticker



Fig. 1 On the sun visor: airbag label (illustration).



Fig. 2 On the B-pillar: airbag label (illustration).

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 use 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 **forward-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. Authorised Volkswagen repairers 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 sitting 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 to the front passenger seat if the front passenger front airbag is switched on.
- Deactivate the front passenger front airbag if you want to install a child seat on the front passenger seat. If the front passenger front airbag cannot be deactivated, you must not 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 forward-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

A triggered curtain or side airbag can cause injuries.

- Ensure that no children are seated within the airbag deployment zones .
- Do not place any objects in the 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/i-Size**: ISOFIX and i-Size are standardised securing systems for fitting child seats in the vehicle quickly and safely. The ISOFIX or i-Size attachment system creates a rigid connection between the child seat and the car body.

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

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

Additional securing points:

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

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

Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

— **Rear-facing child seat**:

  — ISOFIX/i-Size and top tether.

  — ISOFIX/i-Size and support foot.

— **Front-facing child seat in group 1 and i-Size child seat for children up to 105 cm (approx. 3 ft 5 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 from 100 cm (approx. 3 ft 3 in) in height**:

  — ISOFIX/i-Size and, if applicable, top tether.

  — ISOFIX/i-Size and, if applicable, support foot.

⚠ WARNING

Unsecured or inadequately secured children can suffer serious or fatal injuries in the event of a sudden driving or braking manoeuvre and in an accident.

- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.
- Do not use child seats that must be secured in the vehicle with lower tethers according to the child seat manufacturer's instructions.

WARNING

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

- Ensure that the support foot is always correctly and safely installed.
- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.
- Do not transport children in child seats with a support foot if the weight of the child seat, including the child, exceeds a total weight of 33 kg (around 73 lbs).

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 anchor points is equipment and country dependent.

I-Size anchor points are not available on the front passenger seat in some countries.

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 rear seats	Centre rear 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	X	IL-SU	IL-SU	X
		D/R2				
		C/R3				
Group 1: 9 to 18 kg	Rear-facing	D/R2	X	IL-SU	IL-SU	X
		C/R3				
	Front-facing	B/F2	IL-SU, IUF	X	IL-SU, IUF	X
		B1/F2X				
		A/F3				
Group 2: 15 to 25 kg	Front-facing	–	IL-SU	X	IL-SU	X
Group 3: 22 to 36 kg	Front-facing	–	IL-SU	X	IL-SU	X
i-Size child restraint system	Rear-facing	–/R2	X	i-U	i-U	X
	Front-facing	–/B2, F2X	i-U	X	i-U	X
Booster seat	Front-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 front-facing ISOFIX booster seat of Group 2/3 as well as a front-facing i-Size child seat for children with a height of 100 to 150 cm (around 3 ft 3 in to 4 ft 11 in).

Installing child seats with ISOFIX or i-Size

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

Markings identifying the ISOFIX anchor points for child seats on the rear seats.

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



Fig. 1 Fitting a child seat with attachment arms (illustration).

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

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

Securing child seats with the top tether



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



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



Fig. 3 In the backrest of the premium sport seat (without opening) on the front passenger side: routing for the top tether (illustration).

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. 4 On the rear of the outer rear seats or front passenger seat: attached top tether.

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

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

   Applies only to the premium sport seat without opening: Route the top tether over the head restraint → *Fig. 3*.
6. Hook the top tether of the child seat into the corresponding anchor point marked with “Top Tether” → *Fig. 4*.

7. Tighten the top tether so that the child seat is positioned against the upper section of the rear seat backrest.

WARNING

If the top tether is not secured properly or is not secured at the anchor points provided for this purpose, the child seat can become detached and cause serious injuries.

- Always secure only one top tether of a child seat to one top tether anchor point.
- Secure the top tether only at the top tether anchor points provided for this purpose. 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. Refer to the following table for the installation options.

Group		Child's weight	Front passenger seat		Rear seats
			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**
	Front-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 seat 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 that are secured by means of a seat belt and support foot must not be installed on the centre rear 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 of what to do in the event of a breakdown

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)*.

⚠ 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

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

Pushing the vehicle by hand can cause damage to the vehicle, e.g. deformation or detachment of add-on parts.

- When pushing the vehicle by hand, do not press on the tail light clusters, large panels and side or rear spoilers.

Checklist of what to do after an accident

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

1. Switch off the ignition.
2. Switch on the hazard warning lights ⚠ *(→ Centre console)*.
3. Place the warning triangle in position to draw the attention of other road users to your vehicle.
4. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Administer first aid and observe country-specific regulations on high-visibility waistcoats.
5. Report the accident to the fire service.
6. Wait for the emergency services at the scene of the accident.

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.

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

The first-aid kit must comply with legal requirements.

— Observe the expiry dates of the contents.

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

Warning triangle



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

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

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

The warning triangle must comply with legal requirements.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

The fire extinguisher must meet legal requirements, be ready for use at all times and be checked on a regular basis (see seal of approval on the fire extinguisher).

⚠ WARNING

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

- Always secure the first-aid kit, warning triangle and fire extinguisher safely in the holders provided in the vehicle.
- Stow the high-visibility waistcoat in a stowage compartment where it can be easily reached.

Information call, breakdown call and Emergency Call Service

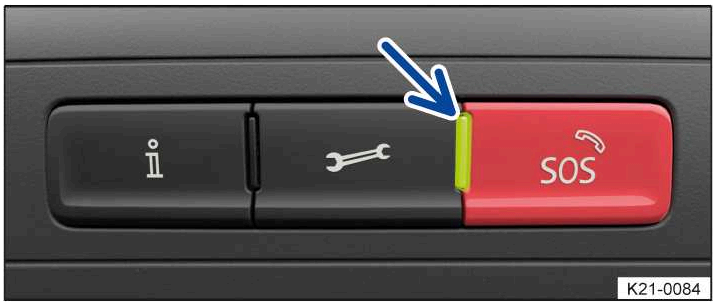


Fig. 1 In the roof console: buttons for voice services and indicator lamp.

- Information Call.
- Breakdown Call.
- Emergency Call Service.

Depending on the vehicle equipment and country, voice services and the Emergency Call Service 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.

Please also observe the additional information on mobile online services .

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 Volkswagen Customer Care.

— 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 for the mobile online services or in the language of the country for which the vehicle was produced.

— The Information Call can be made when the vehicle ignition is switched on.

— The Information Call can be made manually via the touch panel in the roof console or, depending on vehicle, via the function button in the telephone menu of the Infotainment system.

Breakdown Call

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

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

— The person who takes your call will talk to you in the language of the country in which the vehicle is registered for the mobile online services or in the language of the country for which the vehicle was produced.

— The Breakdown Call can be made when the vehicle ignition is switched on.

— The Breakdown Call can be made manually via the touch panel in the roof console or, depending on vehicle, via the function button in the telephone menu of the Infotainment system.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— 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 *(→ Manage services)*.

⚠ WARNING

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

- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of the required telecommunication providers is not available in areas with sufficient mobile communications and satellite reception.
- In spite of sufficient mobile communications and satellite signal reception, there is no mobile communications network generation of the telecommunication providers that is suitable for the vehicle in some regions. 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.
- In spite of sufficient mobile communications and satellite signal reception, there is no 3G mobile network of the telecommunication providers in some regions. This can lead to a delay of up to 60 seconds when setting up the connection for the Emergency Call Service. In order to permit connection setup without a delay, the Emergency Call Service can be deactivated in the Infotainment system if the legally required eCall Emergency System is present in the vehicle. The legally required eCall Emergency System is available without any delay after deactivation of the Emergency Call Service.
- 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 required eCall Emergency System is not present in the vehicle. Also forwarding to the emergency number 112 does not take place.
- The Emergency Call Service function was deactivated by disabling data transmission. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. It the legally required eCall Emergency System is not available for technical reasons, the Emergency Call Service will be activated again automatically.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

1. If fitted, briefly press on the button cover 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 set up automatically in the following situations:

— Immediately after the airbags are triggered.

— Immediately after the belt tensioners are 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 suitably qualified workshop and have the integrated battery replaced. Volkswagen recommends using an authorised Volkswagen repairer.

Have the integrated battery checked by a suitably qualified workshop after about 3 years and replaced if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

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 in order to ensure correct functioning of the Emergency Call Service. The data related to the emergency call is automatically deleted from the vehicle 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 (a few miles)).

— 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 *(→ Privacy settings)*. The Emergency Call Service function can be guaranteed only if data transmission is fully possible.

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

Reverting to the legally required eCall Emergency System

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

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 *(→ Manage services)*.

Back-up to 112 emergency number

In some situations, the Emergency Call Service may be restricted or unavailable. If the legally required eCall 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 suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using an authorised Volkswagen repairer.

Emergency Call Service is restricted

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

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

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

Legally required eCall Emergency System

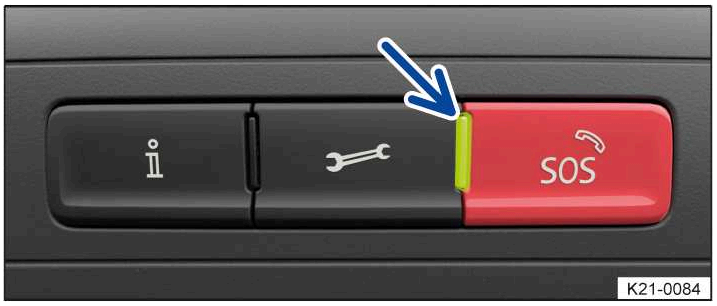


Fig. 1 In the roof console: button for legally required eCall Emergency System and indicator lamp.

- 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, e.g. 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 set up automatically in the following situations:

— Immediately after the airbags are triggered.

— Immediately after the belt tensioners are 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 suitably qualified workshop and have the integrated battery replaced. Volkswagen recommends using an authorised Volkswagen repairer.

Have the integrated battery checked by a suitably qualified workshop after about 3 years and replaced if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

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 (a few 100 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.

— Accident direction.

— Deceleration rate in the event of an accident in longitudinal direction.

— Deceleration rate in the event of an accident in lateral direction.

— 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 suitably qualified workshop immediately and have the fault rectified. Volkswagen recommends using an authorised Volkswagen repairer.

Legally required eCall Emergency System restricted

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

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

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

Functions of the vehicle key

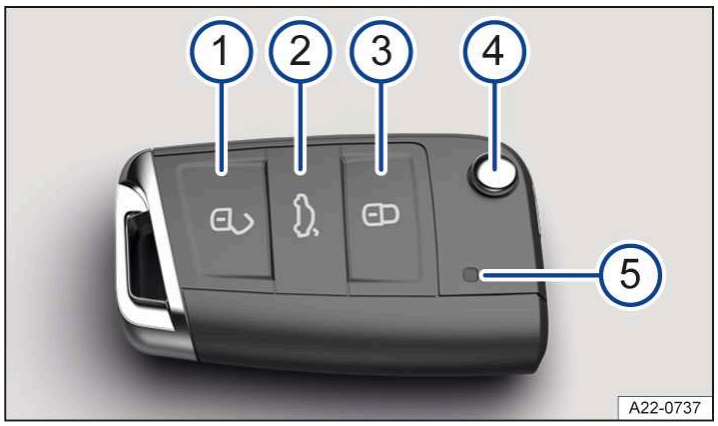


Fig. 1 Vehicle key.

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.

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism. This prevents the doors from being opened both from inside and outside.

If a vehicle is equipped with SAFELOCK, this is activated automatically when the vehicle is locked with the vehicle key or the sensor in the door handle. If it is wished to intentionally cancel the SAFELOCK function, the vehicle key or door handle sensor must be operated again. The vehicle is then only locked. In this case, opening from outside is prevented and opening from inside is possible.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could 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. This can result in accidents and serious or even fatal injuries.

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

WARNING

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

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

NOTICE

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

- Protect the key from moisture and excessive vibration.

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

Changing the button cell

Volkswagen recommends having the button cell replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer →⚠.

Vehicle key with key bit

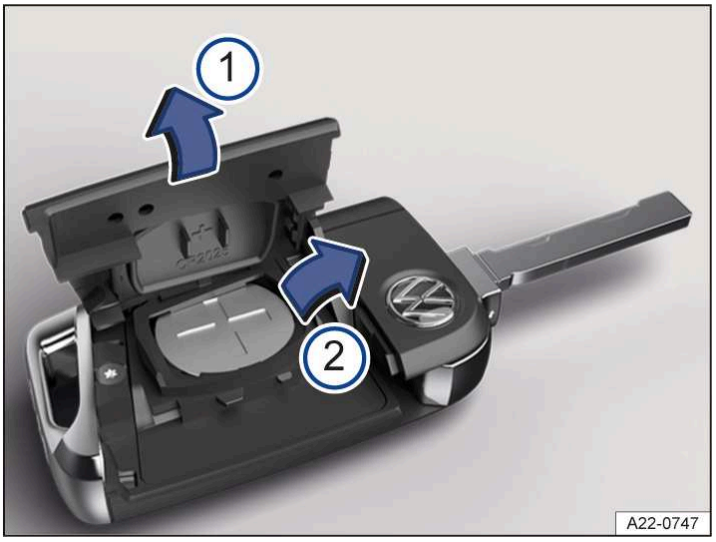


Fig. 1 Vehicle key: replacing the button cell (illustration).

(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 vehicle key 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 compartment cover cannot be closed, do not use the remote control.

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries *(→ Product recycling)*. Volkswagen recommends having this service carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 vehicle key 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 vehicle keys or a replacement vehicle key can be obtained from an authorised Volkswagen repairer.

Introduction to the topic

Keyless Access enables the vehicle to be locked and unlocked without active use of the key. For this purpose, a valid vehicle key must be within close range of the vehicle.

Unlocking or locking the vehicle with Keyless Access

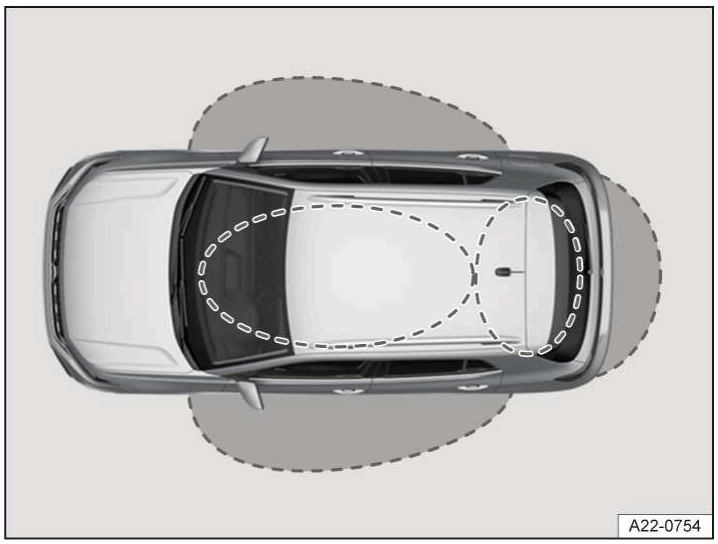


Fig. 1 Keyless Access: operating ranges (illustration).

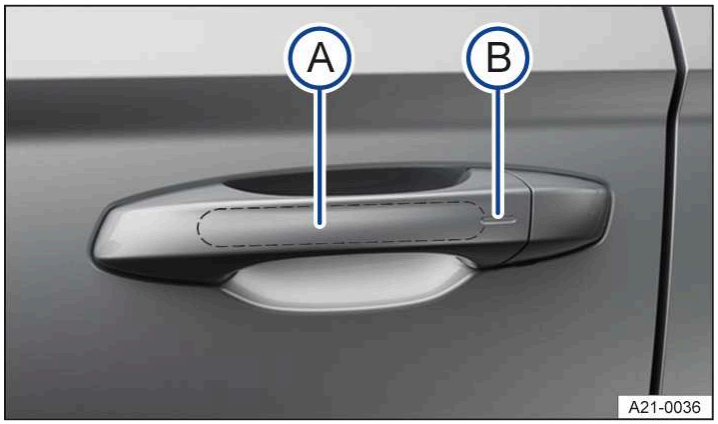


Fig. 2 In the door handle: sensors.

(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.

Unlock the vehicle

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

Lock 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 the keyless locking and starting system 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 DSG®
® dual clutch gearbox can be locked only 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 vehicle 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.

   Or: depending on the equipment, remove the vehicle key from the immediate vicinity of the wireless charging function. Then place the vehicle key in the stowage area of the centre console.

If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

If the message **Keyless system faulty** appears on the instrument cluster display, malfunctions may occur in the Keyless Access system. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

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.

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

Display with open doors

A symbol in the instrument cluster display indicates if one or more doors are not closed properly.

STOP Do not drive on!

1. Park the vehicle safely if necessary.
2. Open the door in question and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Any door that is not properly closed could open suddenly while the vehicle is in motion. This could lead to severe or fatal injuries.

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

NOTICE

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

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

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

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

Indicator lamp in the driver door

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

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

A red LED

flashes for approximately 2 seconds at short intervals.

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

Vehicle with SAFELOCK

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

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

Vehicle without SAFELOCK

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

The LED

flashes at slow intervals after around 30 seconds.

Points to note

If the red LED

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

Automatic locking and unlocking

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

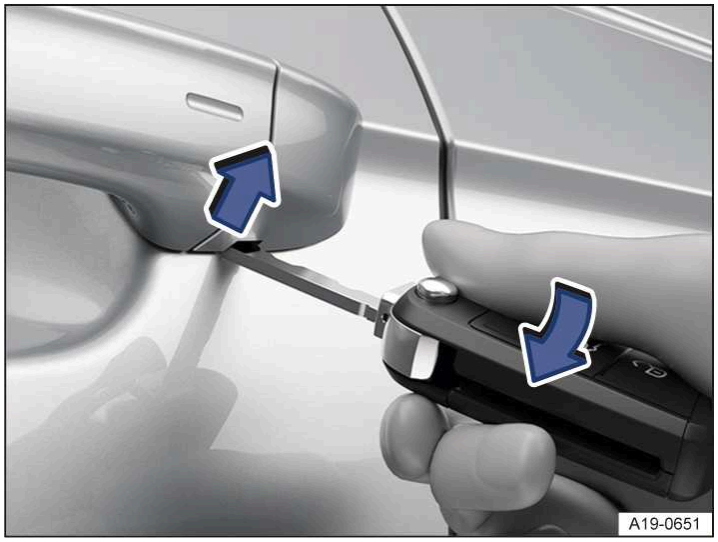


Fig. 1 Handle on the driver door: levering off the cover.

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 off the cap 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)*.

— An emergency start must be performed after unlocking *(→ Starting the engine)*.

— Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

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

Manually closing the front passenger door and rear doors



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



Fig. 2 In the front edge of the rear door: locking the vehicle manually with the key bit or manual 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.

1. Open the door.
2. Insert the key bit or manual key into the slot and turn or press → *Fig. 1*, → *Fig. 2*.
3. Check that the door is locked.
4. Have the vehicle checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

Childproof lock

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.

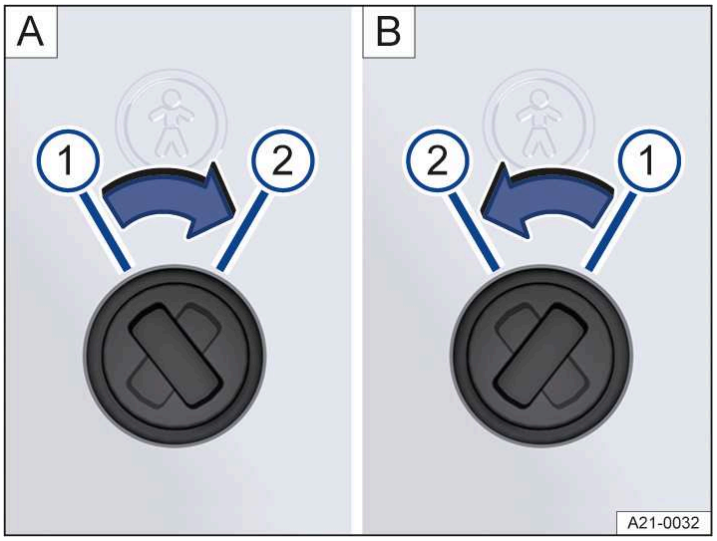


Fig. 1 Childproof lock: A rear left door, B rear right door.

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

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. This may mean that people lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves.

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

⚠ WARNING

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

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

SAFELOCK

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

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

Deactivating SAFELOCK

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

— Press the button on the vehicle key again within 2 seconds.

— 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

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

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

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

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

Vehicle locks itself automatically

The vehicle will lock itself again automatically after around 45 seconds if all the following conditions apply:

— The vehicle was unlocked using the vehicle key or Keyless Access.

— The boot lid was not opened.

— No door was opened.

— The ignition was not switched on.

Manual locking and unlocking on vehicles with open door lock cylinder

1. To unlock manually, insert the vehicle key into the lock cylinder and turn it anticlockwise.

   On right-hand drive vehicles, turn the vehicle key clockwise.

   Only the driver door is unlocked and the anti-theft alarm sounds.
2. Switch on the ignition to turn off the anti-theft alarm.
3. The other doors can now be opened using the central locking button.

1. To lock manually, insert the vehicle key into the lock and turn it clockwise.

   On right-hand drive vehicles, turn the vehicle key anticlockwise.

   All doors are locked and the anti-theft alarm is activated.
2. Check that all doors are locked.

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. To enable the vehicle key inside the vehicle for a normal engine start, press the button on the vehicle key inside the vehicle.

Unlocking and locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. The doors can be opened without a key by forcefully pulling the door handles.

Depending on the extent of the damage, the vehicle can be locked after an accident as follows:

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

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

If there is no 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 5 minutes.

When does the system trigger an alarm?

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

— When the bonnet is opened.

— When the boot lid is opened.

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

— If the 12-volt vehicle battery is disconnected.

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

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

— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

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.
2. *On vehicles with Keyless Access locking and starting system:* when the vehicle key is within range for unlocking, grip the door handle .

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

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

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

If single door or vehicle side unlocking is activated in the opening and closing settings in the Infotainment system, press the button on the vehicle key twice to unlock the boot lid.

On vehicles with Keyless Access, operate the sensor on the inside of the driver or front passenger door handle twice, depending on setting.

WARNING

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

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

WARNING

Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

- Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside.

WARNING

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

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

WARNING

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

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

WARNING

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

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

NOTICE

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

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

NOTICE

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

- Never use the boot lid or roof spoiler to hold or fix a load.

Opening and closing the boot lid



Fig. 1 In the boot lid: button for opening the boot lid (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 carefully using the handle in the interior trim so that it engages in the lock → *Fig. 2*, →⚠.

If the boot lid is open or not correctly closed, this is indicated on the digital instrument cluster display.

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.

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

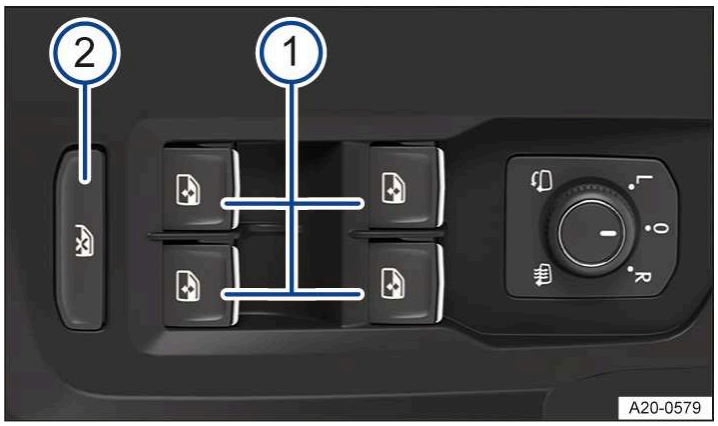


Fig. 1 In the driver door: window regulator switches.

(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.
- Always take all vehicle keys with you every time you leave the vehicle.
- Please note that the windows can still be opened or closed using the buttons in the doors for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.

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

⚠ WARNING

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

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

NOTICE

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

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

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 personalization user accounts and thus change automatically when a user account is changed.

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. The window will close without roll-back function if the window regulator switch is pulled 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 window regulator switch. 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 suitably qualified workshop if the window still cannot be closed. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

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

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

The roll-back function also takes place with convenience closing.

Troubleshooting

One-touch opening and closing does not work

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

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull up the button for the window and hold it in this position for a few seconds.
4. Let go of the button, then pull it up again and hold it in this position.

One-touch opening and closing is now ready for operation.

The one-touch function can be restored for individual windows or for several windows at the same time.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Adjusting the steering wheel position mechanically



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

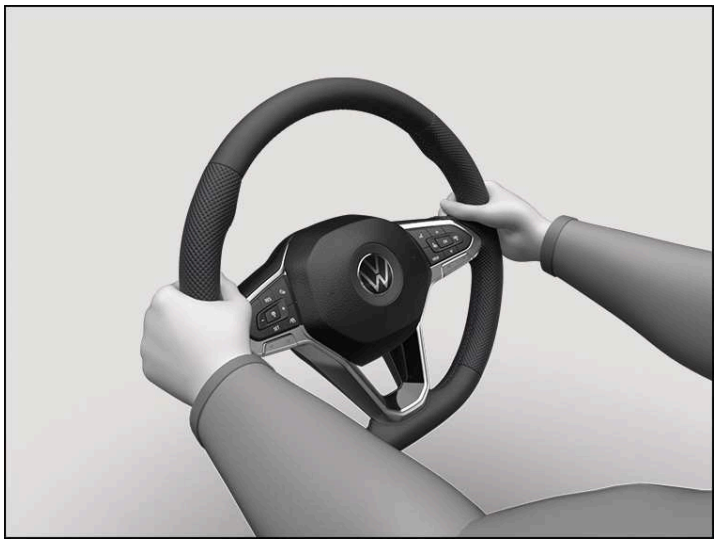


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position (illustration).

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

Depending on the equipment in the vehicle, 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 it is 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.
- Always keep hands, fingers, feet or other body parts away from the path of the seat hinges and seat locking mechanism when folding forwards and backwards.
- Floor mats or other objects must be kept away from the area of the hinges. 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 adults 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.

- 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

Incorrectly adjusted rear seats increase the risk of serious injuries in the event of an accident.

- Before all journeys, make sure that the rear seats are adjusted so that all occupants are sitting upright and with the seat belts fastened correctly.
- The rear seats must be adjusted only when there is no one in the adjustment area of the rear seats.

⚠ WARNING

If you adjust the rear seats while the vehicle is in motion, you will assume an incorrect sitting position. The rear seats may also move unexpectedly while the vehicle is in motion. In an accident, there is then an increased risk of serious injuries.

- Adjust the rear seats only when the vehicle is stationary.

⚠ WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

⚠ WARNING

Incorrect use of the rear centre armrest can cause serious injuries.

- The rear centre armrest must always be folded up while the vehicle is in motion.
- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

NOTICE

When the rear seat is moved, objects in the luggage compartment can get into the space between the seat and the luggage compartment floor and cause damage.

- Before moving the rear seat, remove all objects that are located in the space between the seat and luggage compartment floor.

NOTICE

Sharp edges can damage the seats.

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

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 the red marking → *Fig. 1* (2) is visible.

Folding back the rear seat backrest

1. Fold back the rear seat backrest and push it firmly into the catch until it engages securely into place →⚠.

   The red marking → *Fig. 1* (2) must no longer be visible.

⚠ WARNING

Injuries can be caused if the rear seat backrest is folded forwards and backwards without due care and attention.

- While folding the rear seat backrest forward, always make sure that no people or animals are in its path.
- Never fold the rear seat backrest forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the rear seat backrest.
- Always keep hands, fingers, feet and 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, vehicle components, particularly the seat belts and their components, 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 the rear seat backrest forward, make sure that there is no latch plate of a seat belt in a belt buckle.
- 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.

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is unoccupied, the respective head restraint can be pushed down as far as it will go.

The rear centre head restraint (depending on vehicle equipment) is designed solely for use with the centre seat on the rear bench seat. Therefore you should not install this head restraint in any of the other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint adjustment

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

Head restraint adjustment for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

Head restraint adjustment for taller people

Push the head restraint up as far as it will go.

⚠ WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.
- If a seat is occupied, adjust the head restraint corresponding to the size of the person sitting on the seat.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

If you do not remove and fit the head restraints properly, this can result in damage.

- When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle.

Adjusting the head restraints

Adjusting the height of the front head restraint



Fig. 1 Adjusting a front head restraint (illustration).

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

The head restraint must engage securely into position.

Adjusting the height of the rear head restraint

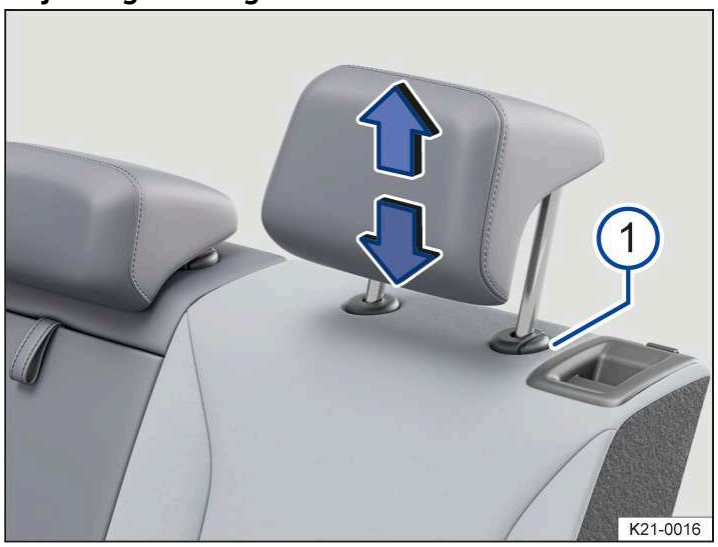


Fig. 2 Adjusting a rear head restraint (illustration).

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

The head restraint must engage securely into position.

Removing and installing the head restraints

Removing the front head restraints

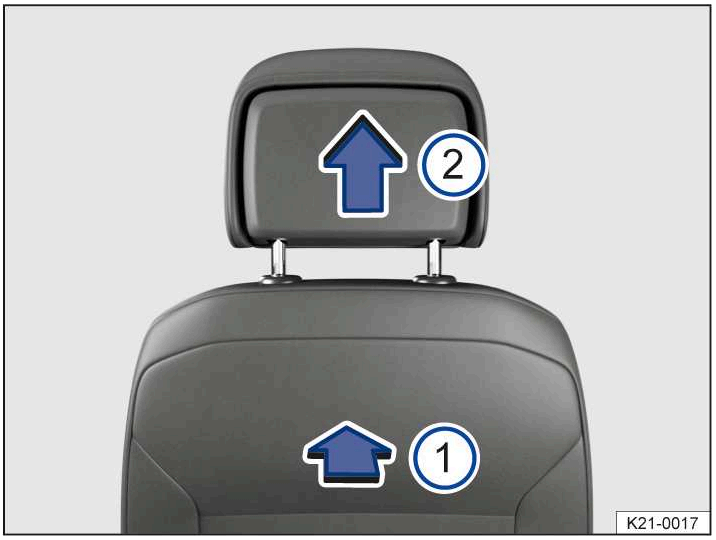


Fig. 1 Removing a front head restraint (illustration).

1. If necessary, lower the head restraint.
2. To release 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 Removing a rear head restraint (illustration).

1. If necessary, adjust the backrest so that the head restraint can be removed.
2. Push the head restraint all the way up.

3. Pull the head restraint out fully while pressing the button → *Fig. 2* (1).

Fitting the rear head restraints

1. Release the rear seat backrest and fold the backrest forwards slightly.
2. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
3. Press and hold the button → *Fig. 2* (1) and push down the head restraint.
4. Fold back the rear seat backrest and allow it to engage securely.
5. Adjust the head restraint so a correct sitting position can be assumed.

Centre armrest

Front centre armrest



Fig. 1 Front centre armrest (illustration).

— To lift: pull the centre armrest up gradually in the direction of the arrow → *Fig. 1*.

— To lower: pull the centre armrest all the way up. Then lower the centre armrest.

— To move it backwards and forwards: push the centre armrest in the direction of the arrow all the way forwards 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

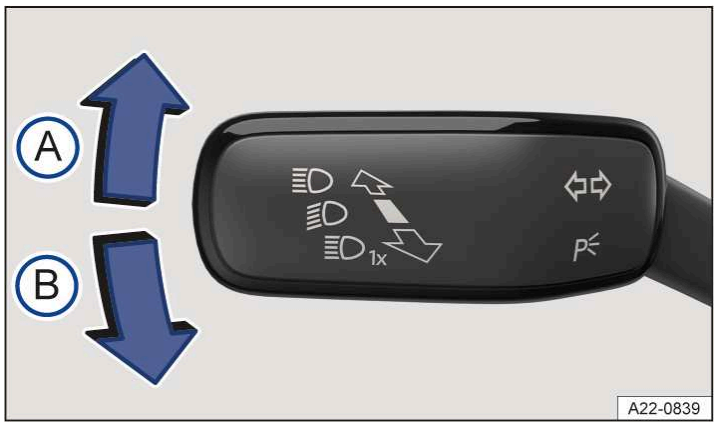


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Indicate right ➡.
(B) Indicate left ⬅.

Switching turn signals on and off

1. Switch on the ignition.
2. Move the lever from the centre position to the required position → *Fig. 1*.
3. To switch off the turn signal, move the 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 an authorised Volkswagen repairer.

Convenience turn signal

1. Push the lever up or down to the point where you encounter resistance and then release the lever.

   The turn signal flashes three times.

To cancel the lane change flash, immediately move the lever in the opposite direction up to the pressure point and then release it.

The convenience turn signal can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

Incorrect use of turn signals, a failure to use turn signals, or forgetting to switch off a turn signal can confuse other road users. This can cause accidents and serious or fatal injuries.

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

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching lights on and off



Fig. 1 Next to the steering wheel: 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.

If the light switch is in position **0**, or **AUTO** (with detected brightness), the daytime running lights are switched on each time the ignition is switched on.

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

NOTICE

The headlights may ice up at very low outside temperatures. Improper cleaning may damage the vehicle.

- Do not use excessively hard or abrasive cleaning tools.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and when visibility is poor.
- Regularly check that all lights and turn signals are working properly.

WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you. The tail lights will not be switched on with the daytime running lights. The vehicle cannot be seen by other road users in darkness, precipitation and poor visibility without the rear lights switched on. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and when visibility is poor.

WARNING

The automatic lighting control function **AUTO** assists the driver. The driver is responsible for the vehicle lighting being switched on correctly. The automatic lighting control function **AUTO** switches the dipped beam headlights on and off when there is a change in the level of brightness. An insufficiently lit road can cause accidents and serious or fatal injuries.

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

To illuminate the surroundings better when manoeuvring, the cornering lights are switched on for both sides of the vehicle when reverse gear is engaged.

Switching main beam on and off

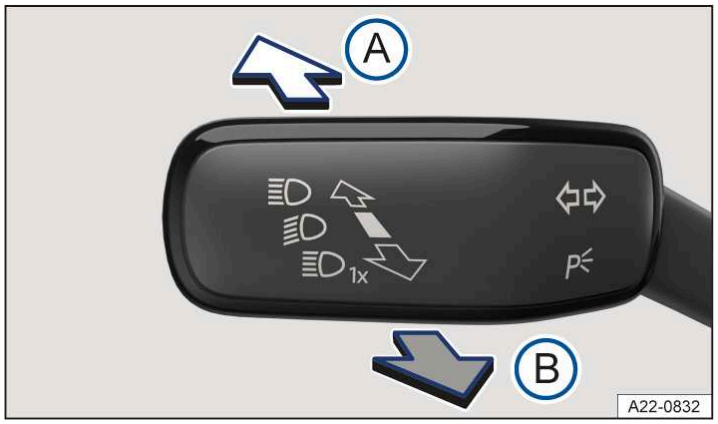


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(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* (A).

Switching off the main beam

1. Pull the turn signal and main beam lever to the rear from the centre position → *Fig. 1* (B).

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* (B).

   To switch it off, release the turn signal and main beam lever.

Main-beam control

Depending on the vehicle equipment, automatic main-beam control may be available:

— *(→ Main-beam control (static))*

— *(→ Main-beam control (dynamic))*

⚠ WARNING

Using the main beam incorrectly can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

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

Main-beam control (Light Assist)

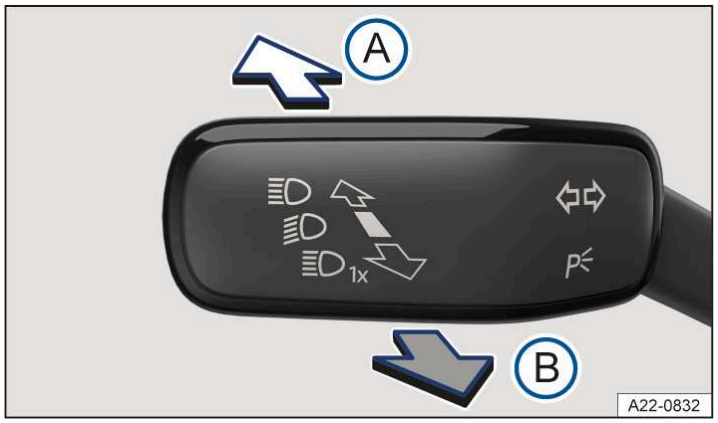


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

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

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

Switching on Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO *(→ Dipped beam)*.
3. Tap the lever forward from the basic position → *Fig. 1* (A).

When Light Assist is activated, the indicator lamp lights up white in the instrument cluster display. When Light Assist is switched on, the indicator lamp for the main beam lights up blue in the instrument cluster display.

Switching off Light Assist

1. Switch off automatic lighting control AUTO *(→ Dipped beam)*.

   Or: if Light Assist is switched on and active, pull the lever back → *Fig. 1* (B).

   Or: if Light Assist is switched on and not active, tap the lever forward → *Fig. 1* (A). Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever (B).

System limits

The main beam must be manually switched off under the following conditions, as it is not switched off by Light Assist in time or 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 the case of crossing traffic at right-angled junctions.

— 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 camera window 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, Lane Assist will also be available once more.

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

⚠ WARNING

Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist supports the driver. The driver is responsible for the vehicle lighting being switched on correctly. Improperly switching on the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it may cause dazzle to other road users.

⚠ WARNING

If the camera window is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera window at regular intervals, and keep it free from snow and ice.
- Do not cover the camera window.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Advanced main-beam control (Dynamic Light Assist)

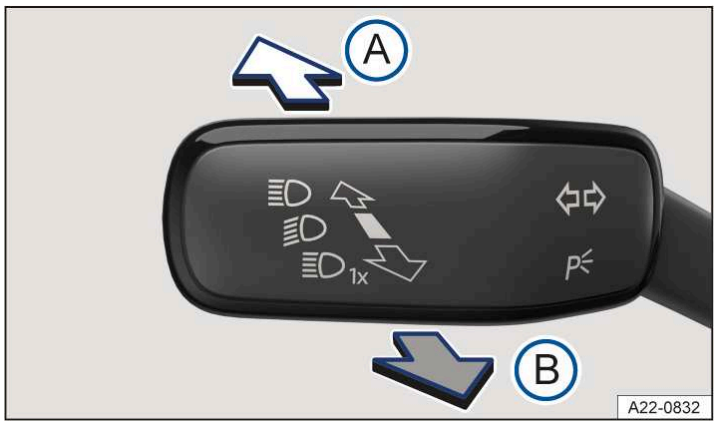


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Advanced main-beam control (Dynamic Light Assist) provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other self-illuminated road users and their distance from your vehicle and deactivates areas within the light distribution in a targeted manner. If the system can no longer prevent other road users from being dazzled, main beam is switched off completely. Dynamic Light Assist normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

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

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO *(→ Dipped beam)*.
3. Tap the lever forward from the basic position → *Fig. 1* (A).

When Dynamic Light Assist is activated, the indicator lamp lights up white in the instrument cluster display. When Dynamic Light Assist is switched on, the indicator lamp for main beam lights up blue in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off automatic lighting control AUTO *(→ Dipped beam)*.

   Or: if Dynamic Light Assist is switched on and active, pull the lever back → *Fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and not active, tap the lever forward → *Fig. 1* (A). Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever.

System limits

The main beam must be manually switched off under the following conditions, as it is not switched off by Dynamic Light Assist in time or not at all:

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In the case of crossing traffic at right-angled junctions.

— 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 camera window is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Dynamic Light Assist will also be available once more.

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

WARNING

Dynamic Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Dynamic Light Assist supports the driver. The driver is responsible for the vehicle lighting being switched on correctly. Improperly switching on the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it may cause dazzle to other road users.

WARNING

If the camera window is dirty, covered or damaged, the function of Dynamic Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera window at regular intervals, and keep it free from snow and ice.
- Do not cover the camera window.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Switching poor weather light on and off

The poor weather light allows the driver to improve illumination of the road in poor visibility conditions.

The poor weather light can be switched on when the ignition is switched on and when automatic headlight control AUTO or dipped beam is switched on.

Switching on poor weather light

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO or dipped beam.
3. Pull the light switch out to the first stop.

The indicator lamp in the light switch lights up green.

Switching off poor weather light

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

If the poor weather light is switched on when the automatic headlight control AUTO is switched on, the dipped beam headlights will also be switched on irrespective of the ambient brightness.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 and the side lights are switched on, the continuous parking light on both sides of the vehicle switches on automatically after around 10 minutes to reduce the load on the 12-volt vehicle battery *(→ Parking light)*.

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 or fatal 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.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Switching parking lights on and off

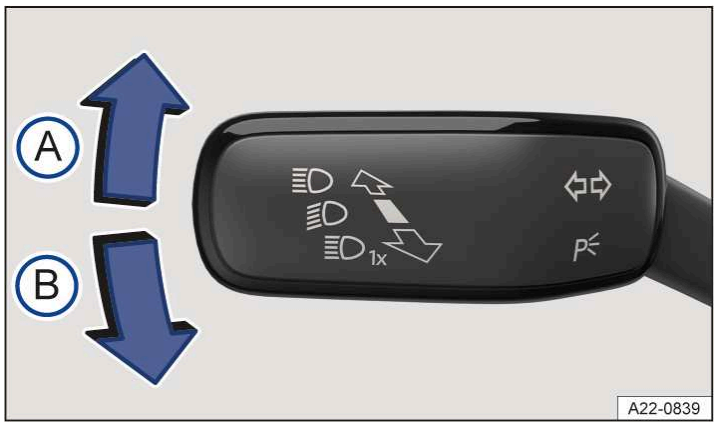


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Right-hand parking light P≤ is switched on.

(B) Left-hand parking light P≤ is switched on.

Switching one-sided parking lights on and off

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up. The activation duration of the one-sided parking light is generally twice that of the continuous parking light on both sides.

1. Switch off the ignition.
2. Move the lever from the centre position to the desired position → *Fig. 1*.
3. To switch off the one-sided parking light, move the lever to the basic position.

Switching the continuous parking light on both sides of the vehicle on and off

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 ≥0≤ .
2. Switch off the ignition.
3. Lock the vehicle from outside.
4. To switch off the continuous parking light on both sides of the vehicle, unlock the vehicle from the 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 or fatal 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.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Coming Home and Leaving Home function (orientation lighting)

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

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

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

Switching on the Coming Home function

1. Switch off the ignition.

The Coming Home lighting is switched on when the automatic lighting control AUTO is switched on 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 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.

When the Coming home function is switched on, no acoustic warning will be given as a reminder that a light is still switched on when the driver door is opened.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Cornering light

When dipped beam is switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

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

Automatic lighting control

When the automatic lighting control AUTO is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions:

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the indicator lamp AUTO lights up yellow *(→ Dipped beam)*.

The automatic lighting control is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic headlights can be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Headlight range control

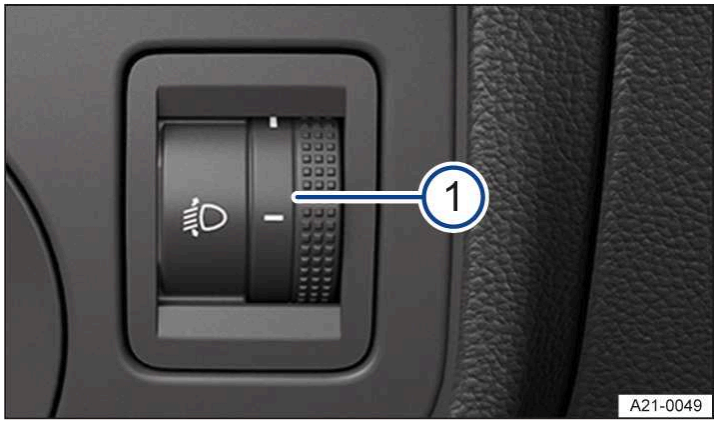


Fig. 1 Next to the steering wheel: control for headlight range control.

(1) Control 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 →⚠.

Manual headlight range control

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

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

–

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.

Dynamic headlight range control

Depending on equipment, the dynamic headlight range control automatically adapts the headlight range to suit the vehicle load as soon as the headlights are switched on →⚠. The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control.

⚠ WARNING

Heavy objects in the vehicle can change the ride height so that the headlights dazzle and distract other road users. This can cause accidents and serious or fatal injuries.

- Always adapt the light cone to the load level of the vehicle to avoid dazzling other road users.

⚠ WARNING

Failure or malfunction in the headlight range control can cause the headlights to dazzle or distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using an authorised Volkswagen repairer.

Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the asymmetric dipped beam headlights may dazzle oncoming traffic. Some headlight versions must therefore be switched over when you travel to these countries.

Headlight converter stickers must be affixed on certain parts of the headlight lenses on vehicles with manual headlight range control. Volkswagen recommends using an authorised Volkswagen repairer.

Adjustment of the headlights is not necessary on vehicles with dynamic headlight range control.

Travel mode may only be used for a short period. Please contact a suitably qualified workshop if permanent alteration is required. Volkswagen recommends using an authorised Volkswagen repairer.

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 functions 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.

The interior lights switch on automatically when the vehicle is unlocked or left.

OFF Function switched off: the interior lights switch on automatically when the vehicle is unlocked or left.

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.

The brightness of the background lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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 vehicle 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 vehicle battery from discharging.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Operating the wiper lever



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

The wipers function only when the ignition is switched on 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.
- (F) Pulling the lever activates the automatic wipe/wash function for cleaning the windscreen. To avoid the smell of the washer fluid in the vehicle interior, Climatronic switches to air recirculation mode for around 30 seconds.
- (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) Interval wipe for the rear window. The wiper will wipe the window approximately every six seconds.
- (H) Pushing the lever activates the wash and wipe system for cleaning the rear window.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view. This can cause accidents and serious or fatal injuries.

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system.

WARNING

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

- Always change the wiper blades if they are damaged or worn and no longer clean the windscreen properly *(→ Wiper blades)*.

NOTICE

Incorrect handling of the wipers can lead to damage to the windscreen and wiper blades and also to the wiper motor.

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.
- Do not switch on the wipers when the window is dry.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

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

Wiper function

Window wipe/wash system for cleaning the windscreen or rear window

The window wipe/wash system cleans the windscreen or rear window with the wipers and washer fluid. To ensure that the system functions correctly in all weather conditions, sufficient anti-freeze must be added to the washer fluid *(→ Washer fluid)*.

NOTICE

Washer fluid without sufficient anti-freeze can freeze in the water-carrying hoses and washer fluid reservoir at low temperatures. This can result in damage to the washer fluid pump.

- Always use washer fluid with sufficient anti-freeze.

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.

Rain and light sensor



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

(1) Switch for setting the sensitivity of the rain and light sensor.

(A) The rain and light sensor is deactivated.

(B) The rain and light sensor is activated, automatic wipe when necessary.

When the rain and light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain and light sensor

1. Push the lever into the required position → *Fig. 1*.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain and light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → *Fig. 1* (1) , →⚠.

— Switch to the right – high sensitivity.

— Switch to the left – low sensitivity.

⚠ WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers. If visibility is restricted, this can cause accidents and serious or fatal injuries.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Troubleshooting

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. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations relating to the sensitive surface of the rain and light sensor *(→ Front view)* include:

— **Damaged wiper blades:** a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— **Insects:** insects hitting the windscreen surface can cause the wipers to be activated.

— **Salt deposits:** in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— **Soiling:** dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— **Crack in the windscreen:** a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path.

1. Remove the obstacle and switch the wipers back on again.

General safety notes

The driver can use the exterior mirrors and interior mirror to observe the traffic behind and adjust the driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. There may be objects and other road users in the blind spot.

WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can cause accidents and serious or fatal injuries.

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

WARNING

The fields of view of the exterior mirrors and interior mirror do not cover the entire area around the vehicle at the sides and rear. There may be objects and other road users in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lane, overtaking or turning, always pay careful attention to the area around the vehicle.

WARNING

Curved mirrors (depending on country: convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are. This leads to an inaccurate estimation of the distance from vehicles following behind (e.g. when changing lanes). This can cause accidents and serious or fatal injuries.

- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken. Contact with this fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. This can cause serious injuries.

- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.
- Immediately make sure that there is a sufficient supply of fresh air and get out of the vehicle or, if this is not possible, open all windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid attacks plastic surfaces.

- Remove any fluid that has leaked out as soon as possible, e.g. with a wet sponge.

Interior mirror

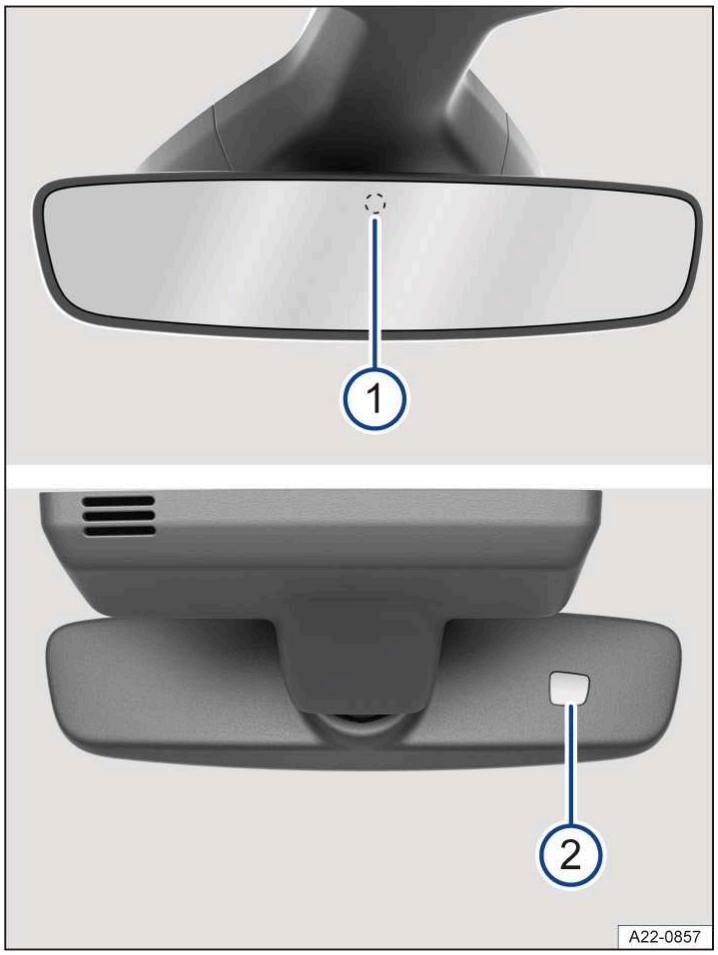


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

(1) Sensor for light incidence from the rear.

(2) Sensor for light incidence from the front.

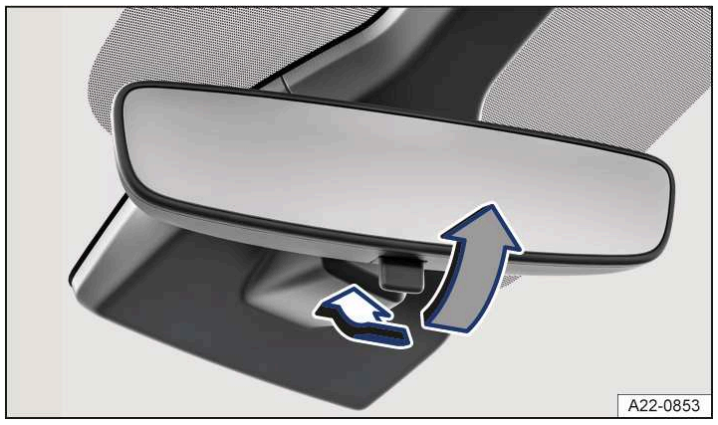


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is turned 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 the interior lighting in the roof console is switched on or 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 of a mobile navigation system can interfere with operation of the automatic anti-dazzle interior mirror. As a result, the interior mirror cannot be used to check the exact distance between your vehicle and following traffic or other objects. This can result in accidents and serious or fatal injuries.

- Switch off the mobile navigation system in such cases.

Exterior mirrors

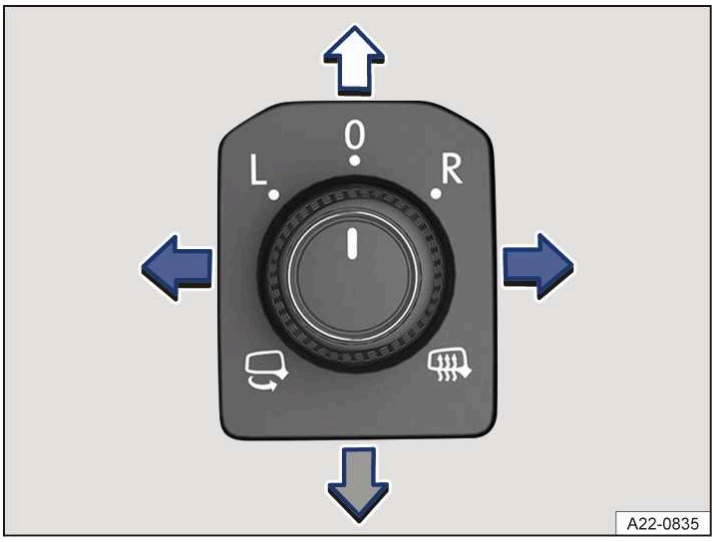


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive vehicles are described below. Position **L** corresponds to the exterior mirror on the driver side and position **R** to the exterior mirror on the front passenger side. These instructions are mirrored for right-hand drive vehicles.

Adjusting the exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door 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

If the exterior mirrors are folded out or in without paying due attention, fingers can be trapped between the exterior mirror and the mirror base. This can cause serious injuries.

- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.

NOTICE

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

- Always fold in the exterior mirrors.

NOTICE

Folding in the electrically adjustable exterior mirrors mechanically can lead to increased wear or damage the electric drive.

- Do not fold electrically adjustable exterior mirrors in or out by hand.

The exterior mirror heating should be switched off when it is no longer needed. 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 personalised user accounts and therefore change when the user account changes.

Sun visors

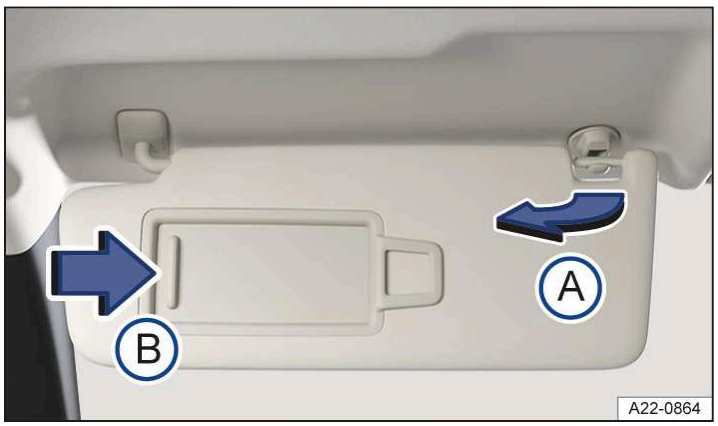


Fig. 1 In the front headliner: sun visor.

(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. This can cause accidents and serious or fatal injuries.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

Overview of the Climatronic

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

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.

Using the air conditioning system efficiently

The air conditioning system will work most effectively if the vehicle interior is kept closed. If heat has built up in the vehicle interior, cooling can be accelerated by briefly airing the vehicle.

Display of active functions

Lit up LED

s in the air conditioning block indicate that functions are switched on.

Function buttons highlighted in colour indicate activated functions in the air conditioning menu of the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.

Operating the air conditioning system with voice commands

Depending on the vehicle equipment, some functions of the air conditioning system can be operated with the voice control function .

⚠ WARNING

Iced-up, snow-covered or misted-up windows severely restrict visibility. This increases the risk of collisions and accidents, which can result in serious or fatal injuries.

- Keep all windows free of ice, snow and condensation.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode as soon as it is no longer required.

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

Air conditioning system menu in the Infotainment system

In the air conditioning block

MENU Open the air conditioning menu in the Infotainment system.

The air conditioning menu in the Infotainment system is only available with Climatronic. Some functions depend on the vehicle equipment.

In the air conditioning menu you will find, for example, the functions for temperature control *(→ Temperature adjustment of the air conditioning system)* and air distribution *(→ Air distribution of the air conditioning system)*.

The upper area of the screen shows current air conditioning settings, e.g. the air conditioning profile for automatic mode.

The lower area of the screen shows function buttons for frequently used air conditioning functions.

Air conditioning system operating conditions

The air conditioning system operating conditions are highlighted in colour:

Cooling.

Heating.

Switching the Climatronic on and off

In the air conditioning block

OFF Switch off the Climatronic.

Adjust the blower speed.

1. To switch on the Climatronic, swipe to the right on the touch slider for fan speed.
2. To switch off the Climatronic, swipe to the left on the touch slider for fan speed.

Climatronic automatic mode

In 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.

Selecting air conditioning profile

You can adjust the blower speed in automatic mode by means of the air conditioning profiles.

1. Tap AUTO to switch on Climatronic automatic mode.
2. Open the air conditioning menu in the Infotainment system.
3. To select an air conditioning profile, tap the corresponding function button at the top edge of the screen.

   Manual, **Auto** or **Off** is displayed, depending on the currently selected air conditioning profile.
4. Select the desired air conditioning profile in the pop-up window.

Manual air conditioning system overview

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

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.

Using the air conditioning system efficiently

The air conditioning system will work most effectively if the vehicle interior is kept closed. If heat has built up in the vehicle interior, cooling can be accelerated by briefly airing the vehicle.

Display of active functions

Lit up LED

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

WARNING

Iced-up, snow-covered or misted-up windows severely restrict visibility. This increases the risk of collisions and accidents, which can result in serious or fatal injuries.

- Keep all windows free of ice, snow and condensation.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode as soon as it is no longer required.

Switching the manual air conditioning system on and off

In 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

In 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 in 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.

   Climatronic shows the temperature settings.

Setting the temperature in 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 of the manual air conditioning system as far as it will go to or .

Air distribution and blower speed

Vents

There are vents in the vehicle in the following locations:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear centre console.

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

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

Air distribution functions in the air conditioning block and air conditioning menu

 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

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

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

Switch air recirculation mode on and off in the air conditioning 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 windows.

⚠ WARNING

A lacking fresh air supply can lead to restricted visibility due to misted-up windows and to fast driver fatigue due to the stale air. This can lead to collisions and accidents and cause serious or fatal injuries.

- Use air recirculation mode for a short period only.
- Switch off the air recirculation mode as soon as it is no longer required.

NOTICE

Tobacco smoke can leave a residue on the evaporator of the air conditioning system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

- To prevent lasting unpleasant odours, do not smoke in the vehicle when air recirculation mode is switched on.

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.

Overview of seat heating

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

Switch the seat heating on and off in the air conditioning block.

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.

When should the seat heating be switched off?

Switch off the seat heating if one of the following conditions applies:

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

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (+77 °F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. In isolated cases, these magnetic fields can affect active medical implants, e.g. pacemakers.

- If you have a medical implant, you should consult your doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this.

⚠ WARNING

Anyone with reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully.

- Never use the seat heating if you have reduced sensitivity to pain or temperature.
- Consult a doctor if you have questions about your own state of health.

⚠ WARNING

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

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in wet clothing.
- Do not place any wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

The heater elements of the seat heating can be damaged by point loads and insulating materials.

- Do not kneel on the seats and do not apply any other point loads to the seat cushion and backrest.
- Do not load the seat cushion and backrest with pointed objects.
- Switch off the seat heating if insulating materials are fitted on the seat, e.g. a protective cover or child seat.
- Use the seat heating only if the seat is equipped with the original seat covers.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

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

Rear window heating

The rear window heating works when the engine is running.

Switch the rear window heating on and off in the air conditioning block.

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

NOTICE

Stickers that are affixed over the heating conductors of the rear window heating on the inside of the rear window or objects that are in contact with the inside of the rear window can damage the rear window heating.

- Do not stick any stickers over the heating conductors of the rear window heating.
- Load the luggage compartment only up to a height where no objects are in contact with the rear window.

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

Troubleshooting

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 heating and defrost function are more effective when the engine is warm.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

If the air conditioning system is not working and is nevertheless still operated, this can cause secondary damage.

- If the air conditioning system does not cool or heat the air, switch it off immediately.
- Have the air conditioning system checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Condensation on the windows

Condensation may form on the windows if they are colder than the ambient temperature and the air is humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. In order to improve the heating and cooling output, keep the air intake in front of the windscreen free of ice, snow and leaves *(→ Vehicle care)*.
2. Keep the air slots in the rear area of the luggage compartment clear so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

You can change the unit of measurement for all temperature displays in the vehicle using the Infotainment system.

1. Open the **Settings** menu.
2. Select the **Units** menu option.

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.

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 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 **P** position.
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 **P** position.
3. Remove the vehicle key.
4. Turn the steering wheel slightly until the steering lock audibly engages.

Unlocking the steering column:

1. To relieve 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.

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 when cornering, for example.

⚠ WARNING

Depending on the vehicle equipment level, the power steering functions only when the engine is running. If the power steering is not working, the steerability of the vehicle will be significantly reduced due to a stiff steering wheel. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never allow the vehicle to roll if the engine is switched off.

⚠ WARNING

If the steering lock engages, you will no longer be able to steer the vehicle. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never remove the vehicle key from the ignition if the vehicle is in motion.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering lock.

Do not drive on!

1. Seek expert assistance.

— If the warning lamp lights up red, the steering may be stiff because the electromechanical steering has failed.

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 an authorised Volkswagen repairer.

The indicator lamp flashes:

1. Turn the steering wheel back and forth.
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.

Information on the pedals

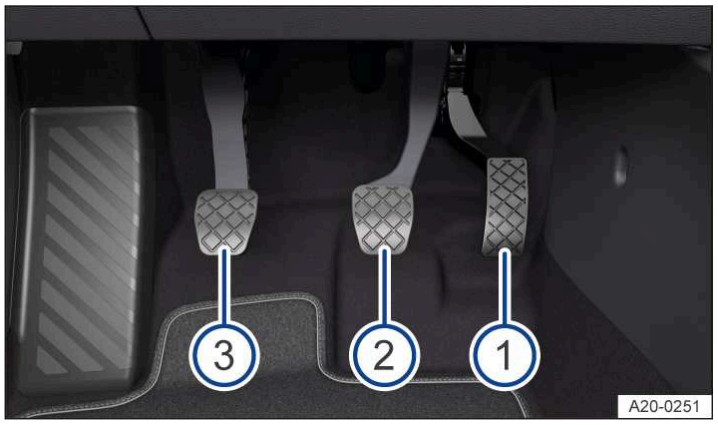


Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

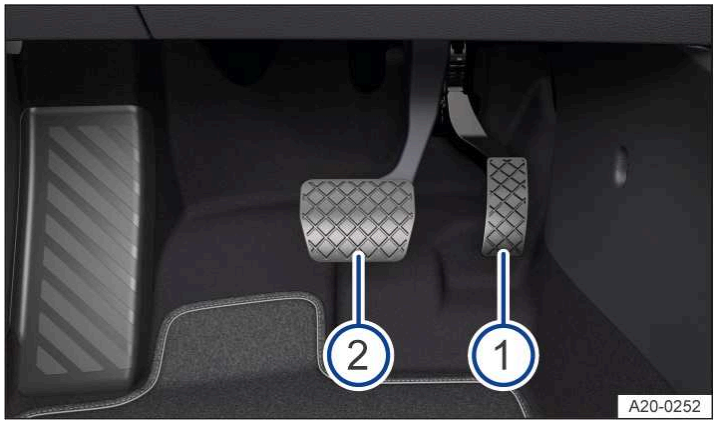


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

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 or fatal injuries.

- Make sure that all pedals can always be operated without any hindrance.
- Use only floor mats that are suitable for your vehicle.
- 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

If a brake circuit fails, a larger brake pedal travel will be necessary in order to stop the vehicle. A longer braking distance can result in accidents and serious or fatal injuries.

- Continue pressing the brake pedal and press the pedal with more force than usual if the braking power is reduced.

Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during around the first 200 to 300 km (around 100 bis 200 miles) and must first be run in →⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

Brake pad wear

The wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 other vehicles and no road users are put at risk as a result of this action →⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking →⚠. Please ensure that no other vehicles and no road users are put at risk as a result of this action →⚠.

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action →⚠.

⚠ WARNING

Driving with worn brake pads or a faulty brake system can lead to loss of control of the vehicle, accidents and serious or fatal injuries.

- If you have reason to believe that the brake pads are worn or the brake system is faulty, go to a suitably qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 miles) and must first be run in. An insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Constant braking will cause the brakes to overheat. This can significantly reduce the braking performance, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

⚠ WARNING

When driving downhill, the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Before starting your journey, make sure that the air supply to the brakes is not covered, e.g. by non-standard or damaged front spoilers.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carefully test the brakes.
- Carry out a few careful braking operations to dry the brakes and clean off any coating of ice and salt when visibility, weather, road and traffic conditions permit.

WARNING

If the vehicle is driven at a high speed, the driver may have to exert more force to achieve sufficient braking efficiency. Inadequate braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- Never exceed the maximum permitted speed.
- Always observe the current traffic regulations and speed limits and think ahead when driving.

Regularly perform a visual check of the thickness of the brake pads through the openings in the wheel rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using an authorised Volkswagen repairer.

Troubleshooting

Brake system fault

The warning lamp lights up red. A text message may also be displayed.

1. **Do not drive on!** Seek expert assistance immediately.

Brake pad wear indicator

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
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 suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
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, in the event of a sudden lengthening of the stopping distance:

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
2. All brake pads should be checked and renewed as necessary.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

Vehicles with ignition lock

The vehicle key contains a chip that automatically deactivates the immobiliser when a valid vehicle key is inserted in the ignition lock.

The electronic immobiliser is automatically activated as soon as the vehicle key is removed from the ignition lock *(→ Ignition lock)*.

Vehicles with starter button

The vehicle key contains a chip that automatically deactivates the immobiliser when a valid vehicle key is located in the vehicle interior.

The electronic immobiliser is automatically activated as soon as the ignition is switched off *(→ Starter button)*.

The engine can be started only when a Volkswagen Genuine vehicle key with the correct code is used. Coded vehicle keys are available from an authorised Volkswagen repairer.

Ignition lock

Positions of the vehicle key in the ignition lock

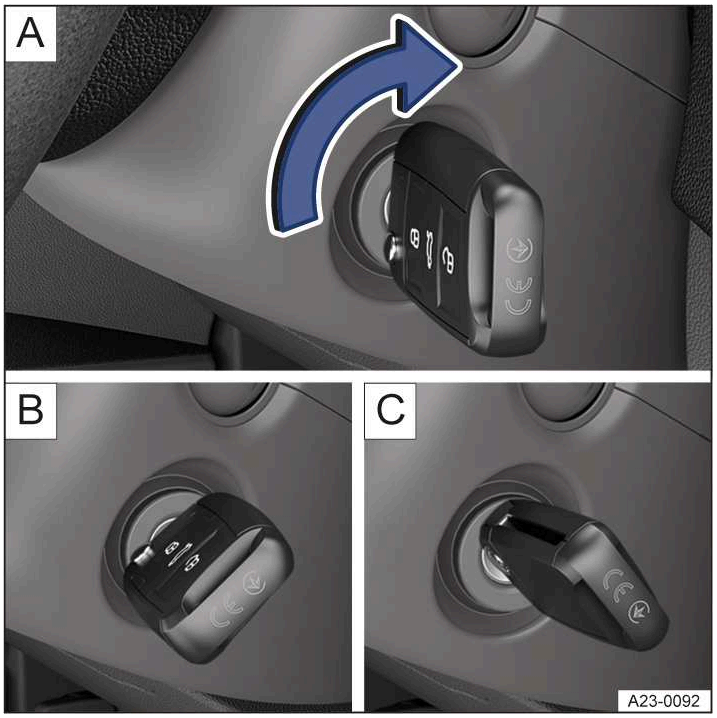


Fig. 1 On the right next to the steering wheel: ignition lock.

A

Ignition switched off. The vehicle key can be removed.

B

Ignition switched on. The steering lock can be released.

C

Start the engine *(→ Starting the engine)*. 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.

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.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could 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. This can result in accidents and serious or even fatal injuries.

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle.

WARNING

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

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

WARNING

If the vehicle key is removed from the ignition lock while the vehicle is in motion, the steering lock may engage and you will no longer be able to steer the vehicle. This can result in accidents and serious or even fatal injuries.

- Never remove the vehicle key from the ignition if the vehicle is in motion.
- Always completely unfold the key bit of the vehicle key and lock it in this position.
- Attach only light objects weighing less than around 100 g (around 3.5 oz) to the vehicle key.

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).

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 equipment, the starter button flashes to indicate readiness for operation.

When leaving the vehicle, the electronic steering lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on or off



Fig. 1 In the lower section of the centre console: starter knob.

Vehicles with an automatic gearbox:

1. Press the starter button once without depressing the brake pedal →⚠.

Vehicles with a manual gearbox:

1. Press the starter button once without depressing the clutch pedal.

Automatic ignition switch-off

If the combustion engine has been switched off by the start/stop system and the driver is detected as not being present, the ignition will switch off automatically after a certain time has elapsed.

Engine restart function

If no valid vehicle key is detected in the vehicle interior when the engine has been switched off unintentionally, it is possible to restart the engine within approximately 5 seconds.

After this time, the engine cannot be restarted without a valid vehicle key in the vehicle interior.

⚠ WARNING

The engine will start immediately if the brake pedal is pressed when the ignition is switched on. This can lead to unintentional vehicle movements and cause serious injuries.

- Avoid pressing the brake pedal when switching on the ignition if you do not want to start the engine.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could 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. This can result in accidents and serious or even fatal injuries.

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

WARNING

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

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

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 has been 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**.
4. Vehicles with ignition lock: Turn the vehicle key further in the ignition lock. Do not press the accelerator when doing this. Release the vehicle key once the engine has started.

   Vehicles with starter button: Press and hold the starter button *(→ Starter button)*. Do not press the accelerator when doing this. 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

Toxic gases can enter the vehicle interior if the engine is started in unventilated or closed spaces. This can cause serious injuries and lead to death by suffocation.

- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces, e.g. in garages.

WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby. This can lead to fires and cause serious or fatal injuries.

- Never start the engine or allow the engine to run if oil, fuel or other highly flammable service fluids are close to the vehicle or are leaking from the vehicle.
- Never use start boosters.

WARNING

If the vehicle is left unattended with the vehicle's drive system is active, it may lead to accidents and serious injuries.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected.

NOTICE

Incorrect vehicle handling can increase component wear, e.g. on the starter, or lead to damage.
- 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.
- Refill fuel if necessary or obtain jump starting assistance.
- Seek expert assistance if the engine does not start.

NOTICE

Incorrect vehicle handling can increase component wear, e.g. on the engine, or lead to damage.
- Avoid restarting the engine while the vehicle is in motion or directly after switching off the engine.
- When the engine is cold, avoid high engine speeds, strong acceleration and high engine loads.
- Please note that the density of air decreases with increasing altitude and this may make it more difficult to start the engine.

NOTICE

Unburnt fuel can damage the catalytic converter.
- Do not tow or push the vehicle to start it.

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.

Electrical consumers with a high power consumption are switched off temporarily when the engine is started.

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 be started with the starter button if the button cell in the vehicle key is weak or discharged. 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.

Troubleshooting

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 immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No valid vehicle key recognised



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.

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* (arrow).

   The ignition is switched on automatically, and in some cases the engine is started.

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 vehicle 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.

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

Vehicles with an automatic gearbox: If the selector lever is not in **P** position when the driver door is opened, an acoustic warning signal sounds and a corresponding warning message appears on the instrument cluster display. This warns you that the vehicle could potentially roll away.

⚠ WARNING

When the engine is switched off, certain vehicle systems do not function or function only to a restricted extent, e.g. brake servo or power steering. As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

⚠ WARNING

The airbags and belt tensioners do not function when the engine is switched off. This can result in accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

⚠ WARNING

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. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Never remove the vehicle key from the ignition if the vehicle is in motion.

⚠ WARNING

Vehicles with starter button: When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

⚠ WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- 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 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 bonnet space may run on for a few minutes. The radiator fan will switch itself off automatically.

Troubleshooting

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 engine switches off automatically *(→ Starter button)*.

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.

Start/stop system

Functional description

The start/stop system automatically switches off the engine shortly before stopping or when the vehicle comes to a standstill and when the vehicle is stationary.

On vehicles with manual gearbox, the engine switches off only if no gear is engaged and the clutch pedal is not pressed when coasting to a stop or at vehicle standstill.

The engine restarts automatically whenever necessary for the vehicle and the detected situation.

The function is automatically activated every time the ignition is switched on.

Indicator lamps

The instrument cluster display will show information about the current status.

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.

Conditions for an automatic restart of the engine

— Vehicles with an automatic gearbox: When the foot is taken off the brake pedal or the accelerator is pressed.

— Vehicles with a manual gearbox: If the clutch is pressed.

— If the temperature in the vehicle interior 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.

Conditions that may prevent the engine from switching off automatically

— The driver has not fastened their seat belt.

— The driver door is open.

— The bonnet is open.

— A minimum engine temperature has not been reached.

— Vehicles with Climatronic: The temperature of the vehicle interior is not within the preset temperature range, or the humidity level is too high.

— The defrost function of the air conditioning system is switched on.

— The charge level of the 12-volt vehicle battery is insufficient.

— The temperature of the 12-volt vehicle battery is too low or too high.

— The vehicle is on a steep incline.

— The steering wheel is turned too sharply.

— Reverse gear is selected.

— Park Assist is 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.

Activating and deactivating the start/stop system manually

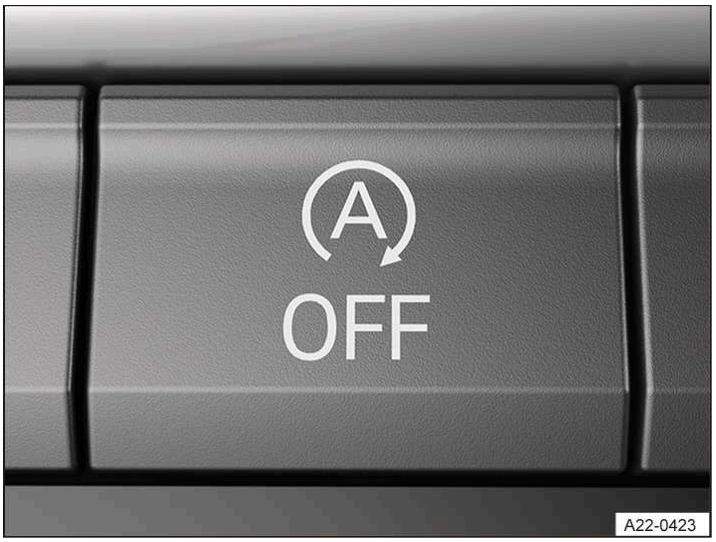


Fig. 1 In the upper part of the centre console: button for the start/stop system.

Deactivating the start/stop system manually:

1. Press the button in the centre console. If the start/stop system has been deactivated, the indicator lamp in the → *Fig. 1* button lights up.

Always deactivate the start/stop system manually when driving through water.

Activating the start/stop system manually:

1. Press the button in the centre console again → *Fig. 1*.

The instrument cluster display shows the status of the start/stop system each time the 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 button.

In some cases, it may be necessary to restart the engine manually, for example if the bonnet or driver door is opened. Follow any corresponding messages on the instrument cluster display →.

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 with an active braking intervention.

In the following instances, the engine will restart when ACC

is active:

— If the accelerator is pressed.

— When ACC

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.

The start/stop system is automatically activated when the **Eco** driving profile is selected in vehicles featuring driving profile selection.

WARNING

The engine can start suddenly if the start/stop system is activated when working in the bonnet space. This can lead to accidents and serious injuries.

- Always deactivate the start/stop system when working in the bonnet space.

WARNING

When the engine is switched off, certain vehicle systems do not function or function only to a restricted extent, e.g. brake servo or power steering. As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

WARNING

The airbags and belt tensioners do not function when the engine is switched off. This can result in accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

WARNING

When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

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.

- Avoid using the start/stop system at very high outside temperatures.

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 suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Gear lever

The positions of the individual gears are displayed on the gear lever.

Selecting a gear

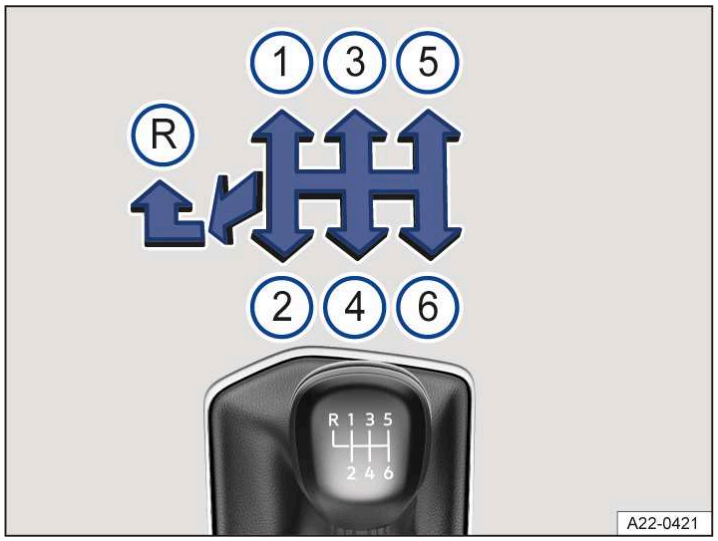


Fig. 1 Gear shift pattern of a 6-speed manual gearbox. Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

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

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.

Reverse gear should be selected only when the vehicle is stationary.

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 and cause accidents and serious or fatal injuries.

- Always select a suitable gear for the current driving situation.

WARNING

Fast acceleration or switching off TCS

can lead to a loss of traction and skidding on slippery roads, e.g. in wet or icy conditions or on dirty road surfaces. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- 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.

WARNING

When a gear is engaged and the clutch pedal released, the vehicle will start moving immediately if the engine is running. This also applies when the handbrake is on. Unintentional vehicle movements can cause accidents and serious injuries.

- Never engage reverse gear while the vehicle is in motion.

NOTICE

Serious damage to the clutch and gearbox could occur if the gear lever is shifted to a gear that is too low or if the clutch pedal is pressed and held and the clutch not engaged when travelling at high speeds or at high engine speeds.

- Always select a suitable gear for the current driving situation.
- Avoid pressing the clutch unnecessarily or for too long.

NOTICE

If the manual gearbox is not used correctly, this can lead to damage or 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 acoustic warning may sound, and 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 suitably qualified workshop immediately and have the system checked. Failure to do so can cause considerable clutch damage. Volkswagen recommends using an authorised Volkswagen repairer.

Selector lever

The engaged selector lever position is shown in the instrument cluster display when the ignition is switched on.

Selecting a position



Fig. 1 In the centre console: selector lever of the DSG dual clutch gearbox (illustration).

To change from neutral position **N** to a gear position, carry out the following:

1. Start the engine.
2. Depress the brake pedal.
3. Press the selector lever to the desired selector lever position *→ Fig. 1*.

Description of positions

P The drive wheels are blocked. Select only 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. Select only 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 → *Fig. 1* (arrow).

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 about 5 km/h (about 3 mph) →⚠.

⚠ WARNING

The vehicle will start moving if the brake pedal is released when the engine is running and position **D/S** or **R** is engaged. This can lead to unintentional vehicle movements and cause accidents and serious injuries.

- Hold the vehicle by the foot brake if the engine is running and the position **D/S** or **R** is engaged.
- The driver must never leave the driver seat when the engine is running and a position has been selected.
- Always apply the handbrake firmly and move the selector lever to **P** position if it is necessary to leave the vehicle with the engine running.

⚠ WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never press the accelerator when engaging a gear selector position.
- Never select reverse gear **R** or engage the parking lock **P** when the vehicle is in motion.

⚠ WARNING

If you leave the vehicle on uphill gradients in selector lever position **N**, the vehicle will roll downhill even if the engine is switched on. This can result in accidents and severe injuries.

- Never leave the vehicle in selector lever position **N**.

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. This can result in damage to the vehicle.

- Always apply the handbrake firmly before releasing the brake pedal.

If you accidentally shift to **N** when driving, take your foot off the accelerator and wait for the engine to reach idling speed in neutral position. Select a position only after this.

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.

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

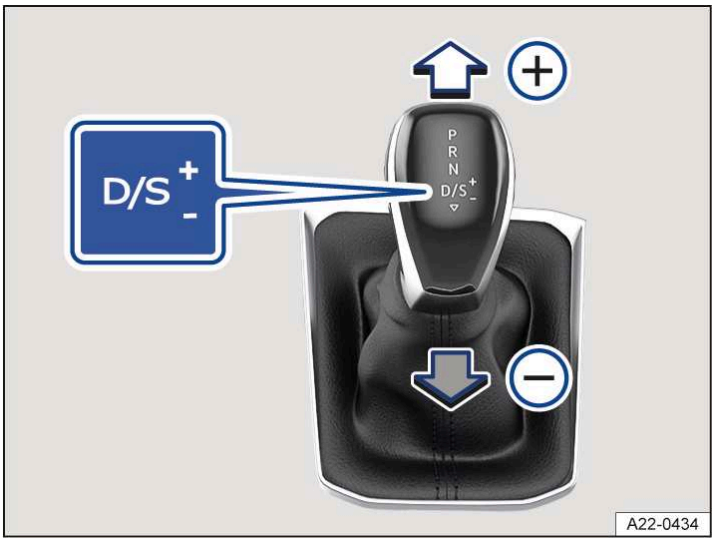


Fig. 1 In the centre console: selector lever in Tiptronic position.

1. Push the selector lever from position **D/S** to the right into the Tiptronic gate.
2. To shift up or down, tap the selector lever forward (+) or to the rear (–) → *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



Fig. 2 Behind the steering wheel: paddles for Tiptronic (illustration).

1. To shift up, pull the right paddle towards the steering wheel → *Fig. 2*.
2. To shift down, pull the left paddle towards the steering wheel.
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 paddles are not operated for some time and the selector lever is not in the Tiptronic gate.

When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.

When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with an automatic 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. To shift down, tap the selector lever to the rear.

   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 order to save fuel by adopting an anticipatory driving style, the momentum of the vehicle is used when coasting. 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. Remove foot from accelerator. The engine will be disengaged and run at idling speed. The vehicle rolls without the braking effect of the engine.

Cancelling coasting

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 the 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 pedal 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, automatic upshifting to the next higher gear takes place only when the maximum specified engine speed is reached.

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

Fast acceleration or switching off TCS

can lead to a loss of traction and skidding. On slippery roads in particular, e.g. in wet or icy conditions or on dirty road surfaces, this can lead to loss of control over the vehicle, accidents and serious or fatal 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.
- Switch on TCS

  again after acceleration.

  ●

⚠ WARNING

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. This can result in accidents and serious or fatal injuries.

- Never “ride” the brake pedal or depress the brake pedal too often and for too long.

NOTICE

The gearbox is not lubricated if the vehicle rolls with the engine switched off. The dual clutch gearbox DSG®
® could overheat and be damaged.

- If the vehicle is stopped on an uphill gradient with an engaged position, do not hold it by depressing the accelerator but by braking.
- Never allow the vehicle to roll in selector lever position **N**, particularly if the engine is switched off.

NOTICE

If the brake pads “rub” due to light pressure on the brake pedal, this will increase wear.

- Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake.

Troubleshooting

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.

Do not drive on!

1. Allow the gearbox to cool down with engaged parking lock **P** 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

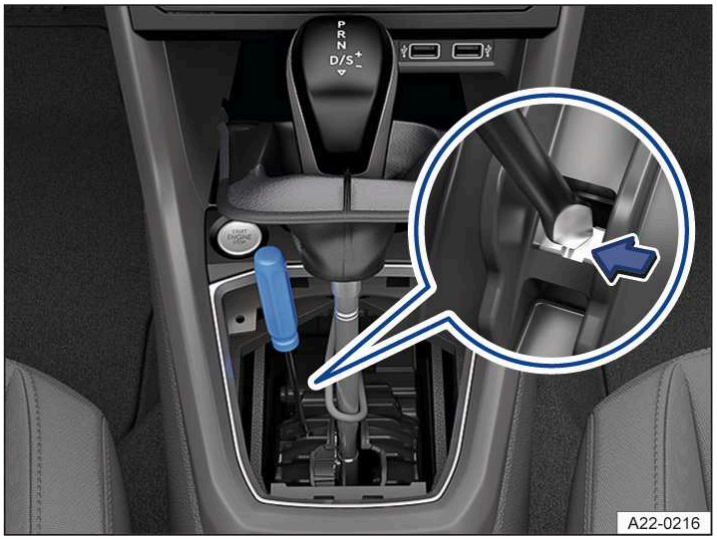


Fig. 1 In the centre console: releasing the selector lever lock manually.

If the power fails in the vehicle, e.g. due to a flat 12-volt vehicle battery, 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 a screwdriver, carefully push the release lever in the direction of the arrow (close-up) and hold 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 some cases.

In all cases, you should have the DSG®

® dual clutch gearbox checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

If the parking lock P is released and the handbrake is released, the vehicle can start moving unexpectedly when on uphill and downhill gradients. This can lead to accidents and serious injuries.

- Never release the parking lock P when the handbrake is not applied.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and in gear selector position N, the DSG® ® dual clutch gearbox will be damaged.

- Do not allow the vehicle to roll for an extended period or at high speed with the engine switched off and in gear selector position N, e.g. when being towed.

NOTICE

If the gearbox becomes too hot or overheats, this can lead to increased wear or damage to the component.

- Avoid moving-off operations and driving at walking pace as long as the gearbox is overheated.
- Drive faster than around 20 km/h (around 12 mph) or park the vehicle in a safe place immediately when a warning is displayed for the first time indicating that the gearbox has overheated.
- 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.

Information on brake support systems

Brake support systems can stabilise the vehicle in critical driving or braking situations and help to increase driving safety. The driver is responsible for driving safety →⚠.

— Continue to brake with the necessary force when a brake support system is performing a control intervention.

— Steer the vehicle if necessary.

WARNING

Brake support systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. Driving fast on icy, slippery or wet roads as well as driving too close to the vehicle in front can have an adverse effect on vehicle stability and lead you to lose control over the vehicle. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

— The ESC , ABS and TCS can 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 an authorised repairer.

WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved. This can result in accidents and serious or fatal injuries.

- Have vehicle conversions and modifications carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability → ⚠. The indicator lamp flashes yellow.

Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS

reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills → ⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered → ⚠.

Brake Assist system

BAS

can help to reduce the stopping distance. If the driver depresses the brake pedal quickly in an emergency braking situation, the BAS will increase the braking force → ⚠.

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

If the airbag control unit has detected a collision in an accident situation, the Automatic Post-Collision Braking System will initiate braking automatically.

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 → ⚠ *(→ Brake support systems)*.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance. This can lead to accidents with serious or fatal injuries.

- Never switch the engine or ignition off while the vehicle is in motion.

- Press the brake pedal with more force if the brake servo is not working or if the vehicle is being towed.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Switching a brake support system off and on

Driving situations

To prevent any safety risk, brake support systems should not be switched off under normal conditions →⚠.

⚠ WARNING

With the ESC
switched off, there is a much greater chance of the vehicle breaking away. Inexperienced drivers may find it difficult to control the vehicle when driving at high speeds. This can result in accidents and serious or fatal injuries.
- Never take any safety risks.

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 setting is no longer used, the brake support 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.

Troubleshooting

Brake servo fault

The indicator lamp lights up yellow.

A text message is displayed for a few seconds.

1. Press the brake pedal more firmly as the braking distance will increase due to the reduced brake servo capacity.
2. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Anti-lock brake system failure or fault

The indicator lamp lights up yellow.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

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 steer the vehicle if necessary.

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 when you brake. This may cause you to lose control of the vehicle and can result in accidents with serious or fatal injuries.

- Drive at reduced speed to the nearest qualified workshop to have the brake system checked. Volkswagen recommends using an authorised Volkswagen repairer.
- Avoid sudden braking and driving manoeuvres.

WARNING

The ABS

is not functioning correctly if the indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only. Any restriction of the ABS can cause accidents and may result in vehicle damage and serious or fatal injury.

- Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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, take your foot off 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 is deactivated immediately under the following conditions:

— If the vehicle is left.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has stalled.

— When the gearbox is in neutral position **N**.

— When a gear or gear selector position facing down the hill is selected.

CAUTION

If you do not drive off immediately after releasing the brake pedal, the vehicle may roll backwards. This can lead to injuries or damage.

- 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.

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 personalised user accounts and therefore change when the user account changes.

Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

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 also activate the newly selected driving profile for the **Drive** system, briefly take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting the driving profile via the MODE button



Fig. 1 In the centre console: MODE button for driving profile selection.

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**.

⚠ WARNING

Selecting a driving profile while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.

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)*.

General driving tips

Think ahead when driving

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

Avoid strong acceleration

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never drive the vehicle at top speed.

Observe the correct tyre pressures

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

Adjust the tyre pressure according to the vehicle load:

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

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

Driving the engine warm

Frequent short journeys can lead to foreign substances, e.g. condensation water, accumulating in the engine oil, which in turn can lead to increased engine wear.

If the driving behaviour leads to an increased accumulation of foreign matter in the engine oil, a text message to that effect will appear in the instrument cluster display. In this case, drive the engine warm until the operating temperature is reached and the message disappears.

At low outside temperatures, it may take longer for the engine to warm up and reach operating temperature. This is quite normal, and no cause for concern.

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.

⚠ WARNING

Lack of attention when driving in traffic can cause accidents and serious or fatal injuries.

- Always observe the current traffic regulations and speed limits and think ahead when driving.
- When travelling long distances, stop and take a break regularly – at least every 2 hours.

⚠ WARNING

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

- Do not drive under the influence of alcohol, drugs, medicines and narcotics.

⚠ WARNING

Driving at high speed and without a sufficient safety distance can lead to accidents and serious or fatal injuries.

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

Running in the combustion engine

A new combustion engine has to be run in during the first 1,500 km (approx.) (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 about 1000 km (about 600 mi)

— Avoid strong acceleration.

— Do not operate the combustion engine at more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached.

Between about 1,000 and 1,500 km (about 600 to 1,000 miles)

1. Gradually increase speed and engine speed.

The driving style during the first 1,500 km (approx.) (about 1,000 miles) will also affect the quality of the combustion engine. In order to reduce engine wear and increase the possible mileage, the vehicle should also be driven at moderate engine speeds afterwards – especially when the combustion engine is cold.

New tyres and brake pads have to be run in carefully.

NOTICE

Driving with an engine speed that is too low can lead to increased wear and damage to the engine.

- Do not drive at engine speeds that are too low.
- 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.

Gear-change indicator

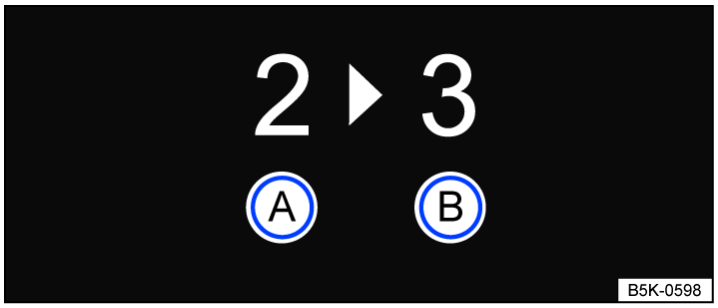


Fig. 1 On the instrument cluster display: gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate which gear should be selected in order 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 is not a substitute for the full attention and responsibility of the driver. Accidents and injuries can occur if an unsuitable gear is selected for the driving situation.

- Always select the correct gear for the respective driving situation, e.g. when overtaking or driving downhill.

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.

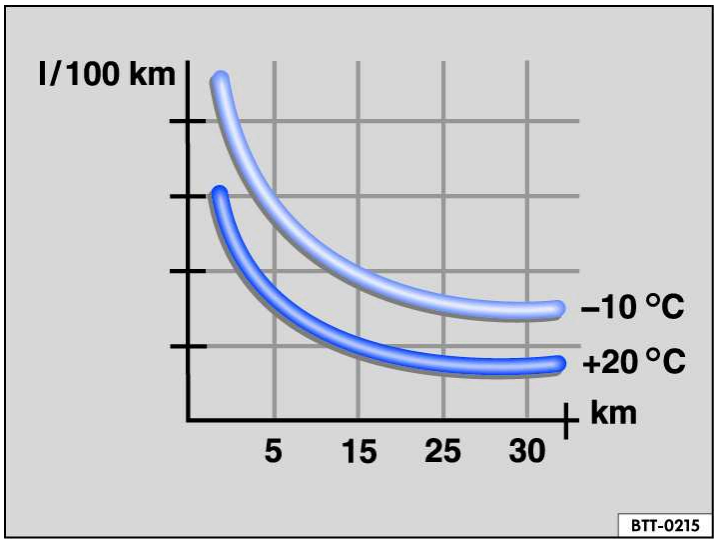


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Use coasting

Vehicles with an automatic gearbox: If 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.

Save energy when changing gear

Shifting up early at engine speeds of about 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.

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.

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 features, such as the air conditioning system, window 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 all convenience features that are not needed.

NOTICE

The gearbox is not lubricated if the vehicle rolls down mountains or hills in neutral position **N**. The automatic gearbox could overheat and be damaged.

- Do not allow the vehicle to roll in neutral position **N**, particularly if the engine is switched off.

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

On vehicles that are equipped with Active Cylinder Management (ACT), engine cylinders can be deactivated automatically 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.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information concerning the roof carrier *(→ Roof carrier)*.

— If applicable, observe the information about driving with a trailer .

WARNING

Shifting loads can severely impair the vehicle's stability and driving safety and lengthen the braking distance in the event of hard or emergency braking. This can cause accidents and serious or fatal injuries.

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests and also the adjustable rear seats, if installed.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open tailgate must be secured properly.

Suitable measures must be taken to prevent poisonous exhaust gases entering the vehicle.

WARNING

When driving with the boot lid unlocked or open, loose items can fall out of the vehicle and hit following road users. This can result in accidents and serious or even fatal injuries.

- Always drive with the boot lid closed.
- Stow all items securely in the luggage compartment.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

WARNING

Items that protrude from the luggage compartment change the length of the vehicle and may endanger other road users. This can result in accidents and serious or even fatal injuries.

- Observe legal requirements.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users.
- Never use the boot lid to jam or fix objects in position.

WARNING

Among other things, exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. When driving with the boot lid open, toxic exhaust gases can enter the vehicle interior and lead to unconsciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- Always drive with the boot lid closed in order to prevent poisonous exhaust gases from entering the vehicle.
- Close all windows.
- Switch off air recirculation mode.
- Open all vents in the dash panel.
- Switch the blower to the highest blower speed.
- Always drive with the boot lid closed if the load can be transported with the boot lid closed.

NOTICE

The height and possibly also length of the vehicle are different when the boot lid is open. This can lead to damage to the vehicle if due care is not taken when driving.

- Pay attention to the changed exterior dimensions, e.g. when driving through underpasses.

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— The water level must be no higher than the lower edge of the vehicle body →⚠.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or 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. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Carry out careful braking manoeuvres to dry and de-ice the brakes.
- Do not endanger other road users when performing braking manoeuvres and do not ignore any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, e.g. electronics, could sustain severe damage or corrode.

- Never drive through salt water.
- Immediately rinse all vehicle parts that have come into contact with salt water using fresh water.
- Protect electronic components from contact with water.

Using the vehicle in other countries and continents

Registration regulations

The vehicle has been manufactured specifically for a particular country and complies with the requirements and registration regulations that applied in that country at the time of vehicle production →⚠.

If you want to use the vehicle abroad temporarily or for a short period, all relevant information and instructions should be followed.

Safety standards and regulations

In some countries, special safety standards and regulations apply that the vehicle may not comply with. Volkswagen recommends that you visit your authorised Volkswagen repairer 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 service scope and service types 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.

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.

⚠ WARNING

The density of air decreases with increasing altitude. The lower air density can result in a reduction in engine power and vehicle components may be damaged if the vehicle is driven for an extended period at very high altitudes. A reduction in the engine power can lead to accidents and serious or fatal injuries, e.g. when overtaking.

- Consult a suitably qualified workshop before driving abroad, particularly if the vehicle will be driven at altitudes of more than 3,000 m (around 9,843 ft) above sea level. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Depending on the vehicle equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras for operation (also referred to as “sensors” below). These are visible to you in some cases and in other cases not.

The sensors and cameras visually detect the vehicle surroundings using ultrasound or radar waves.

Installed sensors

Depending on the vehicle equipment, the following sensors may be installed:

— Radar sensor in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windscreen.

— Ultrasound sensors in the front of the vehicle.

— Ultrasound sensors in the rear of the vehicle.

Information on the respective sensor locations is provided in the vehicle overviews .

WARNING

The driver assist systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

Limits of the sensors

Limits of the radar sensors

Driver assist systems that use radar sensors can react unexpectedly, with a delay or not at all in the following situations:

— Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Over crests or through dips.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— In complex driving situations, e.g. traffic islands.

— After external force on components in the area of the radar sensors, e.g. after a rear-end collision.

— The radar sensors are covered, dirty, displaced or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

— Over crests or through dips.

— Driving through road works.

— Driving offroad.

— Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray, and on poor roads.

— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.

— The camera is temporarily unavailable due to prolonged exposure to direct sunlight or high ambient temperatures.

— The camera window is covered, dirty or damaged.

— The camera has been displaced.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving .

Limits in certain driving situations

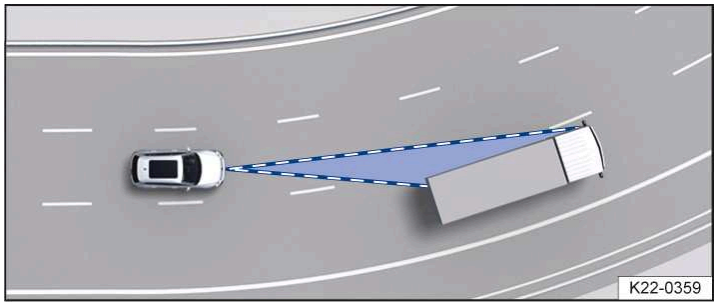


Fig. 1 Driving through bends.

The sensors always measure straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

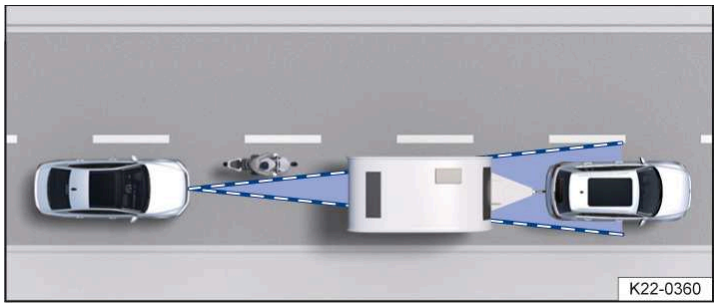


Fig. 2 Narrow vehicle.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

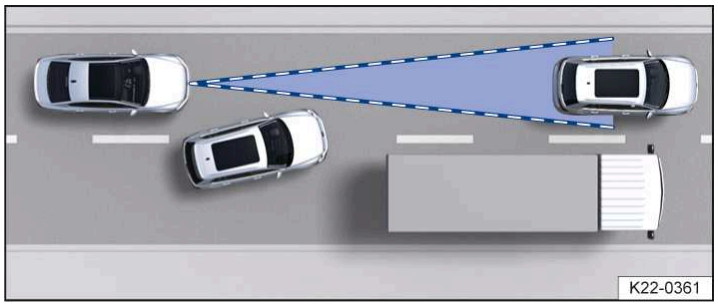


Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system also has additional functionally related system limits. Also observe these:

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control system *(→ Predictive cruise control system)*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane keeping system (Lane Assist) *(→ Lane keeping system (Lane Assist))*.

— Semi-automated driving assistance (Travel Assist) *(→ Travel Assist)*.

— Lane change system (Side Assist) *(→ Lane change system (Side Assist))*.

— Advanced Road Sign Display *(→ Advanced Road Sign Display)*.

Troubleshooting

No or restricted sensor visibility in forward direction

Some of the sensors at the front of the vehicle are not available or their availability is restricted. The yellow symbol and a text message are displayed for a few seconds.

— The sensor areas are dirty or the visibility of the sensors is impaired due to the weather conditions (e.g. snow) or due to detergent deposits or coatings. Clean the sensor areas at the front of the vehicle and on the windscreen *(→ Vehicle care)*.

— The sensor areas are obstructed by add-on parts, number plate holders with trim frames or stickers. Keep the area around the sensors clear *(→ Accessories and replacement parts)*.

— The sensors have been displaced or damaged, for example due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— Paint work or structural modifications were carried out on the front of the vehicle or windscreen *(→ Repairs and technical modifications)*.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the sensor visibility is restricted, driver assist systems may not be available or may be available only to a limited extent. Observe any other indicator lamps of the driver assist systems *(→ Symbols in the instrument cluster)*.

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

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.

One of the following indicator lamps will light up depending on the driving situation:

Cruise control system switched on, control active.

Cruise control system switched on, system control 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 or even death if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions. The driver is responsible for the vehicle speed at all times.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.

Operating the cruise control system



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed during speed control by the cruise control system:

+ 1 km/h (1 mph):
  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, but does not actively brake.

Cancelling system 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.

   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 an authorised Volkswagen repairer.

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 the Automatic Emergency Braking system (Front Assist).

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

One of the following indicator lamps will light up depending on the driving situation:



Speed limiter switched on, system control active.



Speed limiter switched on, system control 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

Use of the speed limiter in adverse weather conditions is dangerous and can cause accidents and serious injuries or even death.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions. The driver is responsible for the vehicle speed at all times.
- Do not drive at full throttle if this is not necessary.
- Never use the speed limiter on slippery roads (e.g. as a result of aquaplaning, snow, ice or leaves).
- In order to avoid unintentional control interventions, switch off the speed limiter when you do not need it.

Operating the speed limiter



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
  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 system 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

LIM Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Switch off and restart the engine.
2. If the problem persists, switch off the speed limiter and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Control is interrupted automatically

— ESC
is switched off.

— The brakes have overheated. Allow the brakes to cool down and check their functionality again.

— If the problem persists, switch off the speed limiter and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 the button is present on the left-hand side of the multifunction steering wheel.

Speed range

You can set a speed between 20 km/h (15 mph) and 210 km/h (130 mph). Depending on equipment and country, the maximum speed that can be set may be lower.

Driving with ACC

You can override a control intervention by the ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed with the set speed.

The intervention by the ACC

system is less dynamic when towing a trailer.

Driver intervention prompt

If automatic deceleration by the ACC

system is not sufficient or the system limits have been reached, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

WARNING

ACC

is not a substitute for the full attention of the driver and operates only within the limits of the system. ACC cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Adaptive Cruise Control (ACC))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC

  is not sufficient.

  ●
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function, 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

can accelerate the vehicle and thus 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

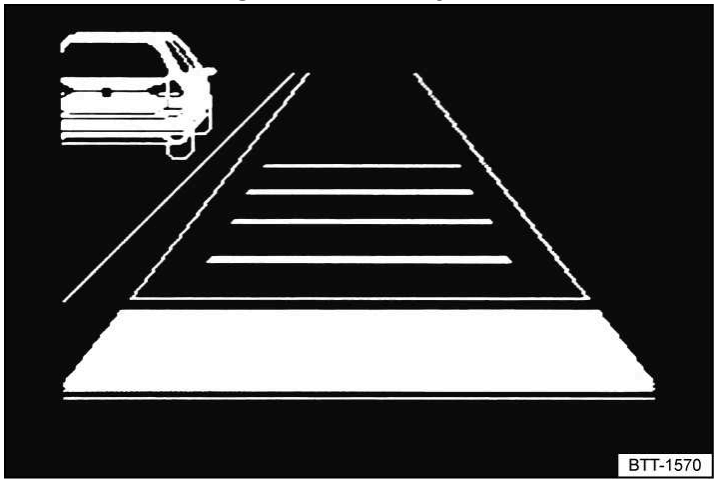


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If ACC

detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from a speed of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: When driving on a multi-lane road, cancel control if vehicles in the overtaking lane are driving more slowly.

System limits of ACC

Limits of the sensors

ACC

detects driving situations by means of the radar and ultrasound sensors in the front of the vehicle and the camera behind the windscreen. The range of the radar sensor is up to approximately 120 m (around 400 ft).

⚠ WARNING

If you use ACC

in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal regulations.

- Observe the limits of the sensors *(→ Sensors)* and cancel control in the specified situations.

Objects that cannot be detected

ACC

detects only vehicles that are moving in the same direction or stationary. The following are not detected:

— Persons.

— Animals.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

Stationary vehicles

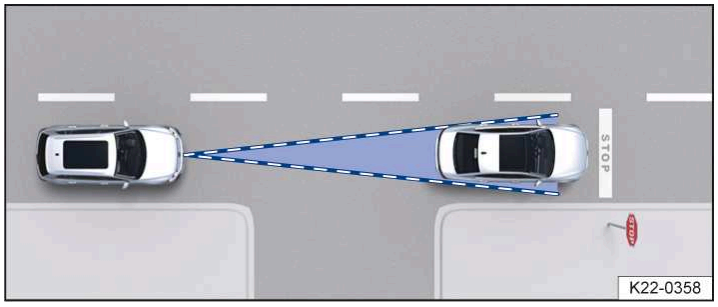


Fig. 1 Stationary vehicle.

ACC

reacts to stationary vehicles to a limited extent up to a speed of around 60 km/h (around 37 mph), provided a stationary vehicle is detected and your own vehicle can be comfortably braked behind the stationary vehicle, subject to the system limits of the ACC. ACC does not perform emergency braking *→ Fig. 1*.

The response to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching the ACC on and off



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. While driving forwards, press the SET button.

   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.

   Relevant brake support systems are also activated *(→ Brake support systems)*.

The following indicator lamps light up, depending on the driving situation:

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

ACC

is not performing a control intervention; no vehicle detected ahead.

ACC

is not performing a control intervention; vehicle detected ahead.

Cancelling system control

1. Briefly press the button.

   Or: depress the brake pedal while driving.

   The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

If a relevant brake support system is deactivated, control is automatically interrupted *(→ Brake support systems)*.

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

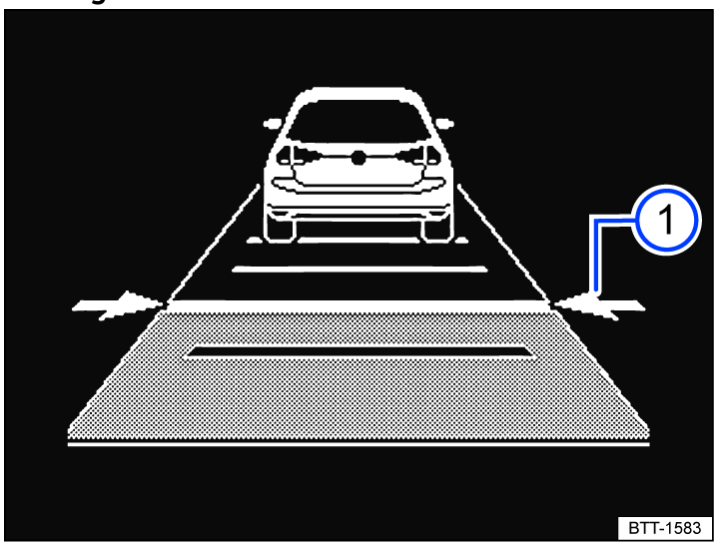


Fig. 1 On the instrument cluster display: set distance for control (illustration).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the + or − button.

   Or: 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.

Control always starts at the level that the respective user had set at the end of the last trip.

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

ACC

cannot detect all driving situations correctly. If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of ACC is insufficient, you are in danger of colliding with the vehicle in front. This can cause serious injuries or death.

- Always be prepared to brake the vehicle yourself.
- Press the accelerator to override Adaptive Cruise Control. ACC

  does not brake automatically in this case.
  ●
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

Setting the system behaviour

You can influence how dynamically 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. A message will also appear on the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories and replacement parts)*.

— Fault or malfunction. Switch off and restart the engine.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The ultrasound sensors are dirty, covered or damaged. Clean the ultrasound sensors *(→ Vehicle care)*.

Keep the area around the ultrasound sensors clear and check whether there is any visible damage *(→ Accessories and replacement parts)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

Control cannot be started

Make sure that the following conditions are met:

— 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 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 predictive cruise control system is not a substitute for the full attention of the driver and operates only within the limits of the system. The predictive cruise control system cannot detect all applicable speed limits and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible for the stored vehicle speed at all times.
- Observe the system limits *(→ Predictive cruise control system)*.
- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit.
- Please note that the speeds regulated by the system do not necessarily correspond to your driving style.

Also observe the system limits and the information for ACC
.

The system also uses navigation data even if the vehicle does not have a navigation system. Keep the navigation data up-to-date *(→ Navigation)*. If you have any questions, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

System limits of predictive cruise control

In addition to the system limits of the Dynamic Road Sign Display function and ACC
, the predictive cruise control function is subject to the following additional, system-related limitations:

— The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account the right 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 control speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

Function limitations

In the following situations, it is possible that the predictive cruise control will not change the speed or will change it with a delay or in an unexpected way:

— There is a fault in the Dynamic Road Sign Display system. No speed limit is shown in the instrument cluster display.
— Road signs are not detected or are not detected correctly.
— The navigation data is out-of-date.
— You are driving without route guidance.
— You leave the route calculated by the navigation system.
— The vehicle position cannot be determined correctly due to imprecise GPS data.

Activating predictive cruise control

You can adjust the settings for the events to which the vehicle should react:

— Reaction to the road layout.

— Reaction to the permitted speed.

In the Infotainment system:

1. Open the Assist systems menu.
2. Select Adaptive Cruise Control (ACC
).
3. Adjust the setting as desired.

If you have activated at least one event, predictive cruise control will also be switched on automatically when ACC is switched on.

Driving with predictive cruise control

Driving with route guidance

When you drive with route guidance, the predictive cruise control will adapt the speed to the entered route.

Driving without route guidance

When you drive without route guidance, the predictive cruise control will adapt the speed to the most probable route.

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 a bend.



Speed regulation due to a junction.



Speed regulation due to a roundabout.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. When automatic speed control is assumed 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 system control intervention:

1. Press the SET button.

Prioritising speed adaptation

As soon as a higher speed than the currently stored speed is announced in the instrument cluster display, you can prioritise speed adaptation:

1. Press the + button.

   The vehicle will then accelerate to the detected speed.

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.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

⚠ WARNING

Front Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Front Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Autonomous Emergency Braking (Front Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- You should consider cancelling the automatic interventions by Front Assist if necessary.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- If you are unsure about what systems your vehicle has depending on the vehicle equipment and country, please enquire at a suitably qualified workshop before starting your journey. Volkswagen recommends using an authorised Volkswagen repairer.

Warning levels and braking intervention

Speed ranges

Front Assist provides assistance in the following maximum speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).

— Reaction to bicycles and motorcycles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph).

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning



Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects 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 (around 400 ft).

Observe the limits of the radar sensor *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

After vehicle start

Immediately after vehicle start or after a system restart, Front Assist is not available or only partially available. The white indicator lamp lights up in the instrument cluster display during this time.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles or vehicles crossing your path.

— 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

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— If TCS
is switched off manually.

— If ESC
is performing a control intervention.

— If several brake lights on the vehicle are faulty.

— If there is a fault in at least one brake light on a trailer with an electrical connection to the vehicle.

— If the vehicle accelerates strongly or the accelerator is fully depressed.

— 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

If you use Front Assist in the situations mentioned, this can result in accidents and serious injuries or even death.

- Switch off Front Assist in the specified situations.

Operating Front Assist

Front Assist and all the included functions (depending on equipment and country) are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only partially available as long as the white indicator lamp is lit up.

Volkswagen recommends that Front Assist and the distance warning 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 when the vehicle is stationary.

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

If Front Assist is switched on, you can switch the distance warning on and off in the Assist systems menu of the Infotainment system, depending on the vehicle equipment and country. This is initially always set corresponding to your previous journey.

Troubleshooting

Front Assist is starting up

The indicator lamp lights up white.

— Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

Front Assist not available or functions restricted

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories and replacement parts)*.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Front Assist does not function as expected or is triggered unnecessarily several times

— The sensors are not working correctly. Check remedies for sensors that are not available or whose availability is restricted → *Front Assist not available or functions restricted*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Within the system limits, the lane keeping system (Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

If your vehicle moves too close to a road lane marking that Lane Assist has recognised, it will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

Within the limits of the system, Lane Assist is ready to perform control interventions (system status active) when road lane markings are detected at speeds between around 65 km/h (approx. 40 mph) to around 215 km/h (around 135 mph).

⚠ WARNING

Lane Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Lane Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for staying in the lane.
- Observe the system limits *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.

System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

Road lane marking that are not detected or not detected correctly

Lane Assist cannot recognise all road lane markings correctly. If road lane markings are not recognised or are incorrectly recognised as such, this may mean that supporting control interventions do not take place or Lane Assist may perform undesired control interventions. In addition to the situations specified in the section on the camera limits, this can occur in the following situations, among others:

— If there are no road lane markings.

— If the driving style is very dynamic.

— When not driving on motorways or well-developed country roads.

— On poor roads, or if road structures or objects are present.

— If there are reflections or glare effects.

Always pay attention and intervene yourself and override an undesired system intervention immediately if necessary. Switch off Lane Assist temporarily if necessary.

Lane Assist not ready to perform control interventions

Lane Assist is not ready to perform control interventions under the following conditions (passive system status):

— The Electronic Stability Control (ESC
) is switched off or ESC Sport is active.

— The driving speed is less than around 60 km/h (around 35 mph) or more than around 215 km/h (around 135 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— If the driver oversteers a system intervention.

— If there is an intervention by the Automatic Emergency Braking system (Front Assist).

Lane Assist is not ready to perform control interventions on at least one side in the following situations:

— If the turn signal is switched on in the direction of the planned lane change.

— On the inside of a bend that you are intentionally driving through well to the inside.

Driving with Lane Assist

Switching on and off

Depending on country, Lane Assist is always switched on when the ignition is switched on. You can also switch Lane Assist on and off manually and view the current status.

On the display of the instrument cluster:

1. Press the button.
2. Switch Lane 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 Lane Assist on or off in the corresponding submenu.

If you switch Lane Assist off, the yellow indicator lamp will light up in the instrument cluster, depending on country.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

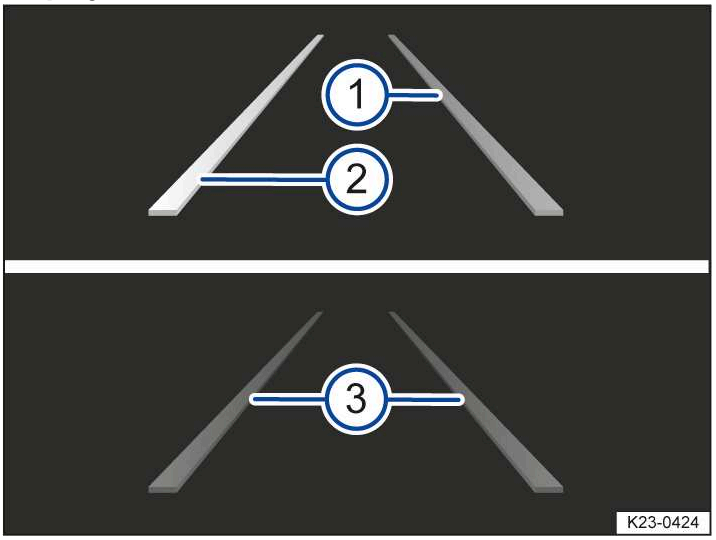


Fig. 1 On the instrument cluster display: Lane Assist displays.

1. 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.

One of the following indicator lamps will light up in the instrument cluster depending on the driving situation:

System switched on, passive and not ready to perform control interventions.

System active and ready to intervene on at least one side.

System is actively intervening on the shown side (corrective steering intervention).

If Travel Assist is actively performing a control operation, there is no steering intervention and no display by Lane Assist.

Driver intervention prompt

If there is no steering activity, a corresponding display is shown on the instrument cluster display and acoustic warnings sound.

Independently of the steering activity, a corresponding display is also shown on the instrument cluster display in combination with acoustic warnings if a corrective steering intervention is performed for an extended time.

Steering wheel vibration

You can select the **Steering wheel vibration** option in the Assist systems menu of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when Lane Assist is active.

Troubleshooting

Lane Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more. Switch off and restart the engine.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

It can take a few seconds before a system fault is detected after the ignition is switched on.

If Lane Assist is not available, Travel Assist is also not available.

The system is not responding as expected

1. Do not attach any objects to the steering wheel.

Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

You can set a speed between 20 km/h (15 mph) and 210 km/h (130 mph). This speed range may differ depending on country.

System limits of Travel Assist

Travel Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC

) and the lane keeping system (Lane Assist).

Observe the system limits and information for ACC
and Lane Assist. Always pay due attention and intervene yourself if necessary.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

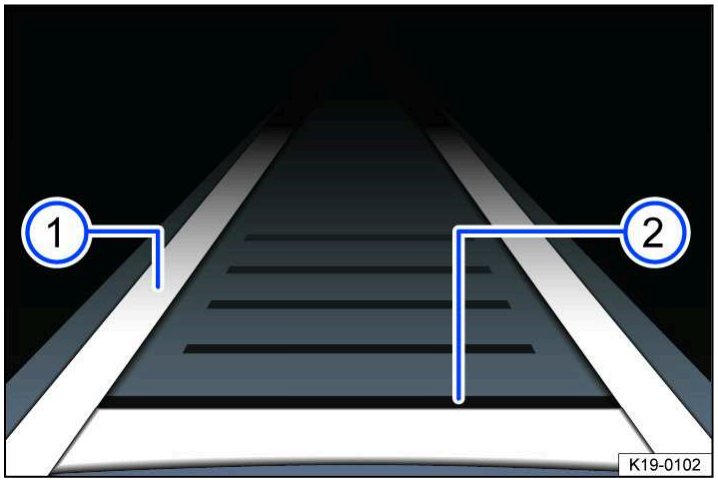


Fig. 1 On the instrument cluster display: active regulation displayed.

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 passive, Adaptive Cruise Control active, adaptive lane guidance passive.

Travel Assist deactivated, no regulation.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Depending on equipment, the driver's seat belt is also briefly tensioned.

Travel Assist will be deactivated if you do not respond to the prompt.

⚠ WARNING

Travel Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Travel Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on and starting control

1. 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.

Cancelling system 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Take over steering

The indicator 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Control is interrupted unexpectedly

— You have activated the turn signal.

Introduction to the topic

The lane change system (Side Assist) helps the driver to recognise the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed in relation to other vehicles and uses visual signals in the exterior mirror housings to inform the driver.

Use Side Assist only on surfaced roads.

Speed range

When Side Assist is switched on, Side Assist is active from a speed of around 15 km/h (around 9 mph). Side Assist is deactivated at a vehicle speed below around 10 km/h (around 6 mph).

⚠ WARNING

Side Assist cannot replace the driver's attention and operates only within the limits of the system. Side Assist cannot recognise all driving situations or all objects in the surroundings and may possibly not issue a warning or may issue a warning with a delay or when not desired. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks and lane changes.
- Observe the system limits *(→ Lane change system (Side Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.

System limits of Side Assist

Limits of the sensors

Side Assist recognises driving situations using the radar sensors at the rear of the vehicle.

Observe the limits of the radar sensors *(→ Sensors)* and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— Where there are special roadside structures, e.g. high or offset crash barriers.

Side Assist also does not detect stationary vehicles.

Restricted visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Driving with Side Assist

Switching on and off

You can view the current status of Side Assist on the instrument cluster display and in the Infotainment system. You can also switch Side Assist on and off there.

On the display of the instrument cluster:

1. Press the button.
2. Switch Side 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 Side Assist on or off in the corresponding submenu.

After switching on, the yellow indicator lamps in the exterior mirror housings light up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Deactivation for trailer towing

If you use the factory-fitted towing bracket and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. After you have disconnected the electrical connection, Side Assist is switched back on automatically.

If the towing bracket is not a factory-fitted towing bracket, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror



Fig. 1 In the housings of the exterior mirrors: Side Assist displays.

- Flashing: a vehicle has been detected in the blind spot and the turn signal has also been activated in the direction of the detected vehicle.

- Lit up: your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (around 9 mph).

  No display will be shown if the overtaking manoeuvre is much faster.

The quicker the vehicle approaches, the earlier it causes the indicator in the exterior mirror housing to light up.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system (Lane Assist) and Lane Assist is switched on, you will be warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when you have activated the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Brightness

The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. Side Assist is not active during the adjusting procedure.

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

Troubleshooting

Side Assist fault

Fault or malfunction. The indicator lamp in the instrument cluster display lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Switch off and restart the engine.
2. If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove stickers or accessories from the radar sensors or bumper *(→ Vehicle care, exterior)*, *(→ Accessories and replacement parts)*.

— Check for any visible damage *(→ Accessories and replacement parts)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The system will be available again only after you have switched the ignition off and back on again and switched on Side Assist.

The system is not responding as expected

— The radar sensors are dirty. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The radar sensors are covered by water.

— The view of the radar sensors is impaired due to the weather conditions, e.g. snow, or due to dirt, detergent deposits or coatings. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Lane change system (Side Assist))*.

— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions. Check for any visible damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors free *(→ Accessories and replacement parts)*.

— Paint work or structural modifications have been carried out in the area of the radar sensors, at the rear of the vehicle or on the running gear *(→ Repairs and technical modifications)*.

— The side windows have been retrofitted with tinted window films *(→ Repairs and technical modifications)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Parking

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 the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- 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.
- Always follow the described sequence when parking the vehicle.

⚠ WARNING

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

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

Parking spaces and surrounding area

To avoid damage and dangerous situations, always park the vehicle in a suitable parking location.

NOTICE

The vehicle can slip away on uneven, loose, slippery or icy surfaces and may not be held securely even if the handbrake is applied. This could result in damage to the vehicle.

- Always park the vehicle on a level and suitable surface.

NOTICE

Low-lying vehicle components such as bumpers, spoilers and parts of the running gear can collide with obstacles protruding from the ground when driving over them. The vehicle may be damaged.

- Drive carefully over drives, ramps, kerbs, borders and dips.

Rear seat reminder

The function depends on the vehicle equipment.

When the ignition is switched off, a text message in the Infotainment system reminds you not to leave any passengers behind in the rear seats →⚠.

If a rear door was used before the journey, a text message is also displayed in the instrument cluster and an acoustic warning may sound. The acoustic warning can be activated and deactivated using the vehicle settings in the Infotainment system.

Rear seat reminder muted.

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

If the handbrake is applied improperly, this can result in accidents, vehicle damage and serious injuries.

- Always apply the handbrake firmly when parking 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.

⚠ WARNING

The handbrake is not designed to brake the vehicle. The braking distance is considerably longer as only the rear wheels are braked in some cases. This can result in accidents and serious or even fatal injuries.

- To brake the vehicle, always use the foot brake and never the handbrake, except in an emergency.

NOTICE

If the handbrake is not applied fully and the brake pedal is released, the vehicle may move forward or backward a few centimetres (inches). This can result in damage to the vehicle.

- Always apply the handbrake firmly before releasing the brake pedal.
  - This also applies when the parking lock **P** is engaged.

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

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.

⚠ WARNING

The parking systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The parking systems cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- When parking, always look in the direction of travel and observe the vehicle surroundings.
- Pay special attention to small children, animals and objects when parking.
- Do not allow the parking system displays to distract you from the traffic around you.
- Please note that the parking system may not react if an obstacle is approached too fast and will then not issue a warning.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

ⓘ *NOTICE*

The vehicle can be damaged by obstacles when manoeuvring in parking spaces without kerb borders.

- Observe a safety distance of around 50 cm (around 20 in) from walls and buildings.

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

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.

✓ Sensors or cameras are not covered by add-on parts, e.g. a bicycle carrier, or number plate holders with trim frames. The number plate holder with trim frame must not project at the sides or downwards.

✓ The surrounding area has a flat surface.

✓ Vehicle does not have a heavy load at the rear or on one side.

✓ Engine running.

✓ Brake support systems such as ESC or TCS are switched on.

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation. This does not apply when reverse gear is engaged. The parking function cannot be deactivated in this case.

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions due to legal requirements.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to avoid 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

The automatic braking intervention function is not a substitute for the full attention of the driver and operates only within the limits of the system. In some driving situations, the automatic braking intervention may be restricted or undesired or there may be no intervention at all. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to brake the vehicle in a hazardous situation before an obstacle.
- React promptly to the warnings issued by the parking system, e.g. Park Distance Control.

When is the automatic braking intervention available?

✓ The driver has switched on a parking system.

✓ Park Distance Control: manoeuvre braking is activated in the Infotainment system.

✓ The vehicle speed does not exceed a maximum of around 10 km/h (around 6 mph) when manoeuvring.

What happens when an automatic braking intervention takes place?

The vehicle brakes to a standstill and is held for around 2 seconds.

Automatic braking intervention by manoeuvre braking. Hold the vehicle with the foot brake!

Automatic braking intervention of Rear Traffic Alert. Hold the vehicle with the foot brake!

Park Assist: The vehicle may be braked if the speed is too high or to reduce damage.

A text message may also be displayed on the digital instrument cluster, depending on the vehicle equipment.

Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

The manoeuvre braking function can be deactivated temporarily by means of the function button on the Park Distance Control display or in the vehicle settings of the **Parking and manoeuvring** menu.

If Park Distance Control has been activated automatically when driving forwards, there will be no automatic braking intervention in the front area *(→ Park Distance Control)*.

After a braking intervention, manoeuvre braking may be inactive for a short distance or will only function again after the drive position has been changed. Continue driving carefully for the first few metres, e.g. if there are other obstacles in the vicinity.

The permanent deactivation of manoeuvre braking can be saved in the personalised user accounts, depending on the country. The settings change automatically when the user account is changed.

Driving with a trailer

The automatic braking intervention at the rear of the vehicle is deactivated if a trailer is electrically connected to the vehicle.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

General notes

If the automatic braking intervention is undesired or occurs too frequently, switch off the parking system temporarily and manoeuvre the vehicle carefully, e.g. when driving off-road or driving into a garage.

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 the parking system are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)* →①.

— The ultrasound signal is subject to interference from external noise sources, for example when driving over cobblestones →①.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions or an accident →①.

— 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 →①.

— 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 display of the digital instrument cluster and in the Infotainment system.

NOTICE

The vehicle may be damaged if the parking system is used in spite of a fault in the sensors or cameras or restricted detection ranges.

- In the event of a fault in the parking system, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No screen display of parking function after activation

The parking system was switched on or activated and the Infotainment system display does not change to the function-specific screen (e.g. the segment display of Park Distance Control or the camera display of Park Assist Plus).

1. Switch the parking system off and then back on again.
2. If the screen display still does not appear, there is a fault in the system. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

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 →.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching (depending on equipment) *(→ Automatic braking intervention)*.

WARNING

The Park Distance Control system is not a substitute for the full attention of the driver and operates only within the limits of the system. Park Distance Control may possibly not detect some obstacles and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- React promptly to the visual and acoustic warnings of Park Distance Control.
- Use the foot brake to brake the vehicle before an obstacle.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path. The collision area has been reached when the penultimate segment is displayed on the Park Distance Control screen or a continuous acoustic warning sounds, if not before. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before an obstacle.

NOTICE

With some equipment levels, distances to obstacles in the side areas are also displayed. An obstacle entering these areas from the outside will not be displayed. This may result in damage to the vehicle.

- Drive the vehicle a few metres forwards or backwards in order to scan and display the side areas in full.

Displays

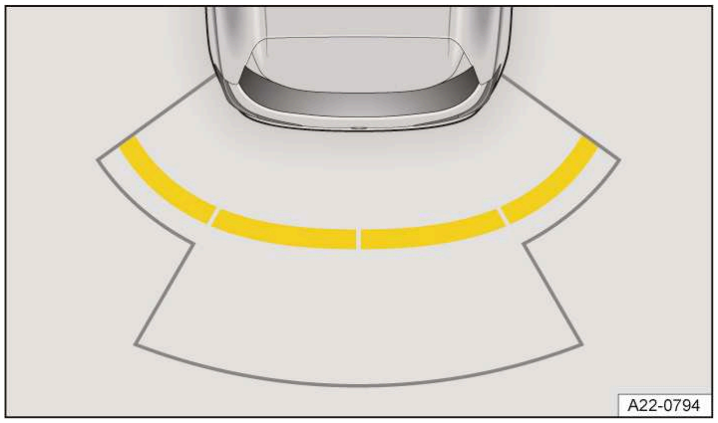


Fig. 1 Infotainment system: display of Park Distance Control with rear sensors (depending on equipment).

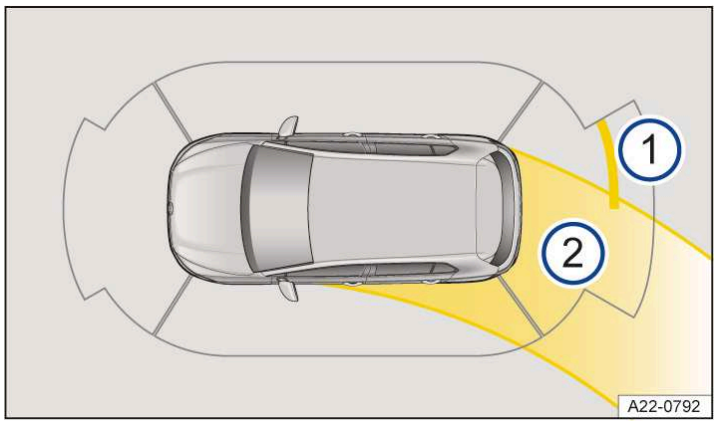


Fig. 2 Infotainment system: Park Distance Control display (illustration).

1 Obstacle indicator.

2 Steering wheel angle.

Red image segment: close obstacle. The vehicle is at risk. Brake!

Yellow image segment: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering wheel angle.

White or grey image segment: obstacle outside the path of the vehicle.

Switch the manoeuvre braking function off or on (depending on equipment).

Mute audio signals.

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)*.

Driving with a trailer

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.

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.

Switch 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.

   Or: press the P button → *Fig. 1*.

   Or: the vehicle rolls backwards.

Switching off

1. Disengage reverse gear and then press the P button → *Fig. 1*.

   Or: move the selector lever to position **P**.

Park Distance Control also switches itself off if the vehicle is driven forwards at higher speed.

If the screen display is closed by means of the X function button in the Infotainment system, Park Distance Control still provides an acoustic warning about obstacles.

Automatic activation when driving forwards

The function can be switched on and off in the Park Distance Control settings in the Infotainment system.

Park Distance Control is activated automatically when an obstacle is encountered in the front area, such as in heavy traffic, or when driving into a garage.

1. Tap the home button to close the Park Distance Control display again.

No automatic braking intervention takes place *(→ Automatic braking intervention)*. The braking intervention can be switched on by means of the function button.

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 Park Distance Control display appears on the Infotainment system. An acoustic signal also sounds if the vehicle continues to approach the obstacle.

Troubleshooting

! No sensor visibility, or there is a fault in the Park Distance Control

The sensor area is switched off permanently if a sensor fails. The **!** symbol indicates the affected sensor area in the Infotainment system.

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 message may also be shown on the digital instrument cluster display.

Park Distance Control may be switched off completely.

1. Check whether one of the above causes applies *(→ Parking systems)*.
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 an authorised Volkswagen repairer.

Manoeuvre braking restricted or unavailable

A text message is displayed.

The automatic braking intervention occurs unexpectedly or unusually. If the function is switched off, there is no automatic braking intervention.

1. Check sensors on the vehicle for damage or dirt, and clean if necessary *(→ Vehicle care, exterior)*.
2. Switch the ignition off and then back on again.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear →⚠.

⚠ WARNING

The reversing camera is not a substitute for the full attention of the driver and works exclusively within the system limits. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Note that camera lenses can enlarge and distort the field of view.

In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

Switching off

1. Shift out of reverse gear.

Driving into a parking space (rear view camera system without parking mode selection)

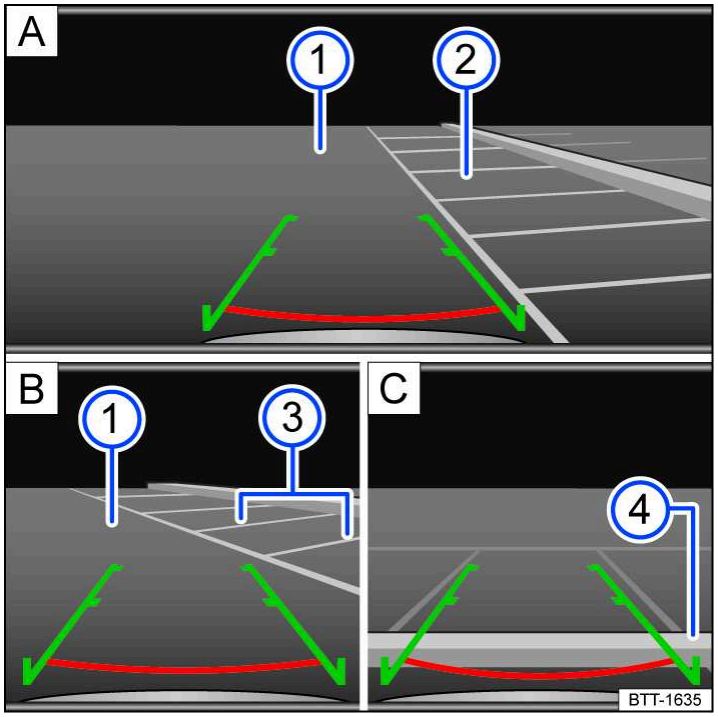


Fig. 1 Infotainment system: parking using the rear view camera system.

- (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.

When the camera image is switched on by engaging reverse gear, no function buttons are shown for safety reasons (depending on country).

1. To show the function buttons, tap the Infotainment system screen.

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).

Troubleshooting

Fault in camera image of the rear view camera system

The camera image is unclear, is flickering or has been disabled.

There may be a technical fault.

1. Clean the rear view camera system if the camera image is unclear *(→ Vehicle care, exterior)*.

   Or: check whether there is a fault in the parking system due to an external cause *(→ Parking systems)*.
2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 also changes the gear selector position or gear when prompted →⚠.

Available functions

— Display suitable parking spaces on the Infotainment system.

— Change the parking space selection in the Infotainment system.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a parallel parking space.

The driver must always monitor the area around the vehicle →⚠. An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs *(→ Automatic braking intervention)*.

An automatic braking intervention can occur if the driver accelerates too strongly during the parking procedure. The parking manoeuvre can then be continued.

When driving past the parking space, the maximum speed for parking spaces parallel to the road should be around 40 km/h (around 25 mph). The maximum speed for parking spaces perpendicular to the road should be around 20 km/h (around 12 mph).

The distance when driving past the parking space should be between around 0.5 m (around 1.6 ft) and around 2 m (around 6.5 ft).

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 if a non-factory-fitted towing bracket is used.

⚠ WARNING

Park Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Park Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to slow the vehicle in a hazardous situation.

⚠ WARNING

If another function is operated on the Infotainment system when manoeuvring with the parking system, all active parking functions, including the acoustic warnings, will be switched off. No warnings are then given about a collision and no preventive interventions take place. This can result in accidents and serious or fatal injuries.

- Do not operate any other function in the Infotainment system while manoeuvring.

NOTICE

Park Assist uses parked vehicles, kerbs and other objects for orientation. If there are obstacles that are close to the ground, this can result in damage to components located low down on the vehicle such as tyres and wheel rims.

- Pay attention to obstacles that are close to the ground when parking.
- Brake and end the parking manoeuvre if necessary.

NOTICE

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

- Do not use Park Assist if add-on parts are fitted on the vehicle.

Looking for a parking space



Fig. 1 In the upper section of the centre console: button for Park Assist.

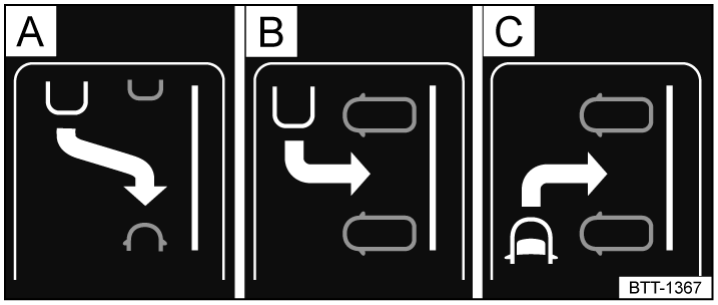


Fig. 2 In the digital instrument cluster display: parking modes for parking.

- (A) Reverse parallel parking.
- (B) Reverse perpendicular parking.
- (C) 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 the parking mode → *Fig. 2* (C).

   Or: press the (P) button repeatedly to select one of several displayed parking spaces one after the other.

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

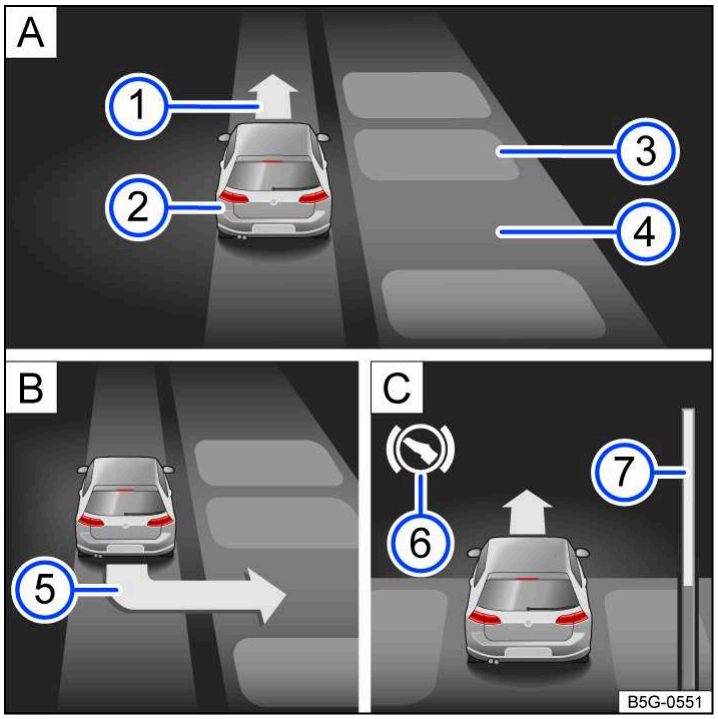


Fig. 1 On the digital instrument cluster display: parking perpendicular to the road.

- (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).

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1. Stop the vehicle in front of or behind the parking space.
2. Observe the prompt to drive into a parking space on the digital instrument cluster display → *Fig. 1* (5).
3. Select reverse gear when a reverse arrow appears on the digital instrument cluster display.
4. Release the steering wheel.
5. Release the brake.
6. Observe text messages and displays on the digital instrument cluster display.
7. Accelerate carefully.
8. Brake the vehicle when an acoustic signal sounds, the display lights up or a text message appears on the digital instrument cluster display.
9. To ensure the best possible parking 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 shown on the display of the digital instrument cluster.

11. Parking the vehicle *(→ Parking)*.

⚠ WARNING

The steering wheel is turned quickly during manoeuvring. Reaching into the steering wheel can cause serious injuries.

- Take over steering only when the system requests you to do so.
- Take over steering in a hazardous situation.

Driving out of a parking space

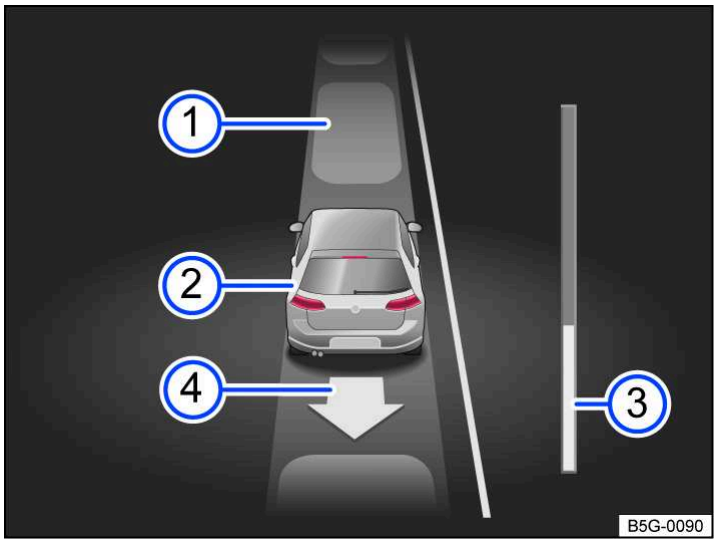


Fig. 1 On the digital instrument cluster display: reversing out of a parallel parking space.

(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 vehicle area.** is displayed.
5. Accelerate carefully.
6. Brake the vehicle when an acoustic signal sounds, the display lights up or when the request to drive forwards appears on the digital instrument cluster display.
7. Continue the procedure for driving out of the parking space until a text message on the digital 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 goes out on the digital instrument cluster.
9. Take over steering with the already set steering angle.
10. Drive the vehicle out of the parking space →⚠.

⚠ WARNING

When driving out of a parking space, there is a danger that the vehicle could drive into moving traffic. This can lead to an accident and to serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

Troubleshooting

Park Assist cancels parking manoeuvre automatically

Park Assist will cancel the parking manoeuvre if one of the following situations occurs:

— P 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 digital 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 first adapt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist automatically adapts the new wheel circumferences.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic at the rear when reversing out of a parking space or manoeuvring.

Function

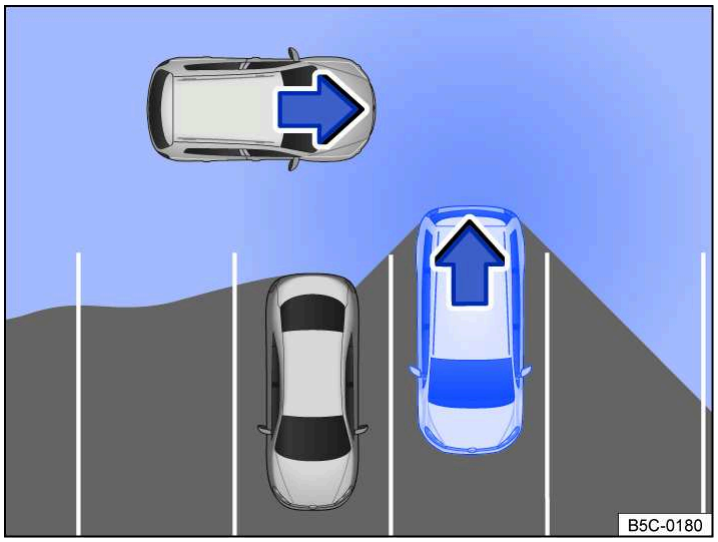


Fig. 1 Monitored area around the vehicle leaving the parking space (illustration).

Radar sensors behind the rear bumper cover monitor the area behind the rear and side area of the vehicle.

The system detects approaching moving objects and warns the driver about the obstacle → *Fig. 1*, → ⚠. A warning signal sounds and the obstacle area is displayed in colour on the Infotainment system → *Fig. 3* or a warning lamp is displayed together with a text message in the digital instrument cluster, depending on the vehicle equipment.

Obstacle detected.

An automatic braking intervention can take place if the driver does not react *(→ Automatic braking intervention)*.

If Park Distance Control is deactivated, no feedback can be given to the driver. The Rear Traffic Alert is also temporarily deactivated.

⚠ WARNING

Rear Traffic Alert is not a substitute for the full attention of the driver and operates only within the limits of the system. Not all approaching objects may be detected, e.g. pedestrians or rapidly approaching objects. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Pay attention to the traffic situation and the area around the vehicle when driving out of a parking space.
- React promptly to the visual and acoustic warnings of Rear Traffic Alert.

Switching on and off

1. To select the function on the digital instrument cluster, press the button on the steering wheel.

   Or: depending on equipment, open the **Parking and manoeuvring** menu in the vehicle settings of 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.

Display

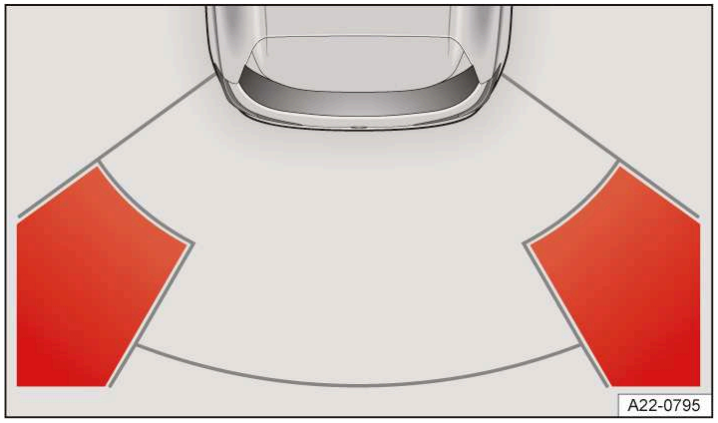


Fig. 2 Infotainment system: display of Rear Traffic Alert with rear sensors (depending on equipment).

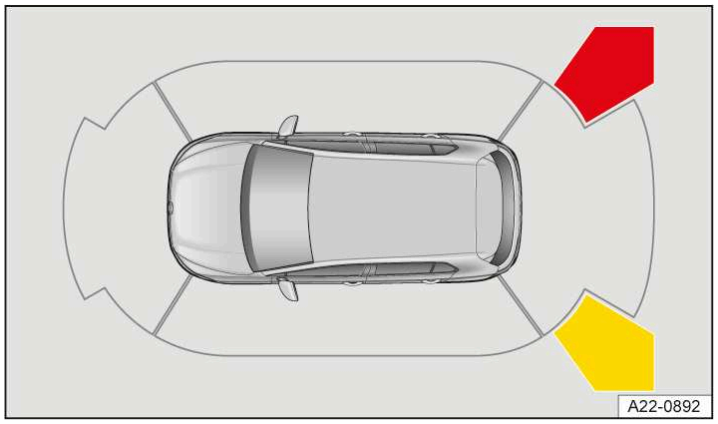


Fig. 3 Infotainment system: Rear Traffic Alert display (illustration).

Red image segment: close obstacle. The vehicle is at risk. Drive carefully out of the parking space and brake if necessary.

Yellow image segment: other road users in the vicinity of the vehicle.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is electrically connected to the vehicle. After the trailer connection is disconnected, Rear Traffic Alert will be activated again after the ignition is switched off and then back on again.

Rear Traffic Alert must be switched off manually if a non-factory-fitted towing bracket is used.

Introduction to the topic

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- Do not place mobile devices or similar objects in the stowage system of the rear centre armrest while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg (approx. 5.5 lbs).
- Never leave any heavy, hard or sharp objects in the pockets of clothing.

WARNING

Incorrect use of the drink holders can cause injury. While driving, in the event of a sudden braking manoeuvre or in the event of an accident, objects located in the drink holder can be flung about the vehicle and hot drinks spilled. This can cause serious injuries and serious scalding.

- Place only soft, break-proof and closed containers in the drink holder.
- Integrated stowage systems in the rear centre armrest must always be used in the locked end positions.
- Never place hot drinks in a drink holder.

- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

If the glove box is open while driving, objects could be flung through the vehicle interior. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or lit without being noticed, for example by high surface temperatures. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures and cause serious injuries.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

Objects kept in the vehicle could be damaged or could cause damage to the vehicle when exposed to strong sunlight or the effects of heat or cold.

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle.
- Please note that objects made of translucent materials, e.g. transparent suction pads on the windows, concentrate sunlight.

NOTICE

Depending on equipment, the rear centre armrest may have a stowage system. Folding in the rear centre armrest when the stowage system is open can damage the drink holder.

- Before folding in the rear centre armrest, make sure that any objects have been removed and that the integrated stowage systems are closed or folded in.

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.

Stowage compartment

Depending on equipment, there may be a stowage compartment for the vehicle wallet under the left front seat.

⚠ WARNING

The drawer may open by itself if the load inside it is too heavy and the objects can fall out. This can hinder operation of the pedals. This can result in accidents and serious or even fatal injuries.

- Always keep the drawers closed while the vehicle is in motion.
- Load the drawer with a maximum weight of about 1.5 kg (about 3.3 lbs).

⚠ WARNING

Objects that fall out into the driver's footwell can hinder operation of the pedals. This can result in accidents and serious or even fatal injuries.

- Store only the vehicle wallet in the stowage compartment.

Ashtray and cigarette lighter



Fig. 1 In the lower part of the centre console: cigarette lighter (depending on vehicle equipment).

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 place paper or other objects that could cause a fire 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 connected electrical accessories can cause fires and serious or fatal injuries.

- Switch off electrical devices immediately and disconnect them from the power supply if the electrical devices become too warm.
- Please note that sockets and devices connected to them can also be used when the ignition is switched off, e.g. by children in the vehicle.

NOTICE

Unsuitable, non-approved or incorrectly connected electrical devices can cause damage to the vehicle and the electronic components.

- Never connect electrical devices that supply electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine.
- Observe the operating instructions of the electrical devices.

NOTICE

The vehicle's electrical system can be damaged if the maximum power output is exceeded.

- Never connect electrical devices requiring more than the rated power to a 12-volt socket.

Using electrical consumers with the 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 lower part of the centre console: fold-open 12-volt socket (illustration).

The continuous power of all 12-volt sockets in the vehicle is 120 W in total *(→ Sockets)*.

The maximum power of a 12-volt socket in the vehicle is a total of 180 W 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.

NOTICE

If two or more 12-volt sockets are used simultaneously, the total power consumption of the connected electrical accessories must not exceed 190 W.

- Always use only one 12-volt socket with maximum power.

Charging options for mobile devices

Mobile devices can be charged in the vehicle either via the installed USB-C connections or wirelessly.

Charging via the USB-C ports

The following USB

-C ports may be available in the vehicle:

Identification of a USB port suitable for data transfer and charging.

Identification of a USB port suitable only for charging.

Available charging capacity

Voltages of up to 20 V are made available via the USB

port. These voltages permit a charging capacity of up to 45 W.

Depending on equipment, the following charging profiles can be supported by 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 capacity actually tapped by the connected device depends on the following:

— Supported charging profiles.
— Charge level of the device.
— Device temperature.
— Charging cables used.

In the case of double USB ports, the charging capacity can be split between both ports.

Wireless charging function

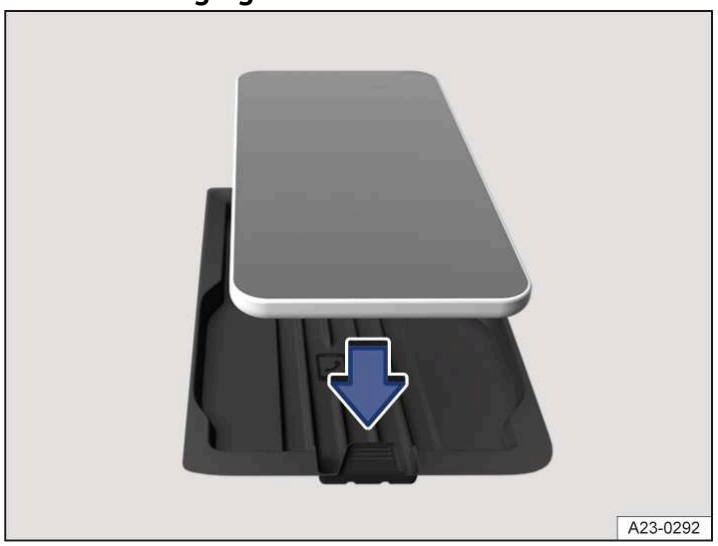


Fig. 1 In the centre console: lining mat for the wireless charging function (illustration).

The wireless charging function is dependent on the equipment level and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance for Qi-certified mobile telephones.

The lining mat with shelf area for the wireless charging function is located in the area of the centre console and is designed for only one Qi-certified mobile telephone → *Fig. 1*.

The charging capacity is 15 W.

Qi standard

The Qi standard enables wireless charging of suitable Qi-certified mobile telephones. Consult the operating instructions for the mobile telephone to find out if it is compatible with the Qi standard. An overview of Qi-certified mobile telephones can be found at the following external link of Wireless Power Consortium, Inc.:

https://www.wirelesspowerconsortium.com/products

Volkswagen AG does not assume any liability for the completeness and correctness of this list. The manufacturer of the mobile telephone can provide further information on compatibility, if necessary.

There may be charging restrictions with mobile telephones that are not Qi-certified.

The Qi symbol is displayed on the Infotainment system to indicate the wireless charging status.

Charging a mobile telephone wirelessly

Prerequisite

✓ The optimum operating temperature in the vehicle for wireless charging is between -40°C and +35°C.

✓ A suitable mobile telephone that is not larger than the marked shelf area and is Qi-certified.

1. Remove any foreign objects from the stowage compartment before charging →⚠.
2. After removing the protective cover and any other foreign material, place the mobile telephone in the centre of the shelf area with the display facing upwards and so that its entire surface is flat on the area.

   The charging process starts automatically.
3. Follow the operating instructions for the mobile telephone.

The Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment.

Depending on equipment, the charging function can be deactivated manually in the Infotainment system.

If the ambient temperature in the vehicle is outside the temperature range of -40°C to +35°C, the charging process may be interrupted or the charging time extended.

Wireless charging will function normally again as soon as the ambient temperature in the vehicle is within the temperature range.

Meaning of the Qi symbols

The white Qi symbol indicates that the mobile telephone is being charged.

The red Qi symbol indicates that wireless charging is not possible.

Depending on equipment, it is possible to tap the Qi symbol for explanations on the status and to switch on wireless charging if necessary.

Troubleshooting

⚠ WARNING

Notifications on the mobile telephone display can distract the driver. This can lead to an accident and cause serious or fatal injuries.

- If the shelf has a cover, always keep the cover closed while driving.

⚠ WARNING

Metallic objects on the shelf can become very hot. This can cause burns or fires.

- Do not place any metal or metallic objects on the shelf for the wireless charging function.
- Remove any foreign objects immediately.

NOTICE

If cards or objects with a magnetic stripe or chip are placed on the shelf for the wireless charging function, this may damage the data stored on them.

- Do not place any ID, bank and credit cards etc. with a magnetic stripe or chip on the shelf for the wireless charging function.

The mobile telephone can become hot during wireless charging. Keep the ventilation grooves clean as they improve the airflow around the mobile telephone → *Fig. 1*.

Mobile telephone is not charged

A message about a foreign object in the stowage compartment may be displayed on the Infotainment system.

An unfavourable position of the mobile telephone on the lining mat can impair the charging function. This can already be the case in the event of small changes in position, e.g. due to vibrations.

The position of the mobile telephone must be corrected to re-establish the correct charging function.

1. Align the mobile telephone centrally on the charging area.

The charging function can also be impaired by metal and above all magnetic parts of a mobile telephone or its protective cover.

1. Turn the mobile telephone by around 180° and align on the charging area with the display still facing upwards.

If cards or objects with a magnetic stripe or chip are placed on the lining mat for the wireless charging function, this may damage the data stored on them.

Depending on model, an error message with the red Qi symbol may be displayed on the Infotainment system. It is then not possible to use the wireless charging function.

1. Remove ID cards, bank cards and credit cards with magnetic stripe or chip from the lining mat. The error message closes automatically.

   You can then charge the mobile telephone again using the wireless charging function.

If the mobile telephone becomes too hot on the mat, it may switch off for safety reasons. It is then not possible to use the wireless charging function.

1. Remove the mobile telephone from the mat and allow it to cool down in another stowage compartment. You can then charge it again using the wireless charging function.

Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units. Connectivity components in particular are subject to the risk of unauthorised access or internet attacks.

Connectivity components are control units for data transmission, interfaces, media and diagnostic connections via which information and data can be exchanged between the vehicle and mobile devices or the internet.

Connectivity components are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic port.

— Control unit with embedded eSIM card.

— Mobile phone interface.

— App-Connect.

— Wi-Fi® hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— SD card slot.

The type and number of connectivity components present in your vehicle depend on the equipment and country.

Software and 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.

Updates improve the security, stability and running speeds of the vehicle systems. An update is a preventive measure to optimise functionality and protect against malware, for example.

The software of vehicle control units is updated with an update.

There are two options for updating your vehicle, depending on vehicle and country:

— Updates by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Update via an over-the-air update.

WARNING

Malware can access data and information that are stored in control units, in the Infotainment system and on connected or paired mobile telephones. In spite of integrated security mechanisms and regularly performed over-the-air updates, malware can still damage or cause malfunctions of the control units and vehicle. Damage to and malfunctions of the control units and vehicle can also occur if you connect mobile devices to the vehicle that are infected with malware. The damage may mean complete loss of the data, and malfunctions can lead to serious accidents and fatal injuries.

- If the vehicle functions or reacts differently than normal, reduce speed in a controlled manner and contact a suitably qualified workshop.
- After updates are made available, carry them out as quickly as possible or have them installed by a suitably qualified workshop.
- Protect mobile devices by means of a suitable anti-virus program and generally known precautionary measures. Regularly update the appropriate anti-virus program with the updates from the respective provider.

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.

— Have updates that are made available by Volkswagen carried out by a suitably qualified workshop as soon as possible after they are made available. Volkswagen recommends using an authorised Volkswagen repairer. If it is possible for you to perform over-the-air updates for your vehicle and in your country, carry out updates that are made available by Volkswagen immediately. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Have the vehicle serviced, repaired and maintained only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Over-the-air updates allow you to always keep your vehicle up-to-date, for example in order to optimise the vehicle functions and for protection against malware.

Over-the-air updates and app updates

Two types of updates are offered to you in your vehicle: over-the-air updates and app updates.

The over-the-air updates are comprehensive updates and update the vehicle's entire control software. Over-the-air updates are available to you only after you have concluded a contract with Volkswagen AG for use of the online services.

App updates update the apps available in the vehicle and are also available without a current contract with Volkswagen AG for use of the online services.

Further information on app updates *(→ In-Car Shop)*.

How can you recognise when an over-the-air update is available?

An available over-the-air update is displayed to you in the Infotainment system.

If several over-the-air updates are available for the vehicle at the same time, one over-the-air update must first be completed successfully before the next over-the-air update can be performed.

In your own interest, over-the-air updates should be carried out as soon as possible. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

It is possible in very rare cases that a control unit will not function properly after an over-the-air update. Malfunctions of a control unit and the vehicle can lead to serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual when driving.
- Please contact a qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

If the instrument cluster does not function after an over-the-air update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG (e.g. for emergency services vehicles or taxis), there is a risk that the special functions (e.g. taximeter) will no longer function correctly after an over-the-air update.

- Consult your authorised Volkswagen repairer before you carry out an over-the-air update.

A measure to increase performance or efficiency (e.g. engine tuning) that has not been performed by Volkswagen may be deleted by an over-the-air update.

Depending on equipment, release notes may be displayed once before or after an over-the-air update. These notes describe the changes to the vehicle status.

The over-the-air update does not update any apps or, if present depending on vehicle and model, any functions or apps purchased via the In-Car Shop.

Prerequisites for an over-the-air update.

The following prerequisites must be met so that an over-the-air update can be downloaded and so that you can perform software installation of the over-the-air update.

✓ The over-the-air update function is offered in your country.

✓ You have set up a user account, Volkswagen ID *(→ Volkswagen ID)*.

✓ You have concluded a current contract for use of the online services.

✓ You have assigned the vehicle to your active user account.

✓ You have agreed to the TTDSG
in your user account.

✓ There is a primary user available. You may have to log in as the primary user *(→ Manage users)*.

✓ The vehicle is in an area with sufficient mobile reception.

✓ Your current privacy settings allow data and information to be transmitted and received *(→ Privacy settings)*.

✓ The 12-volt vehicle battery is appropriately charged.

Downloading and installing an over-the-air update

Download costs

Download of over-the-air updates takes place via the factory-fitted control unit with eSIM card and is free of charge. Volkswagen pays the connection costs.

Time of download

Download takes place automatically without any previous notification and is also possible when driving. When download has been completed, a message will be displayed to inform you that an over-the-air update is available.

The duration of a download process depends on the network quality, file size and type of over-the-air update. It is possible that the download process may be interrupted. The download process will be resumed as required when the ignition is switched on.

Prerequisites for software installation

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previously provided over-the-air updates have been installed.

Installing software from an over-the-air update

Choose a time for the over-the-air update when the vehicle does not have to be driven by yourself or others.

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.

1. Stop the engine and apply the handbrake.
2. Close the bonnet, boot lid, all windows, the glass roof, if installed, and all doors.
3. Confirm software installation in the Infotainment system.
4. Make sure that all vehicle occupants get out and that no animals are left behind in the vehicle.
5. Take all vehicle keys with you and get out of the vehicle.
6. Lock the vehicle.

Functional restrictions during software installation

Control units, the central computer, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

— Mobile online services are not available.

— The Emergency Call Service, breakdown call and the statutory eCall Emergency System are not available.

— Park Distance Control is not available.

After software installation

After software installation and before starting the engine, read the message in the Infotainment system or instrument cluster about completed software installation. The vehicle requires up to 1 minute to display the status of the over-the-air update.

— The vehicle can be used again after successful software installation.

— If software installation is unsuccessful: *(→ System update)*.

Troubleshooting

Installation of an over-the-air update has failed

— If installation of an over-the-air update 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.

Can I interrupt installation of an over-the-air update?

No, this is not possible.

What happens if installation of an over-the-air update is interrupted?

If 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 installation of the over-the-air update.

Introduction to the topic

Mobile devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle.

The type and number of cable and wireless connections differ according to the vehicle equipment and country. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

If unsuitable or damaged connecting cables are used or if the connecting cable connector is inserted with strong pressure or in the wrong position, this can lead to malfunctions and damage to the device, e.g. the device connection and the connecting cable connector may be damaged.

- Use only suitable and undamaged connecting cables.
- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure.
- Make sure that the connecting cable is not trapped or sharply bent.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

USB connection

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.
Information on charging options and charging capacity is provided in this owner's manual *(→ Charging options for mobile devices)*.

Possible fitting locations of USB connections

The number and fitting locations of USB
connections depend on the vehicle and equipment and the connections are not available in all countries.

— In the centre console.
— On the interior mirror base.
— In the centre console stowage compartment.
— In the compartment under the centre armrest.

USB
ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB
data transfer functions are available, depending on equipment.

— App-Connect .
— Media playback .
— Update function, e.g. for navigation data *(→ Navigation)*.

Notes and restrictions

— Use only suitable USB
connecting cables. The USB connecting cable must match the USB connection 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 mobile device that is connected via Bluetooth (e.g. mobile telephone) 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

A maximum of three mobile devices can be connected simultaneously via Bluetooth: two for telephony and one for music playback.

The following Bluetooth functions are supported:

— Telephony and handsfree mode.

— Music playback.

— Displaying and operating music playback.

— Transmission of Cover Arts.

— Access to phone book and call lists.

— Access to Text message
and email.

Prerequisites for using the Bluetooth interface for music playback

✓ The mobile device supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP
).

✓ Permission for audio and media transmission to the Infotainment system must be given in the settings on the mobile device.

You can find more detailed information on using a mobile device for music playback in this owner's manual .

Pairing a mobile device with the vehicle via Bluetooth

There are various ways to pair your mobile telephone with the vehicle via Bluetooth. The easiest way is to pair via one of the following main menus: **Radio/Media** or **Telephone**.

Pairing via **Telephone**

1. Open the app overview and tap **Telephone**.
2. Follow the instructions on the Infotainment system.
3. If mobile telephones are already connected and another mobile telephone is to be connected, tap ⚙ ▶ **Select mobile telephone**.
4. Select the mobile telephone to be connected.

Pairing via **Radio/Media**

1. Open the app overview and tap **Radio/Media** ▶ **Media** ▶ **Source** ▶ **Bluetooth**.
2. Follow the instructions on the Infotainment system.
3. If **Bluetooth** is already selected under **Source** but another mobile telephone is to be used, tap **Source** ▶ **Bluetooth** again.

   Or: tap ⚙ ▶ **Media** ▶ **Select Bluetooth audio device**.

Mobile devices menu

If pairing via the mobile phone interface or the **Radio/Media** menu should fail, pairing can also be performed in the menu ⚙ ▶ **Network** ▶ **Mobile devices**.

1. In the app overview, tap ⚙ ▶ **Network** ▶ **Mobile devices**.
2. With the factory settings, both Bluetooth and visibility are always activated. If Bluetooth is disabled, tap ⚙ and activate **Bluetooth** and **Visibility**.
3. Open the list of available Bluetooth devices on the mobile telephone and select the Bluetooth device name of the Infotainment system. With the factory settings, the Bluetooth® device name of the Infotainment system is “my VW” and the last four digits of the VIN

   .
4. 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.
5. *Optional:* confirm message for data transfer on the mobile telephone.

As a general rule, it is only necessary to pair a mobile telephone once. The mobile telephone connection to the Infotainment system via Bluetooth can be restored at any time without having to pair the mobile telephone again.

The extent to which the Infotainment system can be used to control the mobile telephone connected via Bluetooth depends on the respective mobile device.

You can find more detailed information on using a mobile device via a Bluetooth connection in this owner’s manual .

Always switch off the warning and service tones on a connected mobile telephone, e.g. key tones, to prevent interference noise and malfunctions.

Introduction to the topic

Two options are available for using the internet in the vehicle.

— Via the hotspot of a mobile device, e.g. mobile telephone.

— Via the vehicle's eSIM
(→ Wi-Fi).

The types of internet connections possible are dependent on the country and equipment and the Infotainment system used.

Depending on your mobile telephone tariff, using the hotspot of a mobile device may incur additional costs, e.g. roaming charges, for loading and using data packages from the internet, especially if you use these services abroad. 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.

If the eSIM

is used, you must purchase data plans via the web shop of Volkswagen’s external mobile communications partner. However, you do not need any data plans of the external mobile communications partner in order to use the mobile online services of Volkswagen AG. This requires a contract for use of the mobile online services, which may be subject to a charge.

Independently of how you establish the internet connection, whether via the hotspot of a mobile device or via the vehicle’s eSIM

, you can use the Infotainment system as a Wi-Fi® hotspot for eight further mobile devices *(→ Wi-Fi)*. This function is dependent on the equipment level and is not available in all vehicles.

Setting up an internet connection

Activating an internet connection via the eSIM

1. In the app overview, tap ⚙ ▶ **Data connection**.
2. Activate **Streaming via integrated data connection (eSIM)**.

Using an internet connection via a mobile device

1. Activate tethering / Wi-Fi

   hotspot on the mobile device, refer to the manufacturer's operating instructions.
2. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Wi-Fi:** ▶ **Search for Wi-Fi**.

   The Infotainment system searches for Wi-Fi

   hotspots nearby. The search process may take a few seconds.
3. Select the Wi-Fi

   network of the desired mobile device.
4. Enter the network key of the mobile device on the Infotainment system and confirm.

   The Wi-Fi

   connection between the mobile device and Infotainment system is now set up. Further inputs may be required on the mobile device to complete the connection.

Due to the large number of possible mobile devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the function for using the Infotainment system as a Wi-Fi hotspot is country-dependent and may vary.

The Wi-Fi connection can be set up only to protected Wi-Fi networks that support the WPA2 or WPA3 standard. Older encryption methods and open networks are not supported.

Setting up and deactivating a Wi-Fi® hotspot

Setting up a Wi-Fi hotspot

Inputs are necessary both on the Infotainment system and on the mobile device.

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. Tap **Use as hotspot** and activate.
3. Find the network name displayed on the Infotainment system on the mobile device.
4. Enter the password displayed on the Infotainment system on the mobile device and confirm.

   The Wi-Fi

   connection between the mobile device and Infotainment system is now set up. Further inputs may be required on the mobile device to complete the connection.
5. *Optional:* repeat the procedure to connect further mobile devices.

The network name and the network key are generated automatically. You can then change the network name and the network key yourself.

Deactivating a Wi-Fi hotspot

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. Tap **Use as hotspot** and deactivate.

Quick connection

Quick connection with the Infotainment system

The quick connection function makes it possible to easily and quickly set up a Wi-Fi ® connection with encryption by scanning a QR code®.

If the camera app of your mobile telephone cannot scan QR codes, install a suitable app for scanning QR codes.

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Quick connection to Infotainment system**.
2. Scan the QR code on the Infotainment system with the mobile device.

   The Wi-Fi connection is set up. Further inputs may be required on the mobile device to complete the connection.

Technical specifications

The technical specifications of the internet connections in the vehicle that are described here depend on the vehicle equipment and are available only in some countries.

— Wi-Fi

® in accordance with IEEE 802.11 a/b/g/n/ac.

— Transfer in 2.4 GHz and 5 GHz.

— Up to eight mobile devices can be connected simultaneously.

— Internet connection via Wi-Fi

:

— Tethering via mobile telephone.

— Hotspot for clients in the vehicle.

— Apple CarPlay® via Wi-Fi

.

— Android Auto® via Wi-Fi

.

— Simplified pairing process via QR code

®.

Possible types of data connections

The available types of possible data connections depend on the equipment level and are only available in some countries.

Mobile device:

Use the Wi-Fi

hotspot of a mobile device *(→ Wi-Fi)*.

eSIM (embedded SIM):

The vehicle has a control unit with embedded eSIM

card (SIM). In order to use the Wi-Fi hotspot, you must purchase data plans from the In-Car Shop or the web shop of Volkswagen's external mobile communications partner.

Prerequisites

✓ **Network settings ▶ Allow internet connection** is activated in the settings menu.

Or: Data connection ▶ Integrated data connection is activated.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using a USB interface with data transfer function.

Some technologies can also be used with App-Connect Wireless via the Bluetooth interface and the Wi-Fi hotspot of the Infotainment system.

The following technologies may be available:

— Apple CarPlay®.

— Apple CarPlay® Wireless.

— Android Auto®.

— Android Auto® Wireless.

The above-named technologies are operated by third parties and are not made available by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle. There may be problems with compatibility with third-party apps. We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone. 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.

For more information, please visit the Volkswagen website.

Apps, their use, and the necessary mobile network connection may be subject to charges.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

WARNING

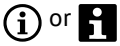
Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle and accidents with serious injuries, or even death.

- Protect the mobile telephone with its apps against misuse.

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

Symbols

The display of symbols depends on the equipment and the country.

 Show more information.

 Select Apple CarPlay® technology.

 Select Android Auto® technology.

Connecting a mobile telephone with App-Connect

In order to use App-Connect or App-Connect Wireless, you must connect the mobile telephone to the Infotainment system via **App-Connect** in the app overview. With App-Connect Wireless, the connection is initiated via Bluetooth and is then set up via the Wi-Fi ® hotspot of the Infotainment system.

As long as a mobile telephone is connected via App-Connect, no other mobile telephones can be used via the Infotainment system, e.g. to make phone calls via the Bluetooth mobile phone interface.

If Apple CarPlay is used, the Bluetooth connection is terminated again as soon as the connection via the Wi-Fi hotspot of the Infotainment system has been set up.

If Android Auto is used, the Bluetooth connection is maintained.

Connecting a mobile telephone via USB cable

1. For App-Connect, connect the mobile telephone with the Infotainment system using a USB cable.
2. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.

   App-Connect is now set up.

Connecting a mobile telephone for App-Connect Wireless

1. In the app overview, tap **App Connect** ▶ ⓘ/🅸.
2. Select the desired technology Apple CarPlay™ or Android Auto in the pop-up menu.
3. In the Bluetooth menu of the mobile telephone, search for the displayed device name and pair the mobile telephone with the Infotainment system.

   With the factory settings, the device name of the Infotainment system is “my VW” and the last four digits of the VIN .
4. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.

   App-Connect Wireless is now set up.

App-Connect and App-Connect Wireless will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Apple CarPlay®

Prerequisites

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ The voice assistant (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ For Apple CarPlay Wireless, Bluetooth® and the Infotainment system as a Wi-Fi hotspot must be activated on the iPhone.

✓ If Apple CarPlay Wireless is not possible, the iPhone must be connected to the Infotainment system via a USB connection with data transfer capability. Only USB ports with data transfer capability are suitable for using Apple CarPlay®.

✓ The USB cable used should be an Apple-certified, approved USB cable, e.g. the original Apple cable or one from Volkswagen Genuine Accessories.

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 authorised Volkswagen repairer.

Opening Apple CarPlay

1. To open the **App-Connect** main menu, tap **App-Connect** in the app overview.

   Or: press APP.

2. To launch Apple CarPlay, tap **Apple CarPlay**.

Disconnecting the connection

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:

— Telephone functions are possible only via Apple CarPlay for the iPhone that is connected to the Infotainment system via Apple CarPlay.

— The connected iPhone cannot be used as a media device in the **Media** main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— Depending on the Infotainment system and navigation app you are using, 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 assistant

The “voice assistant” function is available depending on the vehicle equipment.

1. Briefly tap to start the voice assistant of the Infotainment system.

Or: long-tap to start the IDA voice assistant (Siri) of the connected iPhone.

Android Auto®

Prerequisites

The following conditions must be fulfilled in order to use Android Auto:

✓ The smartphone must support Android Auto.

✓ For Android Auto Wireless, Bluetooth® must be activated on the smartphone and in the Infotainment system. In addition, the Infotainment system must also be activated as a Wi-Fi® hotspot.

✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system using a USB connection with data transfer capability. Only USB connections with data transfer capability are suitable for using Android Auto.

✓ The USB cable used should be a USB cable certified and approved by the smartphone manufacturer or one from Volkswagen Genuine Accessories.

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 authorised Volkswagen repairer.

Starting Android Auto

1. To open the **App-Connect** main menu, tap in the app overview.

   Or: press APP.

2. Tap **Android Auto** to establish a connection with the smartphone.

Disconnecting the connection

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 (hands-free profile, HFP).

— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.

— An active Android Auto device cannot be used as a media device in the **Media** main menu.

— It is not possible to use the Android Auto navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— The instrument cluster display shows information about the telephone mode.

— Depending on the Infotainment system and navigation app you are using, 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 assistant

The “voice assistant” function is available depending on the vehicle equipment.

1. Briefly tap to start the voice assistant of the Infotainment system.

   Or: long-tap to start the IDA voice assistant of the connected smartphone.

Introduction to mobile online services

Mobile online services, referred to below as online services, allow you to connect your vehicle to the internet. This allows you to extend the scope of various vehicle functions with online functionalities, e.g. receive real-time data for navigation. The general availability of online services is country-dependent. You can find out whether online services are offered in your country from your authorised Volkswagen repairer. A description of all available online services and further information on registration and help can be found on the internet at:

https://connect.volkswagen.com

You can find the myVolkswagen customer area on the internet at:

https://www.myvolkswagen.net/start/en.html

Online services can be activated only after concluding a contract with Volkswagen AG for use of the online services, whereby this may be subject to a charge. Mobile online services are subject to a country-dependent restriction of the contract term.

The provision and availability of mobile online services can vary from country to country and depend on the vehicle and vehicle equipment. For further information, refer to the Terms and Conditions for the mobile online services.

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

Observe the warnings .

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

An overview of the online services activated for you is available in the Infotainment system in the **Privacy settings and services** *(→ Privacy settings)* menu, on the internet in the myVolkswagen customer area, or in the Volkswagen app, referred to below as app.

Execution of mobile online services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the mobile online services.

Registering for mobile online services

To use the mobile online services in the vehicle, you must carry out the following steps:

1. Create a Volkswagen ID *(→ Volkswagen ID)*.
2. Create a new user *(→ Manage users)*.
3. Become the primary user *(→ Manage users)* and carry out the Volkswagen Ident process if necessary in order to use security-relevant online services *(→ Volkswagen Ident process)*.

Data processing

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

When using the services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. about driving behaviour. You can find the Privacy Policy for use of the Volkswagen mobile online services in the app overview in the Infotainment system under **Legal information**.

To ensure that the information under **Legal information** is up to date, the vehicle must not be permanently in offline mode. Otherwise, the information cannot be updated. If the information is out of date, you will be informed of this via a pop-up.

Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, mobile online services may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via mobile online services.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you must first reset the Infotainment system to the factory settings and then register yourself as the primary user for the vehicle.

Prerequisites for using the online services

In order to be able to use the full scope of the online services, the following prerequisites must be met.

✓ The hardware for use of the online services was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile telephone is compatible with the app.

✓ The privacy settings in the Infotainment system permit data transmission for the online services.

✓ The settings in the mobile telephone permit data transmission for the online services.

✓ A personal user account, Volkswagen ID, has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract with Volkswagen AG for use of the online services.

✓ A vehicle has been added to the user account *(→ Virtual vehicle)*.

✓ Neither the online connectivity unit nor individual online services are deactivated or decommissioned.

⚠ WARNING

Using apps, services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

⚠ WARNING

Using services without due care or unsupervised can result in the serious injury or even death of people in and around the vehicle, for example if they are locked inside the vehicle unintentionally.

- Always carry out the services carefully and responsibly.

The vehicle added in the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

Do not disclose your login data, your password, or the S-PIN to others and keep them safe from access or viewing by other persons.

Change your password at regular intervals.

Interference

Even when the prerequisites for using the services are met, the provision of the online services can be impaired or interrupted due to factors that are beyond the control of Volkswagen. Such factors include in particular:

— Maintenance, repairs, deactivations, 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, states and regions where mobile online services are not available.

Activation-free services

The following services can also be used if the vehicle is not added to a user account.

This is the maximum possible range of functions. Not all services are available in all vehicles and countries.

— Information Call.

— Emergency Call Service .

— eCall Emergency System.

— Breakdown Call without transmission of vehicle data.

The Emergency Call Service is available independently of logging into the Infotainment system.

In Europe, further information is available on the internet and on the Volkswagen website.

Setting up a Volkswagen ID

The Volkswagen ID provides personal access to the digital world of Volkswagen. The Volkswagen ID enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID in order to use the services. You can register for the Volkswagen ID via myVolkswagen or via the Volkswagen app, referred to below as app.

Registering via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a user account in the **Login or register** area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the app.
2. Follow the instructions in the app.

Changing and deleting Volkswagen ID user data

You can change or delete your user and login data. Any changes to your login details will simultaneously also apply to the all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. In the myVolkswagen customer area, open **Profile & settings** and open one of the following areas:
   — **Volkswagen ID**.
   — **Privacy settings and consents**.
2. Click on **Volkswagen ID ▶ Adapt data**.
3. Change and save the user data.
4. If necessary, adapt and save the information in the **Privacy settings and consents** area.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on **Profile & settings ▶ Volkswagen ID ▶ Delete data**.

   Your data will be deleted. Your Volkswagen ID will not be deleted.

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at an authorised Volkswagen repairer or through Volkswagen Ident directly in the Volkswagen app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap **Start**.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

Managing vehicles

After you have set up your Volkswagen ID and thus created your user account, you must add your vehicle to your user account by entering the 17-character vehicle identification number (VIN). You will be prompted to do so when creating your user account. As soon as your vehicle has been added to your user account, you can activate mobile online services.

Adding additional vehicles via myVolkswagen

1. Under myVolkswagen, go to **My vehicles & products** ▶ and click on **Add vehicle**.
2. Enter and confirm the vehicle identification number (VIN
).
   The added vehicle is listed in the vehicle overview.

You can add further vehicles in the same way via myVolkswagen.

Adding additional vehicles via the app

1. Launch the app and open the vehicle overview.
2. Tap to add another vehicle.
3. Enter or scan the VIN
   and confirm.
   The added vehicle is listed in the vehicle overview.

Removing a vehicle via the app or myVolkswagen

If you remove the vehicle with which you are logged in as the primary user in your vehicle, this is equivalent to resetting the user management to the factory settings. All users will be deleted in the vehicle and will lose the rights assigned to their respective role to use mobile online services. The vehicle must be in online mode in order to completely remove the link between the vehicle and the Volkswagen ID.

1. Open the vehicle overview and tap **Delete vehicle** or **Remove vehicle**.

Setting or changing the S-PIN

Input of the security PIN (S-PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

The security PIN

, S-PIN, is a multi-digit number sequence that can be freely selected during the registration process for mobile online services.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates. You must treat the S-PIN as strictly confidential. For security reasons, you should change the S-PIN if the S-PIN is disclosed to a third party.

Setting the S-PIN via myVolkswagen and via the app

— When adding your vehicle to the user account, you will be prompted to set the S-PIN

.

The S-PIN
should consist of four non-identical digits that are not sequential in either ascending or descending order.

Changing the S-PIN via myVolkswagen and via the app

To change the S-PIN
, you must enter and confirm both the previous and new S-PIN.

— In myVolkswagen, you can change the S-PIN

under **Mobile online services settings**.

Please note that it is only possible to change the S-PIN

in myVolkswagen if your vehicle is listed under **My vehicles & products** and your vehicle is in online mode.

— In the app, you can change the S-PIN

in your user profile.

If you enter the S-PIN
incorrectly several times, the input field will be blocked for a certain period.

Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen or the app

Depending on country, information on registration, individual services and frequently asked questions (FAQ) is available in the **Help & Contact** area under **Help for apps and digital services**.

Introduction to the topic

Depending on country and equipment, it is possible to create user accounts for different vehicle users in your vehicle. This allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in a user account.

User login after switching on the ignition

If user accounts have been created in the vehicle, a welcome menu opens when the ignition is switched on. The vehicle user can then either log in or change the user. If the user account has been protected with an S-PIN

, the S-PIN must be entered in order to log in.

You can activate the option **Save S-PIN** so that you are no longer asked to enter your S-PIN

for user account selection. However, remember that third parties can then access your personal data.

The settings stored in the user profile will be loaded in the vehicle as soon as a user has logged in.

Automatic assignment of a user account to the vehicle key

If a vehicle user logs into the vehicle with their user account, the vehicle key that is active in the vehicle will be automatically assigned to their user account. When the vehicle is opened with an assigned vehicle key, the user account assigned to the vehicle key is offered for selection in the welcome menu. If the user account is changed, the new active user account will be assigned to the vehicle key active in the vehicle.

Automatic assignment of the vehicle key to the user account can be deactivated under **Users** ▶ ⚙ ▶ **Assign vehicle key automatically**.

Opening user management

1. After switching on the ignition, tap **Change user** in the welcome menu.

   Or: tap MENU ▶ **Users**.

Description of user roles

Primary user

— The “primary user” role is intended for the vehicle keeper or for users who do not just have temporary authorisation to use the vehicle, 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 user

— 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 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. The “Anonymous guest” user role is intended for anonymous guests. These are persons who have access to the vehicle but do not log in. This account exists only once in vehicles with online personalisation and cannot be deleted. If the “Anonymous guest” user role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Creating a new user

To create a new user in the vehicle, you must create a Volkswagen ID in the app on the mobile telephone or online via myVolkswagen.

Users have not yet been created in the vehicle

1. Switch on the ignition.
2. Tap **Login**.

   The login menu is opened.
3. If no Volkswagen ID has been created yet, tap **Register**.
4. If a Volkswagen ID has already been created, enter the e-mail address and password and confirm with **Login**.

   Or: tap **Login** to log in using the QR code ®.

   In the top menu bar, it is possible to switch at any time between login with QR code ® and login with e-mail and password.

   To return to the previous menu, tap **Cancel** or **X**.
5. Follow the instructions on the Infotainment system.

The user is displayed in the user management area as soon as login has been completed successfully.

Users already exist in the vehicle

1. Switch on the ignition.
2. Tap **Change users** ▶ **New user**.

   Or: open the app overview and tap **Users** ▶ **Other** ▶ **New user**.

   The login menu is opened.
3. If no Volkswagen ID has been created yet, tap **Register**.
4. If a Volkswagen ID has already been created, enter the e-mail address and password and confirm with **Login**.

   Or: tap **Login** to log in using the QR code ®.

   In the top menu bar, it is possible to switch at any time between login with QR code ® and login with e-mail address and password.

   To return to the previous menu, tap **Cancel** or **X**.
5. Follow the instructions on the Infotainment system.

The user is displayed in the user management area as soon as login has been completed successfully.

Becoming the primary user

The “primary user” role is intended for the vehicle keeper or for users who do not just have temporary authorisation to use the vehicle (e.g. a lessee or company car driver). There is only one primary user per vehicle.

For verification as the primary user, you need either the two vehicle keys of your vehicle or the registration code, depending on equipment, and also a valid contract for use of the mobile online services. If you have not yet concluded a contract for use of the online services, you can conclude this contract during the process for verification as the primary user. You need the Volkswagen app for this.

Becoming the primary user by means of the 2-key method

1. Open the **Become primary user** menu:
   - If there is not yet a primary user assigned in the vehicle, you will be asked whether you want to become the primary user when the first user is created. If you want to become the primary user, tap **Become primary user**.
   - If a primary user already exists, but another user is to be the primary user, tap **Users** ▶ ⚙ ▶ **Become primary user**.
2. Press 🔓 on the first vehicle key.
3. Press 🔓 on the second vehicle key.

   After the Infotainment system has processed the wireless signals, you are then the primary user of the vehicle.

Becoming the primary user by means of registration code

A registration code will be displayed automatically after ordering the services.

The registration code is valid for 14 days. After this period has elapsed, you will need to request a new registration code via the myVolkswagen customer area.

In the **Overview for my vehicle** area, the registration code is displayed below the vehicle for all vehicles that have not been fully activated. Select **Finish activation** to continue the activation process.

1. Take the registration code with you to the added vehicle.
2. Unlock the vehicle.
3. Switch on the ignition and leave it switched on until activation has been completed successfully.
4. Tap the **Registration** function button in the **VW Connect (mobile online services)** area on the switched-on Infotainment system.
5. Enter the registration code, confirm, and wait until successful activation is confirmed in the Infotainment system.

Inviting secondary users via myVolkswagen

After successful registration and verification as the primary user, you can assign rights to other vehicle users.

1. Open the **Vehicle users** ▶ **Manage users** area.
2. Click **Invite as secondary user** next to the user you want to invite as a secondary user.

   The invited person receives a notification in the app that they have been invited as a secondary user. You can activate the services for this person as soon as they accept the invitation.
3. You can withdraw invitations again if necessary in the **Manage users** area.

Protecting your user profile

Your user account is protected by your personal password and your S-PIN. The password and S-PIN can be changed using the app or online via myVolkswagen.

You can protect your user profile to prevent undesired changes being made to the vehicle and privacy settings by activating the S-PIN . Login is then possible only after entering the S-PIN. If you protect your user profile by means of an S-PIN, you must enter your S-PIN each time before starting a journey.

1. Tap **Users** ▶ ⚙ ▶ **Protect user profile**.
2. Activate **Protect user profile**.

Deleting a user

Every vehicle user can delete every user profile in the vehicle. In this case, only the user profile is deleted from the user management, but not the Volkswagen ID and data linked to the Volkswagen ID. If you also want to remove the link with the Volkswagen ID, the vehicle must be in online mode.

Deleting the primary user

The primary user can be deleted in four different ways:

1. Reset the Infotainment system to the factory settings.
   — All users and vehicle settings will be deleted.
   — All users lose the rights for the mobile online services assigned to the respective role.
2. Delete the user profile of the primary user.
   — The primary user will be deleted. All other users continue to exist in the vehicle.
   The rights assigned to the respective role are still available to all users.
3. Delete the user profile of the primary user and revoke their rights.
   — The primary user will be deleted. All other users continue to exist in the vehicle.
   The rights assigned to the respective role are no longer available to all users.
4. Verify as new primary user.
   — The previous primary user and all other users will be deleted. The previous primary user loses their rights for the mobile online services.
   — The rights assigned to the respective role are no longer available to all other users.

Deleting the primary user by resetting the Infotainment system to the factory settings

1. Set privacy settings to “Share my position” mode or “Online”.
2. Reset the Infotainment system to the factory settings *(→ First steps in the Infotainment system)*.

If a different privacy setting is chosen, the primary user may still be present on the server.

Deleting the user profile of the primary user

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.
   A menu opens with all the users that are logged into the vehicle.
2. Tap 🗑 next to the user profile of the primary user.
3. Confirm the confirmation prompt with **Delete**.
   The current user profile of the primary user is deleted from the vehicle. The rights to use mobile online services to their full extent and to manage the roles of other users are retained. All other users remain present in the vehicle and retain their assigned role and thus also the rights to use the mobile online services as secondary users.

Giving back rights as primary user

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.
   A menu opens with all the users that are logged into the vehicle.
2. Tap 🗑 next to the user profile of the primary user.
3. Confirm the confirmation prompt with **Give back rights**.
   The user profile of the primary user is deleted from the vehicle. You lose your rights to use mobile online services as the primary user. The secondary users thus also lose their rights to use mobile online services as secondary users, even if the users are still present in the vehicle.

Becoming the primary user

The previous primary user is deleted from the vehicle after verification of a new primary user.

Deleting a user

Every vehicle user can delete a user from the vehicle. However, deleted users keep their Volkswagen ID and their rights.

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.

   A menu opens with all the users that are logged into the vehicle.

2. Tap 🗑 next to the user that is to be deleted.
3. Confirm the confirmation prompt with **Delete**.

   The user is deleted.

Deleting a user profile

The logged-in vehicle user can delete their own user account and then use the vehicle as an anonymous guest. The deleted user still keeps their Volkswagen ID and their rights. If the primary user wants to delete their own user account, they can either delete only their user account of give back the rights as primary user. In this case, all other users in the vehicle are kept. Volkswagen recommends resetting the vehicle to the factory settings in the event of a change in owner or if the vehicle is permanently handed over to third parties.

1. Tap **Users** ▶ ⚙ ▶ **Delete user profile**.
2. Confirm the confirmation prompt with **Delete**.

   The logged-in user is deleted. The “Anonymous guest” user account is activated.

Troubleshooting

Where is my user account?

If you have previously created a user account in the vehicle and it is no longer visible in the user management area, it is possible that it has been deleted. Log into the vehicle again *(→ Manage users)*.

I have forgotten my S-PIN

If you have forgotten your S-PIN

, you can have it reset again under myVolkswagen or in the app.

Privacy settings

Using the “Privacy settings” function, it is possible to allow or prevent data transfer between the vehicle and internet in several levels.

The “Privacy settings” function depends on the vehicle equipment and is not available with all Infotainment systems.

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.

If data transfer is restricted, online vehicle functions such as updates cannot be executed.

Data transfer by mobile devices and communication by these devices with the vehicle or legally required services, e.g. the legally required “eCall Emergency System”, cannot be blocked or deactivated by the settings made in the “Privacy settings” function.

The restrictions also apply to new online vehicle functions that are provided for the vehicle in future.

Connection to the Internet

The following symbols display the status of the privacy function individually or together in the Infotainment system.

In order to permit or prevent data transmission, activate a status in the Infotainment system.

Offline mode:

Your vehicle is offline. The online services are not available.

Online mode:

Your vehicle can transmit and receive data for activated online services.

Privacy settings display

Offline mode.

— All online services are deactivated and do not send any data.
All tracking services are deactivated.
— The eSIM
card is deactivated.
All vehicle functions that require an online connection via the eSIM
card are deactivated.
— It is not possible to update information and data stored in the control units, e.g. emergency call numbers, when in offline mode. Out-of-date information and data can restrict functions and services or mean that they are not available.

“No position data” mode.

— The current position of the vehicle is not transmitted.
All tracking services are deactivated.
— The eSIM
card remains activated.
All vehicle functions that require an online connection via the eSIM
card are activated.

“Use my position” mode.

— Information on the current position of the vehicle is not provided to other persons.
All tracking services are deactivated.
— The eSIM
card remains activated.

All vehicle functions that require an online connection via the eSIM card are activated.

"Share my position" mode.

— All online services can transmit and receive data without restriction.

All tracking services are activated.

The primary and secondary users can access the vehicle's positioning data online at myVolkswagen or via the app.

— The eSIM card is activated.

All vehicle functions that require an online connection via the eSIM card are activated.

Legally required services cannot be deactivated and still transmit data, e.g. the legally required eCall Emergency System.

Adjusting Privacy settings

1. Switch on the ignition.

   The set mode of the "Privacy settings" function is shown in the top display bar of the Infotainment system.
2. Tap MENU ▶ **Users** ▶ ⚙ ▶ **Privacy settings and services**.
3. Select the desired mode.

Managing services

The following are possible in the Manage services area of the Infotainment system:

— Checking which services are currently available in the vehicle.

— Displaying number of activated and deactivated services.

— Activating or deactivating individual services.

Further information:

www *https://connect.volkswagen.com*

Opening service management

1. Tap MENU ▶ **Users** ▶ ⚙ ▶ **Privacy settings and services**.

If you deactivate all services individually, the control unit with embedded eSIM card can still transmit data.

Settings

The services can be activated and 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.

The setting options are country-dependent and are not available in all vehicle models.

1. Open service management.
2. Tap **Show services**.
3. Select the desired setting.

All

Overview of services available in the vehicle.

Activate
Activate one or more services.

Deactivate
Deactivate one or more services.

Deactivating services

The following functions are available for deactivating and activating the services:

— Central deactivation and activation via the Infotainment system *(→ Privacy settings)*.

— Individual deactivation and deactivation via myVolkswagen or in the app.

The respective services can be run again only after the corresponding deactivation is cancelled.

Some online 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 personalisation function allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in a user account. User identification takes place when logging into the Infotainment system. Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the user account via an existing internet connection.

Opening the configuration wizard for personalised vehicle settings

1. Tap MENU ▶ ⚙ ▶ **Configuration wizard**.

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.

Not all vehicle functions are available in all vehicles and countries.

The following functions can be personalised:

— Settings for single door unlocking, convenience opening and windows.

— Wiper settings.

— Settings for switch-on times for dipped beam and convenience turn signal.

— Air conditioning system settings.

— Settings for active driver assist systems.

— Driving profile selection.

— Multifunction display and selection of displays in the instrument cluster.

— Infotainment system settings.

— Ambient settings.

Synchronising vehicle settings

Depending on equipment and country, the vehicle has an online personalisation function. With online personalisation, 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, for example 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 offline 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.

In-Car Shop

The In-Car Shop offers you the possibility of renewing or purchasing the following online services or functions directly in the vehicle.

— Activate additional functions for your vehicle (upgrades) .

— Extend the contract term of online services.

— Purchase and download apps, update the apps purchased in the In-Car Shop and delete the apps again.

— Depending on country and equipment: purchase data plans.

In addition, you can select the country and the language for the In-Car Shop under 🛒 ▶ ⚙. The products offered and their availability vary depending on selected country.

App update

There are two different procedures for an app update.

— The apps purchased in the In-Car Shop are updated in the In-Car Shop. You will be notified when an app update is available. You must log in as the primary user in order to carry out the app update.

— If an app update is available for other apps, you will be notified and can carry out the app update without opening the In-Car Shop. These app updates can be carried out by every vehicle user.

Introduction to the topic

With Upgrades, the vehicle can be permanently or temporarily extended by new functions.

Functions

Depending on the vehicle model, you can permanently or temporarily activate convenience and Infotainment system functions and also driver assist systems for a fee.

Activation of functions depends on the country and vehicle.

Some Infotainment systems contain a list of activated functions.

Activated functions are not linked to the duration of the user account.

Inform the user or buyer about permanently activated and time-limited functions when renting or selling the vehicle.

WARNING

Activating functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Only activate functions when the vehicle is stationary.
- Drive with your full attention and with responsibility.

If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the required software for the activatable function is not available in the vehicle, the software can be retrofitted . Retrofitting may be subject to charge, depending on the type of software.

Status of the function

Function activated.

Function faulty or temporarily not available.

You can view the contract term of the respective function in the Volkswagen Connect Shop in the myVolkswagen customer area or, depending on the equipment, in the Infotainment system under ▶ ▶ **Privacy settings and services**.

Viewing and activating functions

Before starting the engine again, read the message in the Infotainment system about the completed activation. Observe the instructions if activation was not successful.

Prerequisites

✓ A suitable Infotainment system is installed in the vehicle.

✓ The hardware in the vehicle is compatible and offers the required performance.

✓ A valid contract for use of the services exists between you and Volkswagen AG.

✓ The vehicle is assigned to your user account.

✓ You have the “primary user” role for the vehicle *(→ Manage users)*.

✓ 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.

✓ The factory-fitted control unit with integrated eSIM card is present.

Viewing functions

1. Tap HOME or MENU ▶ **Users** ▶ ⚙.
2. Open the **Privacy settings and services** menu.

All available functions for the vehicle can also be viewed in the In-Car Shop in the Infotainment system.

The primary user can activate the available functions for the vehicle in the In-Car Shop of the Infotainment system or in the Volkswagen Connect shop.

Activating functions

Do not drive the vehicle during activation.

All features on demand for the vehicle are displayed in the In-Car Shop of the Infotainment system.

1. To open the In-Car Shop of the Infotainment system, tap HOME ▶ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Follow the instructions in the Infotainment system during and after activation.

After successful activation, some functions require you to park the vehicle for around 10 minutes.

1. Switch off the engine and, depending on equipment, switch on the electronic parking brake or apply the handbrake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Make sure that all vehicle occupants get out and that no animals are left behind in the vehicle.
4. Take all vehicle keys with you and get out of the vehicle.
5. Lock the vehicle and remove the vehicle keys from the detection range of the vehicle.

If you have the “primary user” role for the vehicle *(→ Manage users)*, you can also view activated functions in the app.

Troubleshooting

Where can I obtain functions?

Functions are available from a web shop accessible via your user account.

Depending on the vehicle equipment, functions can also be activated directly via the Infotainment system in the In-Car shop.

Are there any function restrictions during activation?

The function is not available during activation.

Where is successful activation shown?

Successful activation is displayed in the Infotainment system.

When will the activated function be available?

Depending on the activated function, the function 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 the factory settings *(→ First steps in the Infotainment system)*.

— Refer to the section on caring for the vehicle interior for information on cleaning the screen of the Infotainment system *(→ Vehicle care, interior)*.

— Find your favourite radio stations (also referred to below just as “stations”) and store them to memory locations 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 for the mobile online services to use the corresponding services .

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements to the vehicle wallet of your vehicle.

— The operating instructions for the mobile telephone or audio sources.

— The operating instructions for external data media and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Digital owner’s manual in the Infotainment system, depending on equipment and not available in all countries.

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.

Multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers can impair reception of mobile communications, GPS

and radio signals.

Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

Read and follow the appropriate operating instructions of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. If the central computer is not repaired correctly or is not removed and installed correctly, there is an increased risk of accidents and injuries due to a control unit that does not function or does not function properly.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation. 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. This can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

⚠ WARNING

If the volume is set too loud, this will prevent you from hearing acoustic signals. If you do not hear acoustic signals from outside, this can lead to accidents.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

⚠ WARNING

A volume that is too loud can damage the hearing, even if the hearing is exposed to loud volumes only for a short time.

- Adjust the volume so that it is pleasant for all vehicle occupants.
- Avoid volumes that are too loud.

⚠ WARNING

Sudden changes in volume, such as when changing or connecting an audio or media source, can distract the driver and lead to accidents and injuries.

- Reduce the volume before switching the audio or media source or connecting a new source, for example.

⚠ WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are restricted, interrupted or not possible:

- 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.
- 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.
- The battery of the mobile telephone is empty or does not have a sufficient charge level.

⚠ WARNING

Radio stations can transmit catastrophe and danger warnings. If catastrophe and danger warnings cannot be received or output, this can cause accidents and injuries. The following conditions can prevent these warnings from being received or issued:

- Your current location is in an area with no or insufficient radio signal reception.
- The frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- The loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have sufficient electrical power.

⚠ WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

⚠ WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for all vehicle occupants.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant (e.g. a pacemaker) since the mobile devices may impair the function of active medical implants.
- Do not carry a mobile telephone that is operational close to or directly above an active medical implant, for example in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant (e.g. a pacemaker) or any other medical device.

⚠ WARNING

Mobile telephones, external devices and accessories in the vehicle that are loose, unsecured or not properly secured can be flung though the vehicle interior and cause accidents and serious injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow mobile telephones, external devices and accessories outside the deployment zone of the airbags.
- Always secure or stow mobile telephones, external devices, audio sources and accessories securely in the provided stowage areas and holders in the vehicle so that they cannot be flung through the vehicle interior and hinder the driver.
- Never leave any heavy, hard or sharp objects in the pockets of clothing.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

⚠ WARNING

Driving recommendations and displayed traffic signs of the navigation may deviate from the current traffic situation and must not tempt you to take a safety risk.

- Always drive with due care and attention and be ready to intervene at all times.
- Always remember that road signs, traffic signals, traffic regulations and local conditions take precedence over driving recommendations and displays provided by the navigation system.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile 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, e.g. 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 selector lever position **N** or **P** . 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 adjust the volume reduction.

Information on the included software and the licence conditions is stored in the Infotainment system: depending on vehicle, under **Settings ▶ Info** or **Settings ▶ System information**, **Settings ▶ Copyright** and **Settings ▶ Licence information**.

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 functions in the Infotainment system require an active user account for mobile online services for the vehicle and a connection to the internet . The data transfer must not be restricted for the execution of the functions.

Marks, licences, copyright

Marks and licences

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Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

Infotainment system overview

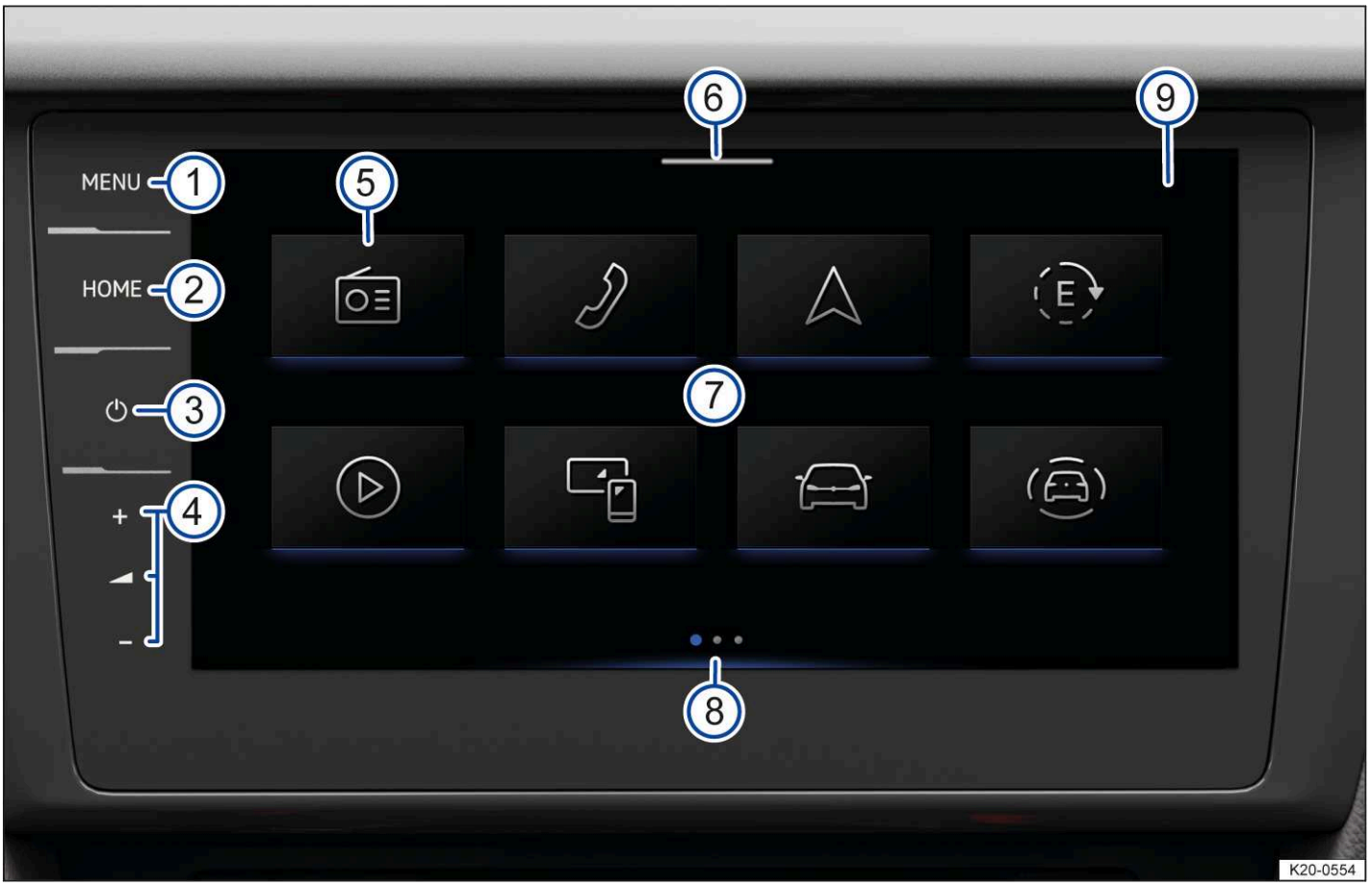


Fig. 1 Overview of the Infotainment system (illustration).

1. MENU sensor field.
2. HOME sensor field.
3. Sensor field for switching the Infotainment system on and off.
4. Sensor fields for volume.
5. Function button for main menu.
6. Control Centre.
7. Screen (touchscreen).
8. Pages.
9. Status bar.

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ First steps in the Infotainment system)*.

(1) MENU sensor field

1. Tap MENU to open the app overview.

(2) HOME sensor field

1. Tap HOME to open the home screen.

(3) Sensor field for switching the Infotainment system on and off

1. Tap the sensor field to switch the Infotainment system on or off manually.

(4) Sensor fields for volume

1. Tap the sensor fields to adjust the volume.

(5) Function button for main menu

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 slide 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 quick guide to the Infotainment system, where available.

1. To open the quick guide to the Infotainment system, open the app overview and tap ?.

(8) Pages

Some menus and functions have several pages with different content. The current page is highlighted.

— Tap the marking to change to a page.

— Swipe your finger to the left or to the right across the screen to switch between pages.

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)

Depending on country, it is also possible to activate gesture control. When gesture control is activated, this is indicated on the screen.

1. Open the app overview and tap ▸ **Screen** ▸ **Hand gesture**.

Operating the Infotainment system



Fig. 2 Overview of the Infotainment system (illustration).

1. Sensor fields.
2. Rotary pushbutton.
3. Function button for main menu.
4. Pages.
5. Control Centre.
6. Menu control.

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ First steps in the Infotainment system)*.

1 Sensor fields

The number and layout of the sensor fields depend on the equipment.

1. Tap the corresponding sensor field to open a main menu, e.g. PHONE for the mobile phone interface.

— RADIO: radio .
— MEDIA: media .
— PHONE: mobile phone interface .
— VOICE . The sensor field has no function in some countries.
— NAV: navigation .
— APP: App-Connect . The sensor field has no function in some countries.
— SOUND.
— CAR: open vehicle settings.
— MENU: open app overview.
— HOME: open home screen.

(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 button for main menu

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) Pages

Some menus and functions have several pages with different content. The current page is highlighted.

— Tap the marking to change to a page.

— Swipe your finger to the left or to the right across the screen to switch between pages.

(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. To open the Control Centre, tap and hold the marking and slide it down.

(6) Menu control

— Turn to select from a list.

— 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 quick guide to the Infotainment system, where available.

1. To open the quick guide to the Infotainment system, open the app overview and tap ⓘ.

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)

Depending on country, it is also possible to activate gesture control. When gesture control is activated, this is indicated on the screen.

1. Open the app overview and tap ⚙ ▶ **Screen** ▶ **Hand gesture**.

Personalising the Infotainment system

Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.



Fig. 3 Overview of the Infotainment system (illustration).

1. Sensor fields.
2. Rotary pushbutton.
3. Function button for main menu.
4. Control Centre.
5. Pages.

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ 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.

— HOME: open home screen.
— MENU: open app overview *(→ First steps in the Infotainment system)*.
— APP: App-Connect . The sensor field has no function in some countries.
— CAR: open vehicle settings.

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 button for main menu

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 Pages

Some menus and functions have several pages with different content. The current page is highlighted.

— Tap the marking to change to a page.

— Swipe your finger to the left or to the right across the screen to switch between pages.

(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. To open the Control Centre, tap and hold the marking and slide it down.

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 quick guide to the Infotainment system, where available.

1. To open the quick guide to the Infotainment system, open the app overview and tap ⓘ.

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)

Depending on country, it is also possible to activate gesture control. When gesture control is activated, this is indicated on the screen.

1. Open the app overview and tap ⚙ ▶ **Screen** ▶ **Hand gesture**.

Resetting the Infotainment system to the factory settings

1. Open the app overview and tap **Settings** ▶ **Restore factory settings**.

The vehicle settings are deleted by resetting to the factory settings. This also includes personal data, where applicable. Mobile online services can then no longer be used in this vehicle. The services can be used again only after renewed activation. If there is a primary user in the vehicle, this user will also be deleted and informed about this by email. For further information, refer to the section on mobile online services .

Opening the quick guide for the Infotainment system (if available)

Depending on equipment, a quick guide to operation of the Infotainment system is available in the Infotainment system. The quick guide for the Infotainment system provides further information and tips for operation of the system.

1. Open the app overview and tap ⓘ ▶ .

Switching the Infotainment system on or off

The Infotainment system switches on automatically in the following case:

— When the ignition is switched on if the Infotainment system was not manually switched off before.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

The Infotainment system switches off automatically in the following cases:

— Vehicles with ignition lock: when the vehicle key is removed from the ignition lock.

Vehicles with starter button: if the driver door is opened when the ignition is inactive.

— After around 30 minutes without a user input if you switch on the Infotainment system manually when the ignition is inactive.

If the Infotainment system no longer reacts, it will restart automatically. If the restart does not work, tap the sensor field for switching on and off or press the menu control and hold for around 15 seconds.

⚠ WARNING

During a restart of the Infotainment system, functions such as the display of the rear view camera system, acoustic and visual warnings of Park Distance Control and Rear Traffic Alert, Park Distance Control, Rear Traffic Alert and other acoustic warnings, may be temporarily unavailable. This can lead to accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Pay attention to the traffic situation and the area around the vehicle when driving into and out of a parking space.
- Use the foot brake to slow the vehicle in a hazardous situation.
- Wait until the Infotainment system and other systems have started up completely.

Main menus in the app overview

The following main menus may be included as function buttons in the app overview:

 **Background lighting**, **Background lighting** .

 **App-Connect** .

 **Vehicle wallet**: Digital Manual, if available.

 **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)*.

 or  **Sound** *(→ First steps in the Infotainment system)*.

 **Air conditioning** .

 **Media** .

 **Navigation** .

 or  **Users**, **User management** .

 or  **Radio** .

 **Legal**.

 **Settings** *(→ First steps in the Infotainment system)*.

 **Telephone** .

Configuring the app overview

You can configure the layout of the function buttons and also the pages and displays in the app overview or have them positioned on the basis of factory layout templates. It is not possible to configure the app overview in all available Infotainment systems.

1. Open the app overview.
2. Tap a function button and hold until the function button is visibly highlighted.
3. Move the function button to the desired position and release.

Personalisation

Personalise function buttons and pages depending on the vehicle equipment *(→ First steps in the Infotainment system)*.

System and sound settings

You can find tiles for accessing further menus and functions on the pages of the Infotainment system.

Adapting tiles

Adapt the tiles and the displayed tile functions on the Infotainment system pages in order to customise the Infotainment system to suit your needs.

1. Open the app overview.
2. Tap a tile and hold until an additional window opens.
3. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.

   Or: tap a free area on the screen to return to the page.

At least two pages are always available. These cannot be removed. Depending on equipment, you can add two more pages. In total, a maximum of four pages 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 customise the Control Centre of the Infotainment system for faster access to favourite or frequently used functions.

1. Open the Control Centre.
2. Tap a function and hold until an additional window opens.
3. Tap the desired function in the additional window and hold until the function is visibly highlighted.
4. 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. Open the app overview and tap ⓘ ▶ ▶ **Custom**.

The choice of possible settings varies depending on the country and also on the vehicle equipment.

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

Depending on the vehicle equipment, the settings for the main menus may also be present in the system settings.

The following functions, information and setting options may be available in the system settings:

— Reset to default settings.

— Screen.

— Copyright.

— Data connection.

— Units.

— Configuration wizard.

— Manage mobile devices.

— Voice control.

— Language.

— System information.

— Time and date.

— Wi-Fi
®.

— Additional keyboard languages.

Opening system settings

1. Open the app overview and tap **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. Open the app overview and tap **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**.

Introduction to the topic

In radio mode, you can receive available radio stations using different reception modes and store your favourites for quick access.

The available reception modes are dependent on the equipment level and are not available in all countries. Frequency bands and reception modes may be discontinued, deactivated or no longer offered in individual countries.

With some equipment levels and in some countries, you can also use Internet Radio *(→ Online functions, radio)*.

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.

Function descriptions

Selecting reception mode

Different stations are available depending on the reception mode. The available reception modes are dependent on the equipment level and are not available in all countries.

1. Tap **Source** to open the list of reception modes.
2. Select the 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 reception mode.

Searching for stations in SCAN mode

In SCAN mode, the stations of the reception mode are set automatically one after the other and played back for around 5 seconds.

1. To start SCAN mode, tap or ▶ **SCAN**, depending on equipment.

   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.

Selecting stations using the multifunction steering wheel

Depending on equipment, you can select stations from the station list or from the favourites using the multifunction steering wheel.

— To select the previous station, press ↑ on the multifunction steering wheel.

— To select the next station, press ↓ on the multifunction steering wheel.

Selecting stations using the frequency band

1. Open settings and deactivate the combined station list in the settings.
2. Select reception mode AM

   or FM.
3. To open the frequency band, tap .
4. 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 stations from a station list

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 reception mode, 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 reception mode, the best reception mode is selected automatically, depending on the availability of the station.

Selecting a station and storing as a favourite

Depending on equipment, you can store up to 36 stations or frequencies from different reception modes as favourites.

Saving stations as favourites

1. Set the desired station.
2. Tap .

   Or: tap and hold a station in the station list.

   The memory locations are displayed.
3. Tap and hold the memory location until the station is stored.

   The station is stored in the selected memory location.

If a station was already stored in the memory location, this station will be removed from the memory location and replaced by the new station.

Showing or hiding display of station logos and DAB slideshow

1. Tap .
2. Tap radio text in the current playback.

Other functions in radio mode

The functions listed below depend on the equipment level and are only available in some countries.

Traffic Programme function (TP function)

The Traffic Programme function (TP

function) monitors the traffic announcements from a set traffic news station for Traffic Programme monitoring and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible and the TP function must be activated in the settings in order to receive traffic announcements → *Traffic Programme function (TP function)*. Traffic news stations are not available in all countries. Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

A traffic news station is automatically set in the background in the AM

reception mode and in media mode as long as a traffic news station can be received.

No TP will be shown on the display if no traffic news station can be received. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to **TP** again.

Activating the TP function

1. In radio mode, tap or and tap and activate **Traffic Programme (TP)**.

   Or: in media mode, tap or ▶ **Media** and tap and activate **Traffic Programme (TP)**.

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.

Activating automatic assignment of station logos

1. In radio mode, tap or and tap and activate ☑**Autoselect station logos**.

Manually assigning station logos

Station logos cannot be assigned manually in AM

reception mode.

1. In radio mode, tap ▶ **Station logos**.
2. Select the station to which you wish to assign a station logo.
3. Select the station logo.
4. Repeat the process for further stations if desired.
5. Tap to end assignment of station logos.

Functions and symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— AM
tuner.
— FM
dual tuner (antenna diversity).
— Combined station list.
— Combination of FM
- and DAB stations in one list.
— Combined preset list for favourites.
— Display of station logos.
— Aerial amplifier.
— DAB
/DAB+.
— DAB
slide show.
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap ♫ or 📻 *(→ Infotainment system overview)*.

   Or: tap RADIO *(→ Infotainment system overview)*.

   Or: press RADIO *(→ Infotainment system overview)*.

📻 AM or AM Select AM reception mode.

📻 FM or FM Select FM reception mode.

📻 FM/DAB Select FM /DAB reception mode.

📻 Internet Radio Select Internet Radio reception mode.

Open additional information for the selected station.

< Select previous station from the station list or favourites.

> Select next station from the station list or favourites.

⊏□⊐□ or 📻 Open preset list for favourites.

☆ Small in a station list: station already saved as a favourite.

⚙ or ⚙⚙ Open the settings.

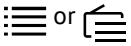
TP
Traffic Programme function (TP function) for traffic news monitoring is activated.

No TP
The selected traffic news station is not available.

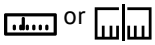
AF Off
Automatic station tracking (AF
) is deactivated.

RDS Off
The Radio Data System (RDS
) is deactivated.

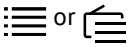
Symbols for AM reception mode

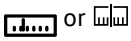
 Open list of AM stations.

 Update station list manually.

 Open frequency band for manual selection of the AM frequency.

Symbols for FM and, depending on country, FM/DAB reception modes

 Open station list of FM stations and, depending on the country, DAB stations.

 Open frequency band for manual selection of the FM frequency.
Possible only if the combined station list FM /DAB is deactivated in the settings.

 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.

 Open the most recently listened to Internet Radio stations.

 Open the 100 most listened to Internet Radio stations.

 Open available Internet Radio podcasts.

 Open Internet Radio stations from the desired country.

 Open Internet Radio stations that broadcast their programmes in the desired language.

Open Internet Radio stations whose programmes belong to the desired genre.

Open the station selection.

Online functions

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 requirements for using the services have been fulfilled *(→ Online services)*.

✓ You have ordered the service and activated it in your vehicle.

✓ Streaming services may require an existing account with the relevant provider.

Internet Radio

Internet Radio is a reception mode for Internet Radio stations and podcasts which is independent of 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 *(→ Privacy settings)*.

Searching for and filtering stations

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 station or category you want to search for.

   The list of found stations is automatically updated during input.
4. Tap the desired station.

Introduction to the topic

In media mode, you can play media files from data media on the Infotainment system and, depending on equipment, store your favourites for quick access.

With some equipment levels, the following data media can be used as a media source:

— USB
  data medium, e.g. USB stick.
— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music.

— Video files.

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

No liability can be accepted for damaged, modified or lost files on data media.

Playing a media file

Connecting and selecting a media source

1. Connect media source.
2. Tap **My media** and select the desired media source.

Searching for and playing media files

You can search for and play media files from a media source in various ways.

Searching in a selected media source

All media files on the connected media source can be found by means of a folder structure or by using the full-text search.

1. Open the folder structure.
2. Search through the folder structure for the desired track.

   Or: to start the full text search, tap ◯ and enter the name of the desired track.

   The list of found tracks updates itself automatically during input of the full text search string.
3. 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.
4. Close the selection with ✕.

Saving a media file as a favourite

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 list.
3. Tap a free memory location.

   Or: tap an already assigned favourite location and hold for around 3 seconds.
4. Make a selection from the list (e.g. a music track).

   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.

   The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is replaced by the selection.

Selecting a media file from favourites

1. Open favourites list.
2. Tap the desired favourite.

   Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

Entertainment playback

You can play music and videos on the Infotainment system.

Video mode

In video mode, the Infotainment system display can play a video from a data medium.

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

Functions and symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via connected media sources.

— Audio playback in the following formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — MP2

    .

  — MP3

    .

  — 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: **My media**.

  — The data of all media sources connected to the Infotainment system is stored in a media database, **My media**.

  — If **My media** is selected, categories, e.g. music, and connected media sources are displayed first.

  — 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.

— Media search.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap ⓟ *(→ Infotainment system overview)*.

   Or: open app overview and tap ♫▶ ⓟ *(→ Infotainment system overview)*.

   Or: tap MEDIA *(→ Infotainment system overview)*.

▷ 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.

Go back to higher-level folder of the media source.

☆ Open favourites list.

Open the settings.

Symbols for media sources

My media: select the cross-source media database **My media** as the media source. Connected USB devices and their folder structure can be selected under **My media**.

Bluetooth audio: select a device connected via Bluetooth as the media source.

Symbols for categories and groups of media files

♫ Music tracks.

or Videos.

Playlists.

Albums.

Artists.

or Genre.

Podcasts.

Audio books.

Introduction to the topic

Symbols for video playback

 Play video in full-screen mode.

 Minimise playback.

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.

Depending on the country, 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.

If you sell or loan the vehicle, Volkswagen recommends resetting the Infotainment system to the factory settings *(→ First steps in the Infotainment system)*. This is the only way of deleting all personal data, e.g. information used for navigation. For further information, refer to the section on mobile online services (availability country-dependent) .

WARNING

If settings, destination inputs and changes for the navigation system are made while the vehicle is in motion, this can distract the driver and cause accidents and injuries.

- Drive with your full attention and with responsibility.
- Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

The navigation may recalculate the route if the driver misses a turning.

The quality of the output navigation recommendations depends on the navigation data available and, depending on country, any reported traffic disruptions.

Depending on the vehicle and country, select “Online mode” and a mode with location data in the privacy settings before using the mobile online services of the navigation system *(→ Privacy settings)*.

The corresponding mobile online service must be activated and, depending on country, the privacy settings adapted in order to use the mobile online services, e.g. Online Traffic Information . Only then will Online Traffic Information be output in the navigation system, for example. Depending on the vehicle, the following symbol is displayed if no Online Traffic Information is available: .

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.

The course of the road is subject to constant changes, e.g. roadworks. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

Function descriptions

Navigation announcements

Navigation announcements are acoustic driving instructions for the current route. The type and frequency of navigation announcements depends on the settings and 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.

Depending on equipment and in some countries, information on reported traffic disruptions on the route is provided during dynamic traffic avoidance. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style.

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

Navigation announcements are not given if the Infotainment system has been muted.

Adapting the navigation map

For optimal viewing, you can also adapt the navigation map and map view with advanced finger gestures.

Moving the navigation map

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

Enlarging or reducing the map view

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view.

   Or: 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. Slowly move your fingers together to zoom out from the map view.

   Or: slowly 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.

   Or: 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

Several destinations can be defined one after another in the route plan. The starting point is always the vehicle position determined by the Infotainment system. The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available. You can move the stopover destinations to another position within the list. When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. Tap the route plan to open the route plan.
2. Tap › to close the route plan.

3. To stop route guidance to the destination or stopover, tap ⊗ next to the destination in the route plan.

Editing route guidance in the route plan

To edit route guidance, move the stopovers or the destination in 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 tapped.

Functions in the additional window:

Display on map
Display the selection on the map.

Direct route
Start direct route guidance.

Add stopover
Add a stopover to the route guidance.

Delete
Delete stopover from route guidance.

Bypass
Avoid a traffic disruption. The route will be recalculated.

Stop route guidance
End the current route guidance.

Closing the additional window on the route plan

1. Tap a free area outside the additional window.

Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under ⚙ ▶ **Basic 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.

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. Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Relevant traffic disruptions are taken into account in the route guidance. Relevant traffic disruptions will be avoided if an alternative route and the navigation data is available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions and 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**.

Opening suggested routes

1. Tap 🔍.

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**.

Functions and symbols

Functions

The navigation functions depend on the equipment and are not available in all countries.

— 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.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap △ *(→ Infotainment system overview)*.

   Or: press NAV *(→ Infotainment system overview)*.

Destination search.

Open navigation map.

Open saved addresses or contact list of the connected mobile telephone.

Display destination memory.

Destinations and stopovers on the current route.

Personal destination suggestions (home address, work address, favourite POI
s nearby).

or Open the settings.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic information, e.g. traffic disruptions, and POI

s, e.g. filling stations, when navigation data is available *(→ Traffic information)*.

Current position.

Map scale.

Determine driving orientation and map tilt, align map.

Fully automatic map mode (alignment in direction of travel, position, zoom and tilt).

Display route options.

Display additional window with further options. Where applicable, map menu with settings for navigation and navigation announcements.

Route plan symbols

Display current position.

Destination of the current route guidance.

End the current route guidance.

Close the route plan.

Symbols in the additional window

1. 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.

Other symbols

Open information on the route.

In the destination search: open detailed destination input for an address. In the contact list: open address.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available *(→ Traffic information)*.

1. 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. You can more precisely limit the search by indicating preferences in the results list, such as “nearby”.

Further information about the symbols on the Infotainment system display can be found in this owner’s manual *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap Q.
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 Q.
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 off-road navigation function to enter a destination point with unknown data → *Off-road navigation*.

Off-road navigation

The off-road 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.

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**.

If the address details of a contact are out-of-date, the stored address will be used for route guidance and may lead to the wrong destination.

— When starting route guidance, make sure that the stored address of a contact is up-to-date. For this, the update of the phone book in the Infotainment system must be fully completed *(→ Mobile phone interface)*.

— Wait until the update of the phone book in the Infotainment system is fully completed *(→ Mobile phone interface)*.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Online navigation data – expansion

Regions in the navigation data that are not used by the user may be removed from the system under certain circumstances, for example if there is limited memory space in the navigation data memory. If these regions should be needed again at a later point in time, the navigation system will download them again on request. No contract for mobile online services is needed for this. The service depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this does not already exist.
3. Depending on the country, also select “Share my position” mode in the privacy settings *(→ Privacy settings)*.

Anyone who uses the vehicle as an anonymous guest must reset the privacy settings each time they start the vehicle *(→ 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. Open the app overview and tap ⚙ ▸ **System information**.

Traffic information

Reception of traffic information depends on the vehicle equipment and is not available in all countries. Depending on country, you must select “online mode” and a mode with location data in the privacy settings in order to use the Online Traffic Information function *(→ Privacy settings)*.

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 *(→ Navigation)* → *Traffic flow display*.

Reception of traffic information depends on the privacy settings in some countries. No traffic information is received in offline mode *(→ Privacy settings)*.

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. Depending on equipment, you can connect up to three mobile telephones to the Infotainment system simultaneously *(→ Mobile phone interface)*.

Functions depend on the equipment and are not available in all countries – and depend on the mobile phone used and its operating system.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once for each technology, Bluetooth or Wi-Fi ®. The device connection to the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

During a telephone call, the volume of the call can be adjusted using the volume control *(→ Infotainment system overview)*.

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

In places where there is a risk of explosion, e.g. near filling stations, and in places with special regulations, ignition sparks, e.g. caused by electrostatic discharges or mobile phones, can lead to an explosion or fire and cause serious or fatal injuries.

- Switch off the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.
- Do not operate the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.

Types of mobile phone interface

Depending on the country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic equipment of the mobile phone interface.

The mobile phone interface uses the Bluetooth Hands-Free Profile (HFP

) for transmission. This profile 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 *(→ Charging options for mobile devices)*. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment for the wireless charging function. If you place a suitable mobile phone in the stowage compartment, the mobile phone is connected to the vehicle aerial, depending on the equipment *→ Connection to the vehicle aerial*.

Connection to the vehicle aerial

Depending on model and equipment and in some countries, the mobile telephone is connected to the vehicle aerial when the stowage compartment for the wireless charging function is used *(→ Charging options for mobile devices)*. This improves reception and call quality and may reduce interference signals that affect mobile telephone reception.

If the reception or call quality does not improve or if interference signals can still be heard during mobile telephone reception, you can obtain a better connection by placing the mobile telephone in the stowage compartment the other way round with the screen facing up.

Depending on model and equipment and in some countries, the wireless charging function can charge several mobile telephones at the same time. If several mobile telephones are being charged at the same time, only one of the mobile telephones connects to the vehicle aerial.

Pairing, connecting and managing

Pair and connect a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface. Depending on equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

The functions listed below may not be available in all Infotainment systems depending on the equipment and country. The available functions depend on the mobile telephone used and its operating system.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is automatically saved in the Infotainment system *(→ Mobile phone interface)*. The pairing process can take a few minutes.

1. Activate Bluetooth on the mobile telephone.
2. Activate Bluetooth on the Infotainment system.
3. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
4. 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.
5. *Optional:* confirm message for data transfer on the mobile telephone.

⚠ WARNING

If you carry out pairing as the driver while the vehicle is in motion, this can cause accidents or injuries.
- Carry out pairing as the driver 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.

Depending on equipment, the wireless charging function may be deactivated while you are in the **Known mobile phones** menu. The wireless charging function will be reactivated when you leave the menu.

Connecting a mobile telephone

1. Pair the mobile telephone with the Infotainment system.
2. Activate Bluetooth on the mobile telephone.

Function descriptions

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.

Completely deleting stored data

1. Reset the Infotainment system to the factory settings *(→ First steps in 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.

   Or: tap **Replace**.

   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.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Open the app overview and tap ▸ **Mobile devices**.
2. Tap the technology desired for the connection.

Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone. Depending on equipment, up to 5,000 contact entries can be stored in the telephone book. The telephone book is updated each time the mobile telephone is connected to the Infotainment system. The still existing telephone book can be used during the update. A pop-up appears if changes have been detected in the telephone book and the update of the telephone book in the Infotainment system has been fully completed.

If conference calls are supported by the mobile service provider and the mobile telephone, 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.

Using the telephone

Select a telephone number to start the call. Different functions are available for selecting a phone number.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap to search for a contact and 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.

1. Tap ▶ **All**.

   Or: tap and filter entries in the call list (e.g. missed calls).
2. To start the call, tap a number or, where applicable, a contact in the list.

Entering a phone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

Favourites and speed dial buttons

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)* *(→ Bluetooth)*.

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 telephone numbers are stored for a contact, tap the required number in 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 telephone numbers are stored for a contact, tap the required number in 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**.
2. 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.
3. Tap confirmation to delete.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive Text message

text messages and emails via the mobile phone interface in some countries.

The ability to send and receive emails also depends on the app being used on the mobile telephone.

Sending text messages

1. Tap ▸ **Text message** ▸ **New message** and enter the message 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.
2. Enter and tap the desired contact in the search bar.
3. Tap **OK** to send the message.

Functions and symbols

Functions

The functions 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.

— Hands-free function.

— Text message
  functions via Bluetooth:
  — Read Text message
    .
  — Write an Text message
    , including templates.
  — Have Text message
    read out loud.
  — Message history.

— Email functions via Bluetooth:
  — Read emails.
  — Write emails.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, depending on equipment, open the app overview and tap *(→ Infotainment system overview)*.

   Or: tap PHONE *(→ Infotainment system overview)*.

   Or: press PHONE *(→ Infotainment system overview)*.

Opens the contact list.

Open call lists for incoming and outgoing calls.

Dial phone number.

Open text messages Text message and email, depending on country.

Change active device.

or Open the settings.

Symbols for phone calls

Start, answer or display call.

End or reject call.

Mute hands-free system.

Hold call.

Continue call.

Add a participant to a conference or start conference.

SOS or 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.

or Incoming call.

or Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone, if supported by the mobile telephone.

Phone number (work).

Phone number (private).

Mobile telephone number.

Fax.

Fax (business).

Fax (private).

Symbols for text messages

1. Tap ✉ to open the text messages.

Open template for text messages.

Have text messages read out loud.

Introduction to the topic

The voice control allows you to perform certain functions by spoken commands.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the or button is present on the multifunction steering wheel or the VOICE button is present on the Infotainment system and voice control is started after pressing the button, or if your vehicle understands the activation word *(→ Voice control)*.

Voice control is active and will recognise the spoken words.

Test voice control before starting a journey in order to familiarise yourself with the function.

Voice control features

Depending on country and the set language in the Infotainment system, the system language, voice control is available offline or online.

Depending on the system language, voice commands *(→ Voice control)* can be formulated freely and colloquially. Voice commands depend on the system language and equipment. For example, the statement “I’m cold” will lead to the temperature in the vehicle being increased, or the statement “How long until I get there?” will result in output of the time remaining until the destination is reached.

Depending on the system language, voice commands that are evaluated online allow an optimised POI search to be performed, e.g. for POI

s. messages can also be dictated. For online mode, you need a valid contract for the vehicle for use of the mobile online services .

In some system languages, the voice commands must be formulated according to a certain pattern in order to guarantee recognition, e.g. “Navigate to [*Town, Street name, House number*]”.

Further examples and suggestions for voice commands depend on the system language. These can be found in the Infotainment system *(→ Voice control)*.

The number of languages available in your country depends on the country in question.

If voice control is available online for your language, this will be used when voice control is activated.

Seat-based voice control

Depending on the model and equipment and in some countries, voice control can detect whether the driver or front passenger is speaking by means of additional microphones. This enables you to open seat-related functions in the supported languages, e.g. switching on the seat heating.

Activation word and voice commands

Activation word

The spoken words are analysed continuously in the vehicle and overwritten after around 15 seconds. Voice control is started as soon as the Infotainment system recognises the activation word as part of this analysis. If the voice control function is available online and activated, (voice) data is also transferred from the vehicle as from this time. Otherwise there is no transmission of data or words spoken in the vehicle.

Recognition of the activation word can be deactivated in the settings → *Activation word and voice commands*.

The voice control system recognises “Hello Volkswagen” as the activation word.

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.

MEX Hola Volkswagen.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

Activating or deactivating the activation word

If the activation word is deactivated, voice control cannot be activated using the activation word.

1. Open the app overview and tap ⚙ ▶ **Voice control** ▶ **Voice control start/end sound** or **Activation word**.

   Or: tap HOME ▶ ⚙ ▶ **Voice control** ▶ **Activation word**.

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. Open the app overview and tap ? ▶ .

   Or: open app overview and tap ? ▶ .

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

Starting and stopping voice control

Starting the voice control function

1. Activate activation word *(→ Voice control)*.
2. Say the activation word *(→ Voice control)*.

   Or: press or on the multifunction steering wheel.

   Or: tap VOICE.

Depending on the mobile telephone and operating system and on some Infotainment systems, voice control of a connected mobile telephone can be started by pressing and holding the or button, the sensor field, or the VOICE button .

Ending voice control manually

1. To open suggestions for a voice command for ending voice control, open the app overview and tap ? ▶ ▶ **General**.

   Or: open the app overview and tap ? ▶ ▶ **General**.

   Or: press on the multifunction steering wheel twice in quick succession or once.

Voice control is ended automatically in the following cases:

— Functions are used on the Infotainment system.

— The parking system is activated.

— During an incoming call.

— During voice outputs and warnings of the navigation system.

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 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 an authorised Volkswagen repairer.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Say 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 and loads

Stowing luggage safely in the vehicle

— Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.

— Always stow luggage and heavy objects in the luggage compartment and place them as far forwards as possible →⚠.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure luggage in the luggage compartment to the fastening rings using suitable fixing and securing straps.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range. Vehicles with dynamic headlight range control adapt automatically to the load.

— Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior.

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

If an incorrect sitting position is assumed due to stowed objects, serious or fatal injuries can occur in the event of sudden driving and braking manoeuvres and in accidents.

- Never stow objects on a seat if this is to be occupied and used by a person.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured can change the vehicle handling, e.g. as a result of the load slipping. This can lead to loss of control over the vehicle and cause serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Secure loose objects to prevent them from slipping.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual if the vehicle is heavily loaded.

NOTICE

Rubbing objects on the rear windows can cause damage, e.g. to the heating conductors of the rear window heating.

- Load the luggage compartment only up to a height where no objects are in contact with the rear windows.

NOTICE

Carrier systems that are fixed on the rear spoiler can damage the vehicle.

- Do not secure any luggage carriers or other carrier systems such as bicycle carriers on the vehicle's rear spoiler.

Luggage compartment cover

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

The luggage compartment cover is not suitable as a shelf for objects, not even for light pieces of clothing →⚠.

⚠ WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious or fatal injuries in the event of sudden driving and braking manoeuvres or accidents.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

NOTICE

Incorrect handling of the luggage compartment cover may result in damage.

- Do not load the luggage compartment to such a height that the luggage compartment cover can press on the load when the boot lid is closed.
- Never close the boot lid when the luggage compartment floor is open or locked in position.

Installing and removing the luggage compartment cover

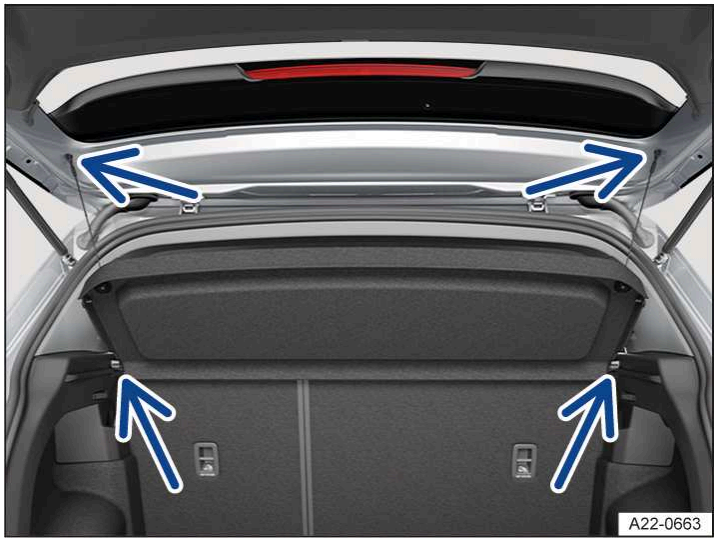


Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

Removing the luggage compartment cover

1. Unhook the retaining straps at the top on the boot lid → *Fig. 1* (upper arrows).
2. Lift the luggage compartment cover slightly and pull it out of the side holders towards the rear → *Fig. 1* (lower arrows).

Fitting the luggage compartment cover

1. Push the luggage compartment cover to the rear 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

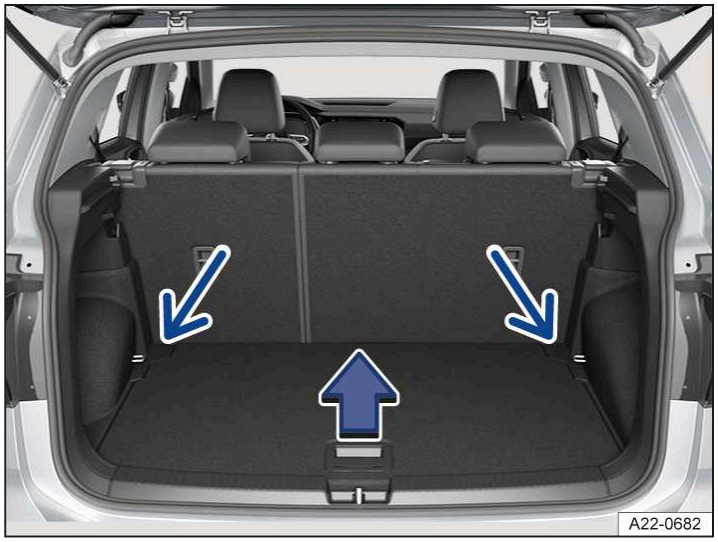


Fig. 1 In the luggage compartment: opening the variable luggage compartment floor.



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.

- Do not allow the luggage compartment floor to fall when closing it, but always guide it downwards carefully.
- Always distribute loads (maximum 50 kg (110 lbs) in the upper position of the variable luggage compartment floor) over as wide an area as possible in order to avoid point loads.

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

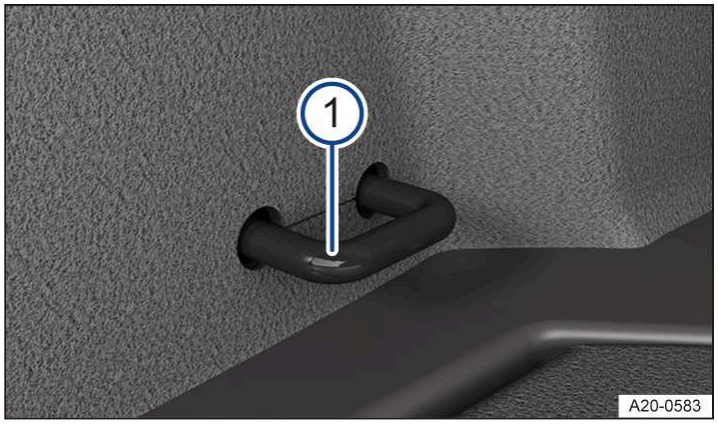


Fig. 1 In the luggage compartment: fastening ring (illustration).

(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.
- Observe the signs on stowing loads that may be affixed in the luggage compartment depending on the vehicle equipment.
- Never secure a child seat using the fastening rings.

WARNING

Elastic tensioning straps must be stretched in order to secure them at the fastening rings and are therefore under tension. If elastic tensioning straps slip off and snap towards the body, the hooks attached to them can cause serious injuries.

- Protect your eyes and face when installing and removing the luggage net.
- Always first secure the elastic tensioning straps to the fastening rings in the front area of the luggage compartment. Then pull the elastic tensioning straps towards the load sill. Secure the elastic tensioning straps to the fastening rings so that they snap away from the body if they slip.

Suitable lashing, retaining or securing straps and load securing systems are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Bag hook

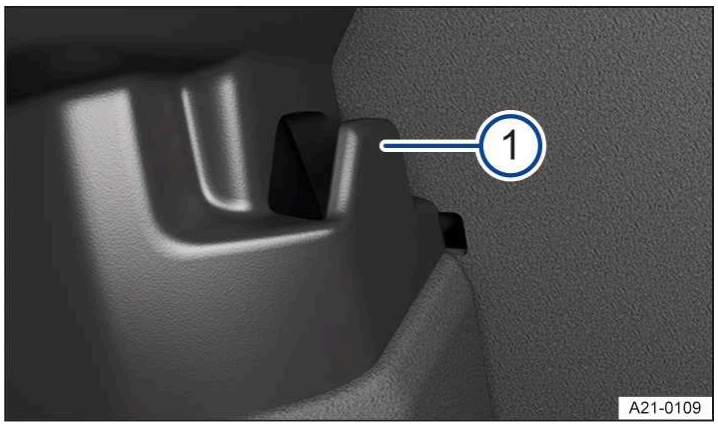


Fig. 1 On the left and right in the luggage compartment: bag hooks.

(1) Bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

⚠ WARNING

Items of luggage and other objects that are secured at bag hooks can tear off and be flung through the vehicle interior in the event of a braking manoeuvre or accident. This can lead to a loss of control over the vehicle and cause serious or fatal injuries.

- Never use the bag hooks to lash down items of luggage or other objects.
- The bag hooks in the vehicle should only be used for lightweight object weighing max. 2.5 kg (approx. 5.5 lbs).

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

If the vehicle is driven under high loads, certain functions, e.g. the output of the air conditioning system, may be reduced or switched off to stop the vehicle from breaking down. Avoid long or steep uphill gradients. The engine torque may be reduced temporarily if the vehicle is driven under load for an extended time in order to avoid overheating of the engine or gearbox. Reduce your speed and observe the messages and illuminated warning and indicator lamps in the instrument cluster. The reduction in engine torque will be cancelled when the engine and gearbox are operating in the optimum temperature range again.

The load that a vehicle can actually pull decreases under the following conditions:

— Driving on uphill gradients.

— Driving at high altitudes.

— Driving at high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

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. Ask the trailer manufacturer about the approval that is valid for your trailer.

Unused ball coupling

Swivel in the ball coupling or remove it if there is no trailer, bicycle carrier or similar attached to the ball coupling. This applies in particular if the unused ball coupling covers the number plate or the lighting at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

Points to note

Before driving with a trailer, pay attention to possible functional restrictions of the assist and parking systems.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious or fatal injuries.

- Attach and use the trailer in accordance with the instructions supplied by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket. If required by the trailer manufacturer's installation instructions, removal of the coating on the ball head is permitted.

⚠ WARNING

When the ball coupling is swivelled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists when vehicles are parked and also in the event of rear-end collisions.

- Swivel in the ball coupling or remove it when it is not in use.

WARNING

The vehicle was not designed for “weight-distributing” or “load-compensating” towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle. This can result in accidents and severe injuries.

- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Please note that a trailer with a high centre of gravity can tip over more easily than a trailer with a low centre of gravity.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Accelerate particularly carefully and gently.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or also 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted.
- Reduce speed, particularly on uphill gradients and when driving downhill.
- Always observe the country-specific maximum permitted speed for vehicles with trailer.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Due to the higher load for the towing vehicle, pay attention to possible messages and to any warning and indicator lamps that light up in the instrument cluster.

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.

- Always switch off the start/stop system manually if you have installed a towing bracket that was not retrofitted by an authorised dealer and are driving with a trailer.

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 is in accordance with 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 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

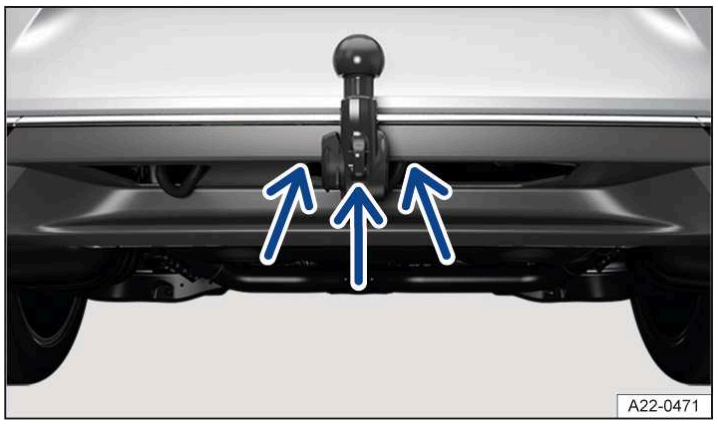


Fig. 1 On the towing bracket: eye for securing the safety or breakaway cable (illustration).

Depending on model, the eye for securing the safety or breakaway cable may be located on the neck of the ball head or next to the ball head directly on the ball coupling carrier → *Fig. 1* (arrows).

Observe the country-specific regulations on using a safety cable.

Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling → *Fig. 1*:

1. Guide the cable through the eye and hook into the snap hook →⚠.

⚠ WARNING

Any electrical cables that are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious or fatal injuries.

- Have all work on the electrical system carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

⚠ WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.

- Have bent pins repaired by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

If the trailer is not properly secured, this could cause accidents and serious or fatal injuries.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

If a trailer hitched to the vehicle is parked using the support wheel or on the trailer supports, the vehicle height may be lowered or raised due to any changes in the load or tyre damage. Powerful forces then act on the towing bracket and the trailer. This can cause damage to the vehicle and trailer.

- Please note that a trailer that is parked using the support wheel or the trailer supports must not remain hitched to the vehicle.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Basic information

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

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 response of the trailer on the road will be poor 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 suitably qualified workshop to find out about suitable trailers. Volkswagen recommends using an authorised Volkswagen repairer.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

WARNING

Moving loads can severely impair the stability and driving safety of the vehicle and trailer, which can cause accidents and serious or fatal injuries.

- Always load the trailer correctly.
- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

WARNING

Accidents and serious or fatal injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values .

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. At the same time, press the accelerator in a controlled way.

   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. Release the handbrake lever only when the engine generates sufficient power to move off.

WARNING

Incorrect trailer towing can cause loss of vehicle control and serious or fatal injuries.

- Please note that the vehicle handling changes when towing a trailer and when transporting heavy or bulky objects.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Take particular care when overtaking.
- Reduce your speed if the trailer shows even the slightest sign of snaking.
- Accelerate particularly carefully and gently.
- Brake earlier than usual because the braking distance may be longer than normal.
- Avoid abrupt and sudden driving and braking manoeuvres.

- Reduce speed particularly when driving downhill.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

WARNING

If there is insufficient visibility to the rear when towing a trailer, this can lead to accidents and serious or fatal injuries.
- Make sure that you have an adequate view to the rear.
- Fit suitable additional rear view mirrors so that there is sufficient visibility to the rear.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC

).

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control (ESC
) and the traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

System limits

The trailer stabilisation system cannot react or will react in a restricted way in the following driving situations.

— Trailer stabilisation is switched off when ESC
is deactivated.

— Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.

— A trailer can still jack-knife on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.

— Trailers with a high centre of gravity might tip over before snaking starts.

— Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

WARNING

The trailer stabilisation system is not a substitute for the full attention of the driver and operates only within the limits of the system. The trailer stabilisation system therefore cannot recognise all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.
- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits → *System limits*.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator if a system is performing a control intervention.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

Fitting the removable ball coupling

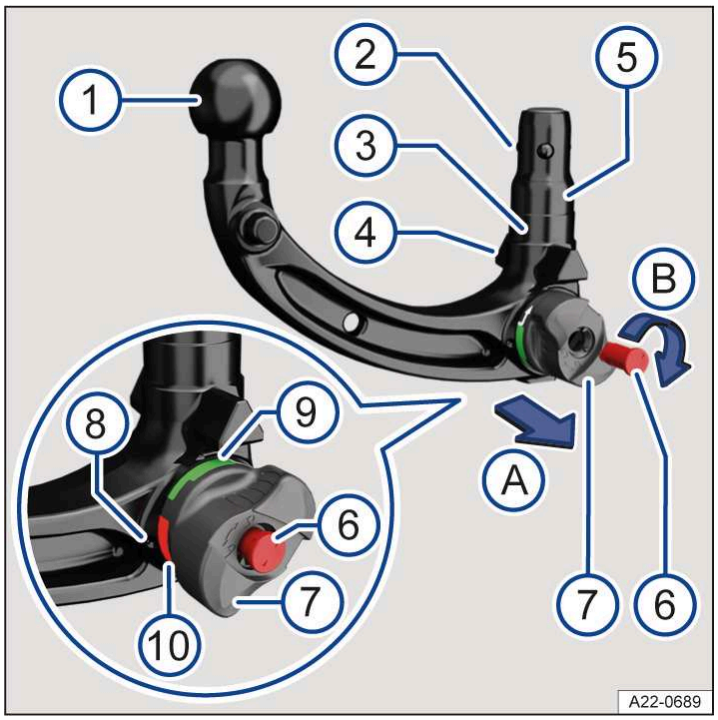


Fig. 1 Overview: removable ball coupling.

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 an unsuitable ball coupling is fitted, 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 an authorised Volkswagen repairer.

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 that the mounting, handwheel → *Fig. 1* (8), shank (5) and 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.

Removing the ball coupling

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

Observe the country-specific regulations on using a safety cable.

1. Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling.
2. Guide the cable through the eye and hook in the snap hook →⚠.

⚠ WARNING

Improper use of the towing bracket can cause accidents and serious or fatal injuries.

- Never use the towing bracket if the smallest diameter of the ball head → *Fig. 1* (1) is less than 49 mm (1.9 inches).
- Use the ball coupling only if it can be properly secured, engaged and pre-tensioned.
- Do not use any tools to install the ball coupling.
- When the ball coupling is correctly installed, do not forcibly turn or pull out the hand wheel.

⚠ WARNING

If the trailer is not properly secured, this could cause accidents and serious or fatal injuries.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.
- 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- 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

The ball coupling is heavy. When performing the safety check, the ball coupling could fall off and cause crush injuries.

- Always take care when performing the safety check.

NOTICE

The mounting on the vehicle, handwheel, shank and ball coupling retaining balls must all be clean and undamaged. Otherwise the ball coupling may not lock securely.

- Regularly check the mounting, handwheel, shank and retaining balls of the ball coupling for damage.
- Do not aim the jet of a high-pressure cleaner or steam cleaner directly at the ball coupling. This could wash the grease required for lubrication out of the mounting.

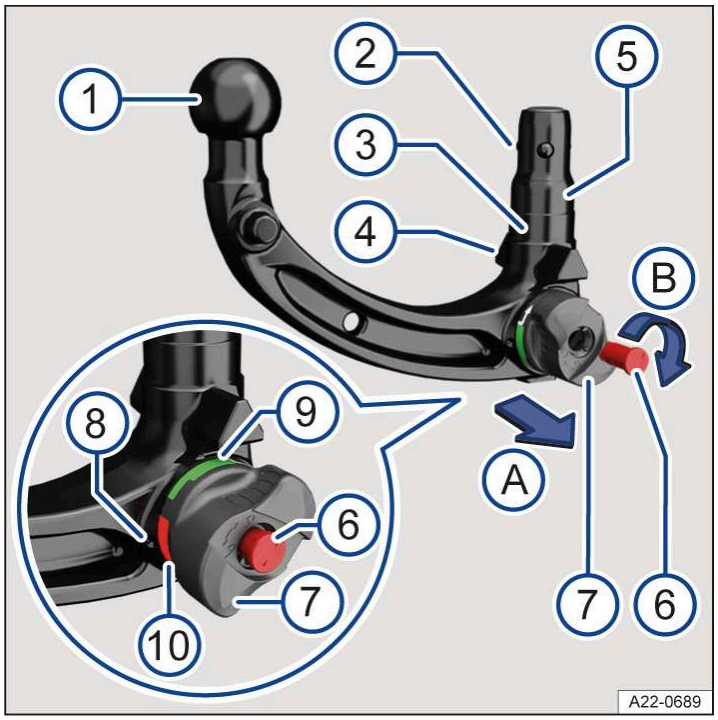


Fig. 1 Overview: removable ball coupling.

(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

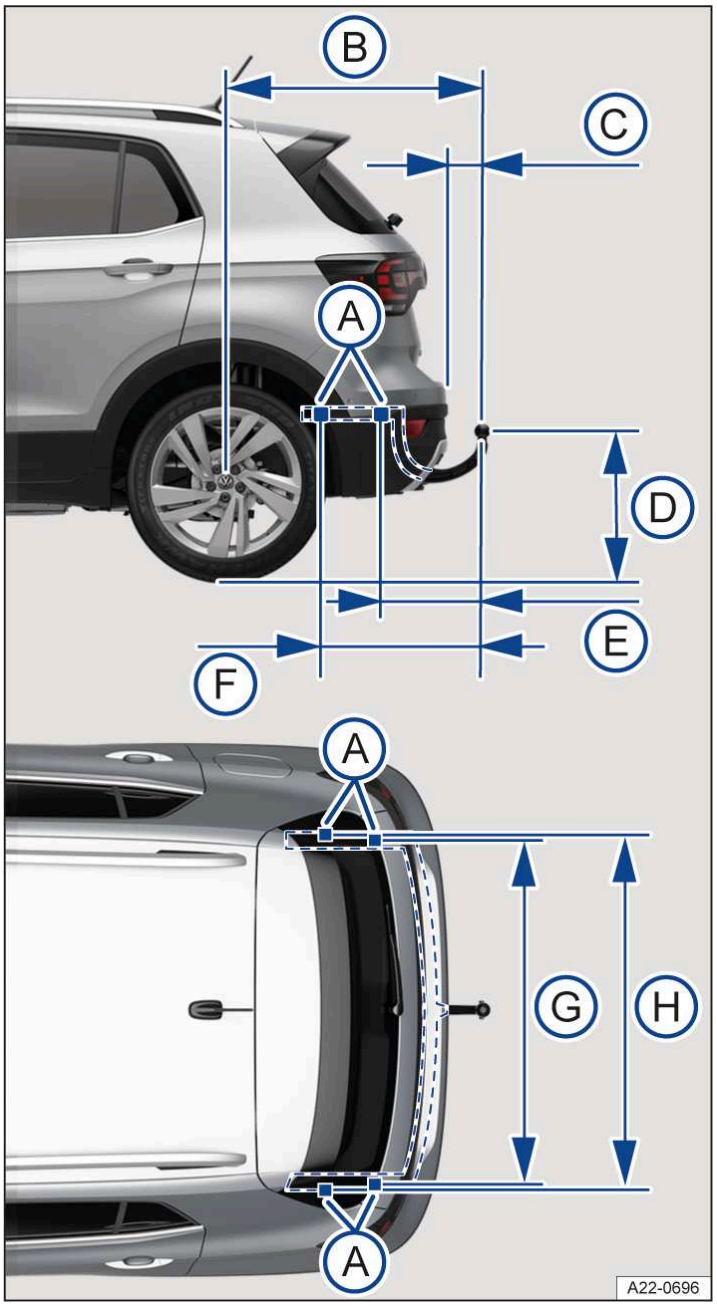


Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

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) 842 mm (approx. 33.15 in)
(C) at least 75 mm (approx. 3 in)
(D) 350 to 420 mm (approx. 13.8 to 16.5 in)
(E) 389 mm (approx. 15.3 in)
(F) 515 mm (approx. 20.3 in)
(G) 1,025 mm (approx. 40.4 in)
(H) 1,031 mm (approx. 40.6 in)

Volkswagen recommends having the towing bracket retrofitted by a suitably qualified workshop. It may be necessary to perform conversion work on the cooling system or to fit heat shields, for example. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

⚠ WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronics system and also cause accidents and serious or fatal injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources.
- Use only suitable connectors to connect the trailer.
- Have retrofitting of a towing bracket on the vehicle performed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the towing bracket is incorrectly fitted or unsuitable, the trailer can become detached from the towing vehicle while driving, causing accidents and serious or fatal injuries.

- Have work on the towing bracket or the retrofitting of a towing bracket carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

Mount the rear carrier system in accordance with the manufacturer's assembly instructions.

Maximum load of the rear carrier system

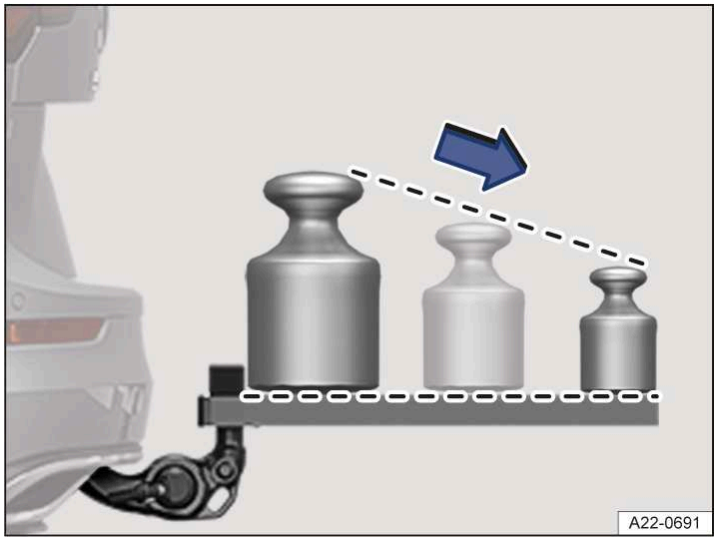


Fig. 1 Recommended weight distribution on the rear carrier system.

The load is made up of the rear carrier system and the items transported on it.

The maximum recommended load of the rear carrier system installed on the ball coupling can deviate from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

Due to the lever effect, the load capacity decreases the further the centre of gravity of the rear carrier system is away from the ball head.

Position heavy items as close as possible to the ball coupling → *Fig. 1*.

Vehicle-specific maximum load

In order to find out the recommended maximum load for your vehicle, check the drawbar load of your vehicle . The corresponding maximum load can then be read from the following table. Volkswagen recommends observing the specified number of bicycles on the rear carrier system in accordance with Regulation UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
from 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

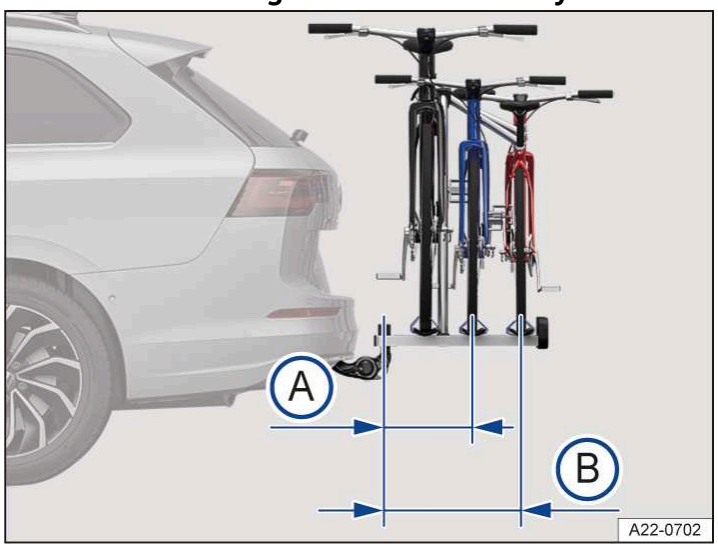


Fig. 2 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With a load of up to 55 kg (121 lbs): 500 mm (approx. 19.7 in).

(B) With a load of 75 kg (165 lbs): 700 mm (approx. 27.6 in).

For bicycle carrier systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 in) → *Fig. 2* (A) from the middle of the ball head to the middle of the rail of the last bicycle carrier. The overhang must not exceed 700 mm (approx. 27.6 in) → *Fig. 2* (B) for bicycle carrier systems with three bicycles.

WARNING

Incorrect use of a rear carrier system mounted on the trailer coupling of the towing bracket can lead to accidents and serious or fatal injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and observe the fitting instructions of the rear carrier system's manufacturer.
- Never secure a rear carrier system on the ball neck below the ball head. The rear carrier system could slip due to the shape of the ball neck.

Volkswagen recommends that you remove all add-on parts of the load on the rear carrier system before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only use roof carriers that have been approved by Volkswagen for your vehicle type.

If the vehicle is not approved for use with a roof carrier, do not use or retrofit a roof carrier.

WARNING

When transporting large, heavy, long or flat loads on the roof carrier, the vehicle's handling and aerodynamics will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds. This can cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

If the vehicle is not approved for use of a roof carrier or a roof carrier is fitted that is not approved for the vehicle, this can become detached while the vehicle is in motion and fall off the vehicle roof. This can cause accidents and serious or fatal injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Do not fit a roof carrier if the vehicle is not approved for this.

NOTICE

Securing a roof carrier of any kind to a vehicle that is not approved for use with a roof carrier can lead to severe damage.

- Do not fit a roof carrier if the vehicle is not approved for this.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the 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. The roof carriers for mounting on the roof railings are specifically called roof bars, while those for direct mounting on the vehicle roof are called base carriers.

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 an authorised Volkswagen repairer.

Fitting the roof bars on the roof railings

Fit the roof bars in accordance with the supplied installation instructions.

Once you have fitted the roof bars, you can then secure the respective load carrier on this → ⚠.

Remove the roof carrier in the following situations

— The roof carrier is no longer needed.

— Before entering a car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. The vehicle can be severely damaged if the clearance height is insufficient, e.g. in the case of underpasses and garage doors.

- Check and compare the height of the vehicle with clearance heights.

NOTICE

The vehicle may be damaged if the roof carrier and the load interfere with equipment-dependent components on the vehicle roof, e.g. roof aerial, and the movement path of the boot lid.

- Make sure that the roof carrier is positioned correctly on the roof and that there is no interference with any components.

WARNING

The luggage and the entire structure can become detached from the vehicle roof if the roof carrier and carrier structure are not secured and used correctly. This can cause accidents and serious or fatal injuries.

- Always fit the roof carrier and carrier structure correctly and in accordance with the manufacturer's assembly instructions.
- Attach the roof carrier only at the specified mounting points.
- Always fit special carrier attachments for bicycles, skis, surfboards etc. correctly and in accordance with the manufacturer's assembly instructions.
- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance.
- During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to the roof carrier or the load carrier.

Fitting a roof carrier increases air resistance and may reduce the vehicle's range.

Loading a roof carrier

Maximum permissible roof load

The maximum permitted roof load is 75 kg (165 lbs).

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof →⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum roof load if you are using a roof carrier with a lower weight rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly →⚠.

Checking mounting

After fitting the roof carrier, drive a short distance and then check all mounting elements. Check again at regular intervals →⚠.

⚠ WARNING

Accidents, vehicle damage and serious or fatal injuries can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

If loose or improperly secured loads fall off the roof carrier, this can cause accidents and serious or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

The vehicle can be damaged if the boot lid collides with the roof load.

- When opening the boot lid, make sure that it does not collide with the roof load.

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.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious or fatal 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 leak out of the fuel canister and ignite. 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 label in the tank flap that indicates the fuel that must be used for the vehicle → *Fig. 1*.

In accordance with European standard DIN EN 16942, the compatibility identifiers for ethanol content can be found in the following locations:

— On the vehicle on the fuel information label in the tank flap → *Fig. 1*.

— On the fuel pumps or fuel nozzles suitable for your vehicle.

The designation and frame indicate the fuels that are suitable for the vehicle. The vehicle must not be refuelled with lower-quality fuels or other fuel types →ⓘ.

Fuel standards and compatibility

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 suitably qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using an authorised Volkswagen repairer.

Ethanol content of petrol fuels

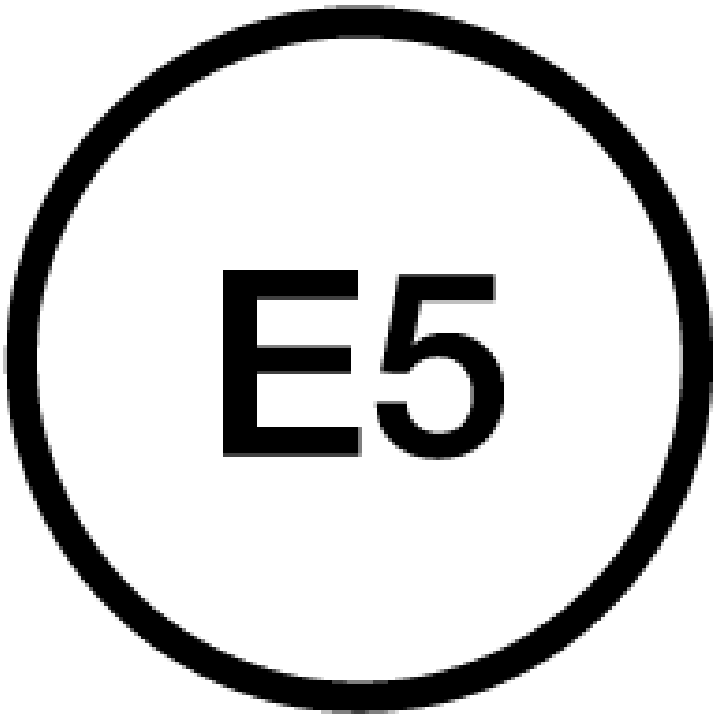


Fig. 2 Identification for petrol fuels with an ethanol content of 5%.

E5 stands for petrol fuel with a maximum ethanol content of 5%.

Petrol fuels with an ethanol content of 5% are available throughout the EU.



Fig. 3 Identification for petrol fuels with an ethanol content of 10 %.

E10 stands for petrol fuel with a maximum ethanol content of 10 %.

Petrol fuels with an ethanol content of 10 % are available throughout the EU.



Fig. 4 Identification for petrol fuels with an ethanol content of 20 %.

E20 stands for petrol fuel with a maximum ethanol content of 20 %.

Petrol fuels with an ethanol content of 20% will be available in the EU only in the future.

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.

— AZS 388-2011 (Azerbaijan) 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.

- Only refuel with fuels of the specified grades that comply with the fuel information label in the tank flap.

Petrol

Petrol grades

The label on the inside of the tank flap indicates the correct fuel for the vehicle.

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 above – is the preferred petrol grade for which the vehicle has been designed and optimised. The petrol grade listed as an alternative – RON 91 in the example above – can be used for refuelling only if the preferred grade – RON 95 in the example – is not available.

Only refuel petrol engine vehicles with metal-free petrol (without lead, manganese or iron) that does not have a higher ethanol content than stated on the fuel information label →ⓘ.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives →ⓘ.

In some regions, e.g. North America, Central America and South America, fuels are offered in special fuel grades. Volkswagen recommends using “TOP TIER detergent gasoline” for the specified countries. Information on “TOP TIER detergent gasoline” is available on the official website:

https://www.toptiergas.com

NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Only refuel with fuels of the grades that comply with the fuel information label in the tank flap.
- Refuel only with petrol that has the specified Research Octane Number (RON) or a higher one.
- Use only Volkswagen-approved service additives in the approved quantity if necessary.

NOTICE

If petrol fuel with too low an octane number is filled in an emergency, engine damage can occur if the vehicle is driven with a high engine load.

- Only run the engine at medium speeds and with a low engine load.
- 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. Insert the nozzle in the tank filler neck and start refuelling.

   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, e.g. 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 could cause explosions, fires and serious or fatal injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

NOTICE

If the fuel tank content is not consumed up to the reserve quantity at regular intervals, this may result in the fuel quality and system functions necessary for vehicle operation not being maintained.

- You should therefore refuel at least every six months, but only when the ⛽ indicator lamp lights up.

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

Toxic gases can enter the vehicle interior if the engine runs in closed spaces. This can cause serious injuries and lead to death by suffocation.

- Never start the engine in enclosed spaces.
- Do not allow the engine to run in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

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 suitably qualified workshop *(→ Emission-relevant components)*. Volkswagen recommends using an authorised Volkswagen repairer. 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 is dependent on the vehicle equipment and 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 frequent 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.

Troubleshooting

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 suitably qualified workshop at medium engine speeds and low loads on the engine. Volkswagen recommends using an authorised Volkswagen repairer.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. **Do not drive on!** 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

1.0 l to 1.8 l

1. Drive at a speed between around 50 km/h and 120 km/h (around 30 mph and 75 mph).

   The achieved temperature increase can burn the soot off the filter.
2. End the regeneration drive only when the indicator lamp goes out.
3. Go to a suitably qualified workshop if the indicator lamp continues to light up after driving for approximately 40 minutes. Volkswagen recommends using an authorised Volkswagen repairer.

Emissions-relevant fault

The indicator lamp lights up yellow.

Fault in an emissions-relevant component that can damage the vehicle.

1. Go to a suitably qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Misfiring

The indicator lamp flashes yellow.

Misfiring is occurring that can damage the vehicle.

1. Go to a suitably qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

Sudden braking or driving manoeuvres, for example when an indicator lamp lights up or due to irregular engine running, can lead to accidents. This can cause severe or fatal injuries.

- 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 breakdown set, spare wheel, temporary spare wheel or loose vehicle toolkit could be flung though the vehicle interior. This can result in serious or fatal injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

⚠ WARNING

Working with unsuitable tools or damaged tools from the vehicle toolkit can lead to accidents. This can result in serious or fatal injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.
- Seek expert assistance if no suitable vehicle tools are available.

Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times .

Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following describes the maximum content.

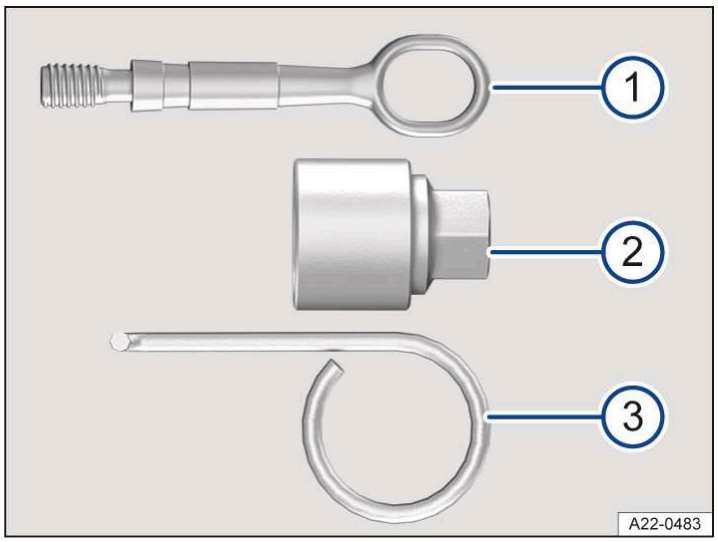


Fig. 1 Contents of the toolbox (illustration).

1. Screw-in towing eye.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.

Additional vehicle tools

Depending on equipment, vehicles may have additional vehicle tools with a jack. It is not necessary to always carry the additional vehicle tools with jack in the vehicle.

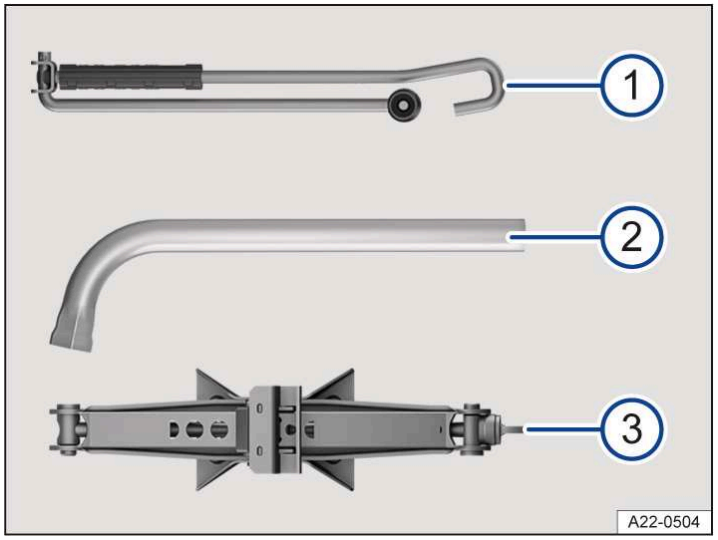


Fig. 2 Additional tools in the vehicle toolkit (illustration).

1. Crank.
2. Wheel wrench for loosening and tightening the wheel bolts.
3. Jack.

After using the jack, crank it back to its original position so that it can be stowed safely.

Servicing the jack

If a jack is included in the vehicle toolkit, it is not generally subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

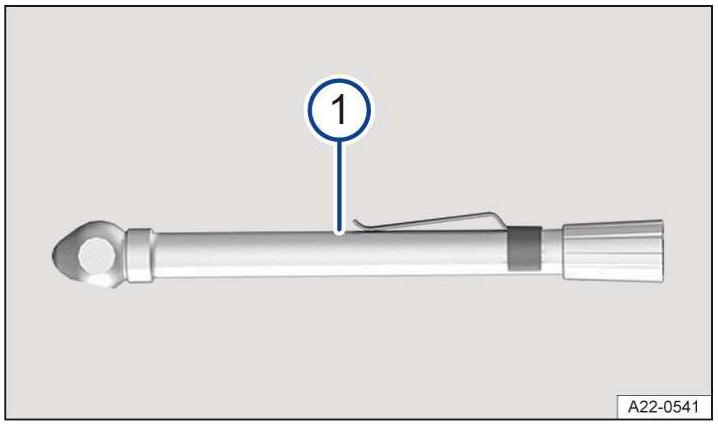


Fig. 3 Additional tool in the vehicle toolkit (illustration).

(1) Tyre pressure gauge (country-dependent).

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. Operate the flick wipe function *(→ 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. To move the wiper arms back to their starting position, operate the “flick wipe” function with the ignition switched on *(→ Wipers)*.

   The wiper arms move back to their initial position.

NOTICE

If due care is not taken when working on the wiper arms, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms have been lifted.
- Always place the wiper arms carefully back on the windscreen before starting a journey.

Cleaning and changing wiper blades

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

— Check the condition of the wiper blades on a regular basis.

— Wiper blades that judder should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Cleaning wiper blades

1. Move the wiper arms to the service position *(→ Wiper blades)*.
2. Lift the wiper arms, holding hold them only in the area of the wiper blade mounting.
3. Clean the wiper blades carefully using a damp sponge →ⓘ.
4. Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

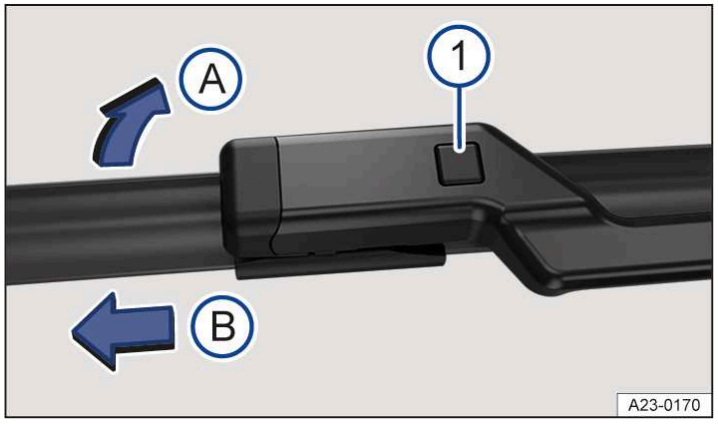


Fig. 1 Changing the windscreen wiper blades.

(1) Release button for the wiper blade.

1. Move the wiper arms to the service position before lifting *(→ Wiper blades)*.
2. Lift the wiper arms, holding hold them only in the area of the wiper blade mounting.
3. Press and hold the release button → *Fig. 1* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 1* (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. 1* (B). The wiper blade must be in folded-down position to do this → *Fig. 1* (A).
6. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

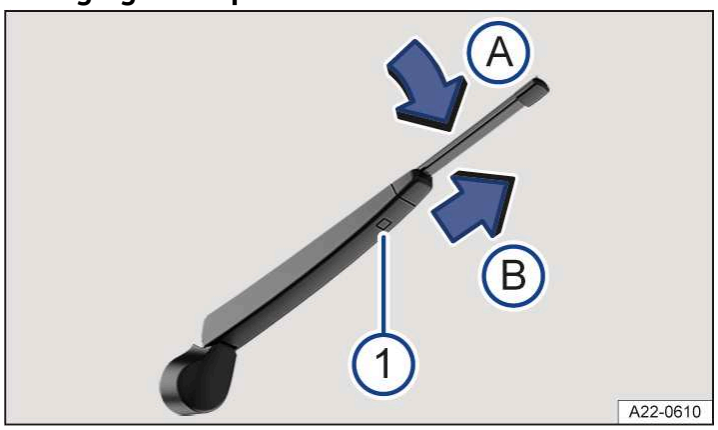


Fig. 2 Changing the wiper blade for the rear window.

(1) Release button for the wiper blade.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (B). The wiper blade must be in folded-down position to do this → *Fig. 2* (A).
6. Carefully place the wiper arm back onto the rear window.

⚠ WARNING

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

- Always clean dirty wiper blades.
- Always change the wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.

- Do not use fuel, nail varnish remover, paint thinner or similar liquids to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp objects.

If wax residue from car washes and other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED

light unit has failed. You can normally change bulbs yourself. If the exterior lighting uses 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 other LEDs are on the point of failure too. In this case, have the LED light units checked and renewed if necessary at a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs might have factory specifications that differ from standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Check the lighting system and turn signals of the vehicle regularly.
- Have the lighting system repaired immediately if necessary.

WARNING

When working in the bonnet space, accidents and serious injuries can be caused as a result of bulb changes that are not performed correctly.

- Always follow the described work steps and observe the general safety precautions.
- Never change a bulb unless you know exactly how to carry this out.
- If you are uncertain about how to change a bulb, have the work carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

When changing bulbs, sharp-edged parts on the bulb housings or hot or exploding bulbs can cause serious injuries.

- Change bulbs only when they have cooled down completely.
- Always protect your hands when changing bulbs.

NOTICE

If water enters the headlight housing, it can cause damage to the electrical system.

- Always fit the covers on the headlight housing after changing bulbs.
- Always check that the covers are secured correctly after fitting.

NOTICE

If the glass part of the bulb is touched when changing lamps, fingerprints may be left on the lamp. When the light is switched on, the fingerprints will evaporate due to the heat of the lamp and the reflector will become cloudy.

- Do not touch the glass part of the bulb with unprotected fingers. Use textile gloves, for example.
- When installing a lamp, always hold it by the base only.

Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order →⚠:

1. Park the vehicle safely on horizontal and firm surface, where possible at a safe distance from moving traffic *(→ Parking)*.
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. The remaining fingerprint can impair the luminous power 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the described activities for changing bulbs are not observed, this can lead to accidents. This can result in serious injuries.

- Always follow the described work steps and observe the general safety precautions.

NOTICE

Improper removal and refitting of trim panels and headlights can cause damage the vehicle's paint and bodywork.

- Remove the headlights and trim carefully and fit them again carefully.

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 *(→ Exterior lighting)*.
2. Open the boot lid.
3. Remove the tail light cluster in the body.

Replacing the bulbs

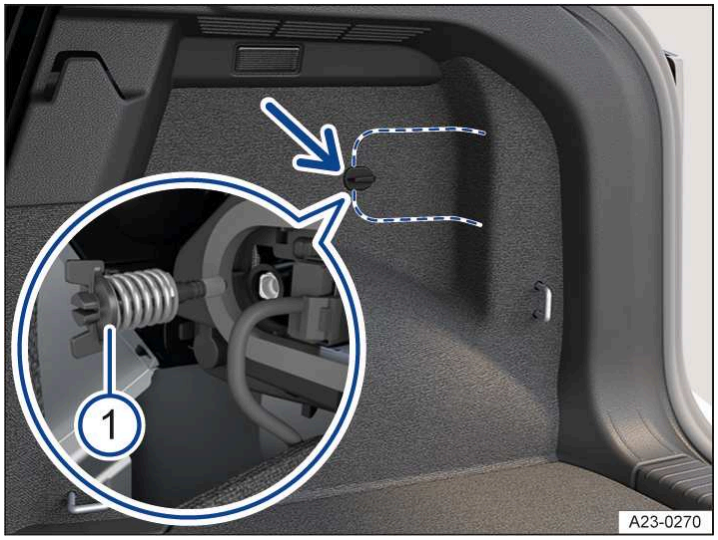


Fig. 1 In the luggage compartment: removing the tail light cluster.

(1) Securing bolt for the tail light cluster.

Removing tail light clusters

1. Turn the catch in the side trim of the luggage compartment → *Fig. 1*.
2. Fold the pre-cut cover in the side trim at the catch 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.

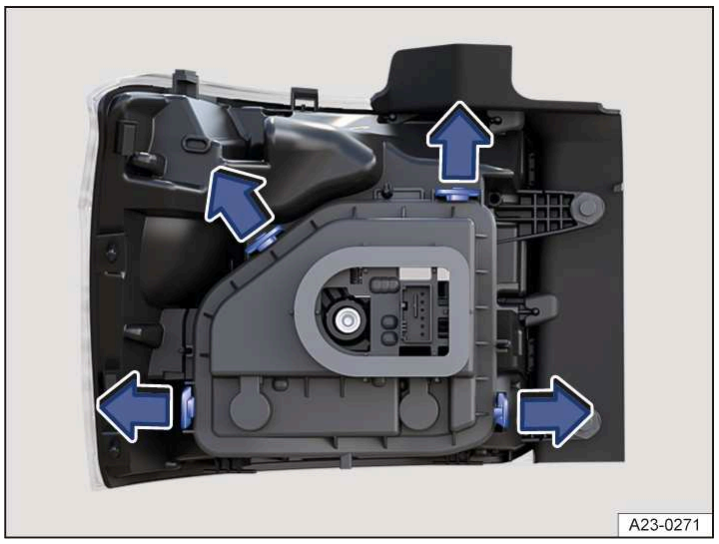


Fig. 2 Tail light cluster: removing the bulb holder.

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. Fold back the side trim of the luggage compartment and lock it in position with the catch.
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 obtain more information about the fuse assignment from a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

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.

1. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

⚠ WARNING

The high voltage in the electrical system can cause electric shocks and serious burns. Contact with the electrical wiring of the ignition system can cause serious or fatal injuries.

- Never touch the electrical wiring of the ignition system.

⚠ WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

If a fuse is replaced when the ignition is switched on, the engine is running, lights are switched on or when other electrical consumers are switched on, this can damage the electrical system.

- Switch off the engine and switch off the lights and other electrical consumers.
- Make sure that the engine cannot be started when changing a fuse.

NOTICE

Damage can also be caused at other locations in the electrical system if a fuse is replaced with a fuse that has a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check that the covers of the fuse boxes are closed tight again and are not damaged.

There are also other fuses in the vehicle. These should be changed only by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Fuses in the bonnet space

Opening the fuse box in the bonnet space

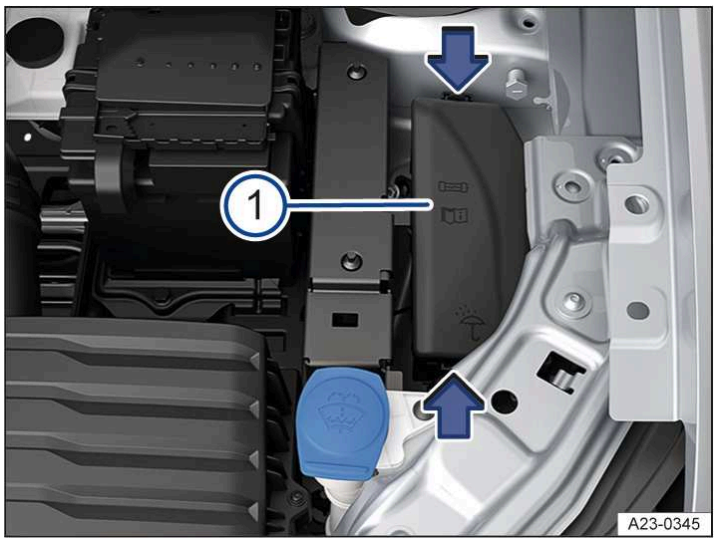


Fig. 1 In the bonnet space: fuse box.

(1) Fuse box cover (illustration).

In some vehicles, a pair of plastic grippers 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 overview of the fuses in the bonnet space

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a suitably qualified workshop for the exact fuse layout. Volkswagen recommends using an authorised Volkswagen repairer.

Fuse assignment

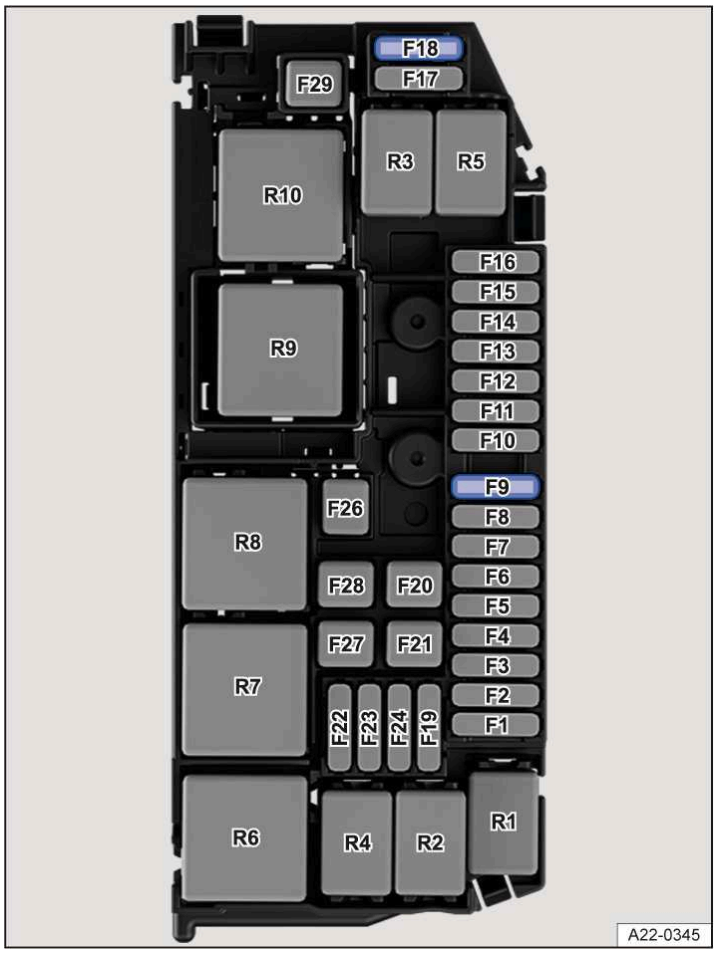


Fig. 1 In the bonnet space: fuse locations.

Fuse location → *Fig. 1*:

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 (left-hand drive vehicle)



Fig. 1 On the driver side: fuse box cover in the dash panel (left-hand drive vehicle)

Removing the cover

1. Reach behind the cover and pull off in the direction of the arrow → *Fig. 1*.

Installing the cover

1. Align the cover on the opposite side and fold it closed in the opposite direction to the arrow until it audibly engages → *Fig. 1*.

Opening the fuse box in the dash panel (right-hand drive vehicle)

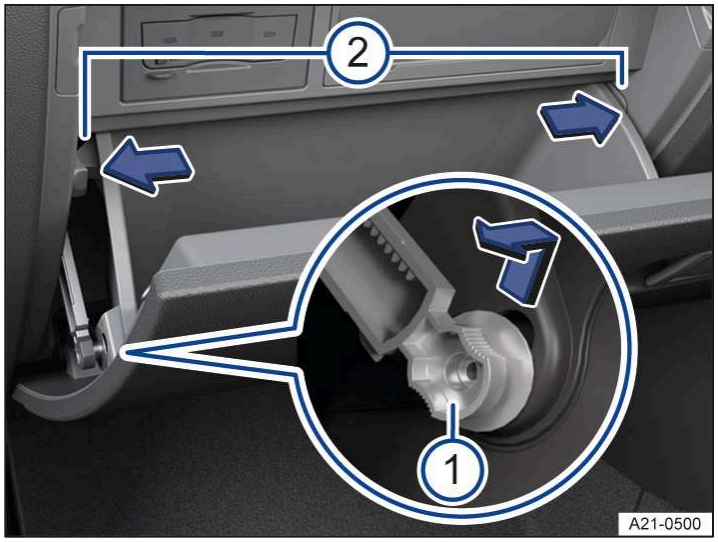


Fig. 2 In the dash panel on the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

(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 in the direction of the arrow → *Fig. 2* (1).
3. Press the stop pin in the direction of the arrow and at the same time open the glove box further → *Fig. 2* (2).

Installing the cover

1. Move glove box into position.
2. Insert the restrictor into the opening in the holder and slide upwards in the opposite direction to the arrow until it engages → *Fig. 2* (1).
3. Carefully push the glove box forwards past the resistance of the catches → *Fig. 2* (2).

Fuse overview of the fuses in the dash panel

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a suitably qualified workshop for the exact fuse layout. Volkswagen recommends using an authorised Volkswagen repairer.

Fuse assignment

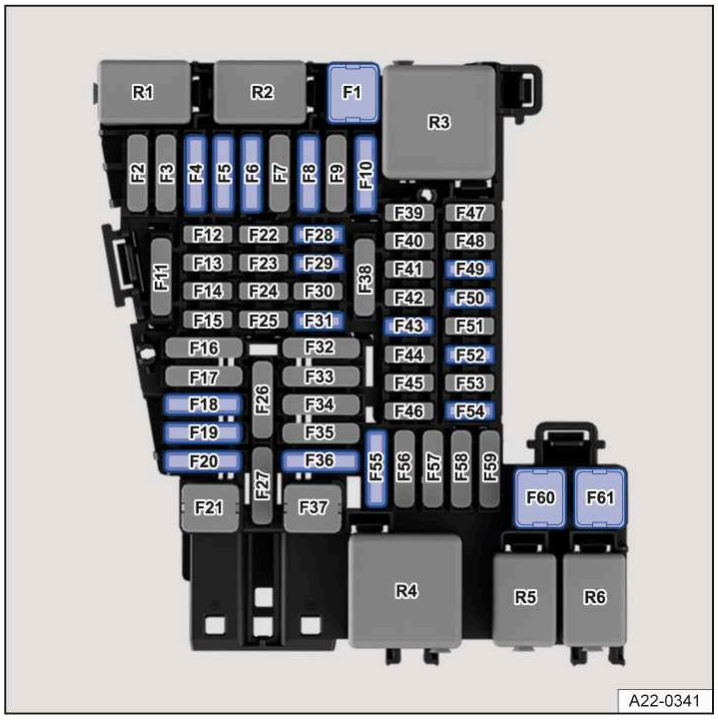


Fig. 1 In the dash panel: fuse locations.

Fuse location → *Fig. 1*:

F4

10 amps, ATO®, light switch.

F6

40 amps, ATO®, central locking.

F8

30 amps, ATO®, blower regulator.

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®, air conditioning block.

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.

Fuse locations for vehicles with factory-fitted towing bracket:

F1

20 amps, JCASE® cartridge fuse, trailer control unit.

F10

20 amps, ATO®, trailer charging cable.

F60

30 amps, JCASE® cartridge fuse, trailer control unit, right.

F61

30 amps, JCASE® cartridge fuse, trailer control unit, left.

Electric windows and electrically adjustable seats may be protected by circuit breakers or control units which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

Changing blown fuses

Preparations

1. Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

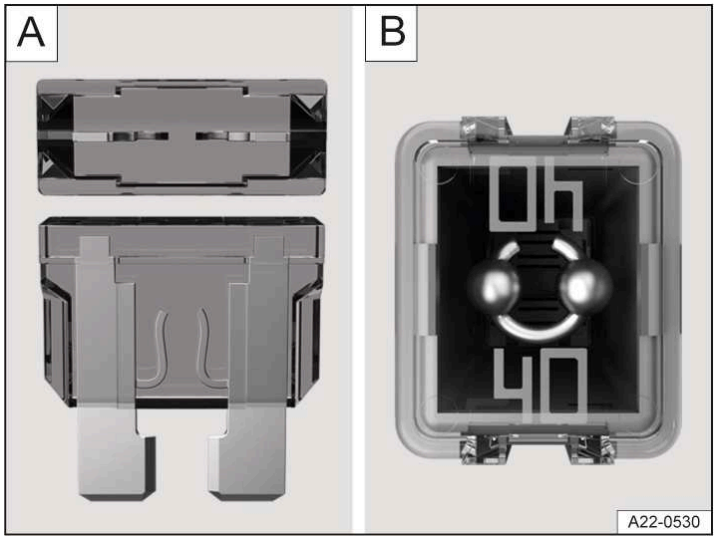


Fig. 1 Blown fuse (illustration).

— 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

Violet

3 amps

light brown

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or transparent

25 amps

Green

30 amps

Orange

40 amps

Red

50 amps

Fuses (cartridge fuse, JCASE®)

Yellow

20 amps

Green

30 amps

Orange

40 amps

Red

50 amps

Blue

60 amps

Changing fuses



Fig. 2 Plastic grippers for pulling out and inserting a fuse (illustration).

1. If present, take the plastic grippers out of the fuse box or the cover of the respective fuse box → *Fig. 2*.
2. Push the plastic grippers clip suitable for the fuse type onto the fuse from the top or the side.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse with the same rating (same colour and same markings) and same size →ⓘ.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

- Never replace a fuse with a fuse that has a higher rating.

Introduction to the topic

For technical reasons, your vehicle 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 bonnet space.

WARNING

Using the jump leads incorrectly or performing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode. This can result in serious injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never perform jump starting on a vehicle with a frozen or thawed 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. The explosive gas can ignite due to sparks when carrying out jump starting. This can result in serious injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

Tow-starting the vehicle can cause considerable damage to the vehicle.

- Carry out jump starting to start the engine.

Preparing for jump starting

If the engine cannot be started because the 12-volt vehicle battery is discharged, another vehicle can be used to jump start the vehicle.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Preparations

Observe the following when performing jump starting:

— Wear eye protection and protective gloves →⚠.

— Observe the jump lead manufacturer's operating 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 sufficient distance between the vehicle providing jump starting assistance and the vehicle receiving it. If the vehicles touch metallically, current can already flow when the positive terminals are connected →ⓘ.

— Ensure that the terminal clamps have good metal-to-metal contact with the terminals.

WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and protective gloves.
- Never bend over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to 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.

Jump leads

A suitable jump lead is needed in order to jump start another vehicle or have your vehicle jump started.

The cable cross-section of the jump leads must be at least 25 mm² (0,038 in²). For vehicles with a diesel engine, the cable cross-section of the jump leads must be at least 35 mm² (0.054 in²).

Vehicle receiving jump starting assistance

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 battery window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

Vehicle providing jump starting assistance

1. Observe the vehicle manufacturer's operating instructions.
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.

NOTICE

Please observe the following in order to avoid damage to the electrical system due to a short circuit:

- Always connect the jump leads as described.
- Avoid contact between the vehicles.

Connecting the jump leads for jump starting

Jump-start connection point (earth)



Fig. 1 In the bonnet space: jump-start connection point (earth).

(–) The jump-start connection point (earth) is used for connecting the black jump lead.

The vehicle can be jump-started or be used to jump-start another vehicle via the jump-start connection point (earth).

Attaching the jump leads

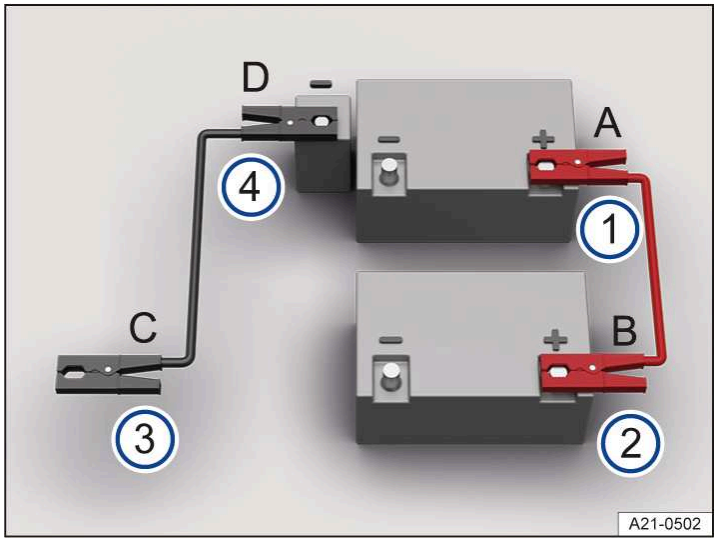


Fig. 2 Schematic diagram of how to connect the jump leads.

(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. 2*.

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 bonnet space.
3. Connect one end of the red jump lead to the positive battery terminal **+** of the vehicle with the discharged 12-volt vehicle battery → *Fig. 2* (1).
4. Connect the other end of the red jump lead to the positive battery terminal **+** of the vehicle providing assistance → *Fig. 2* (2).
5. Connect one end of the black jump lead to an earth jump-start connection point **–** of the donor vehicle → *Fig. 2* (3).

   Or: if there is no earth jump-start connection point **–** available, connect it to a solid metal part that is firmly bolted to the cylinder block or to the cylinder block itself → *Fig. 2* (3).
6. Connect the other end of the black jump lead to the earth jump-start connection point **–** of the vehicle receiving the jump start → *Fig. 2* (4).
7. Position the leads in such a way that they cannot come into contact with any moving parts in the bonnet space.

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.

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 .
4. If present, close the cover of the positive terminal **+**.

After jump starting, have the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

If a vehicle can no longer be moved under its own power, the vehicle can be transported with a breakdown truck or towed by another vehicle.

Make sure that both drivers are familiar with how to tow a vehicle. This applies in particular if no tow-bar is used.

Observe any legal requirements when towing.

NOTICE

Tow-starting the vehicle can cause considerable damage to the vehicle.

- Carry out jump starting to start the engine.

NOTICE

When towing off paved roads, there is always a risk of overloading the fastening parts and causing considerable damage to the vehicles.

- Make sure that no excessive pulling forces occur and take care to avoid jerking movements when towing.

Useful information for vehicle recovery

Transport is where a vehicle that cannot be driven is transported by a breakdown truck.

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for transport and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

NOTICE

Pushing the vehicle by hand can cause damage to the vehicle, e.g. deformation or detachment of add-on parts.

- When pushing the vehicle by hand, do not press on the tail light clusters, large panels and side or rear spoilers.

Transport with a breakdown truck

The vehicle can be transported with all four wheels standing on a breakdown truck or with the front axle raised.

Note that it may be necessary to transport the vehicle standing with all four wheels on a breakdown truck *(→ Towing)*.

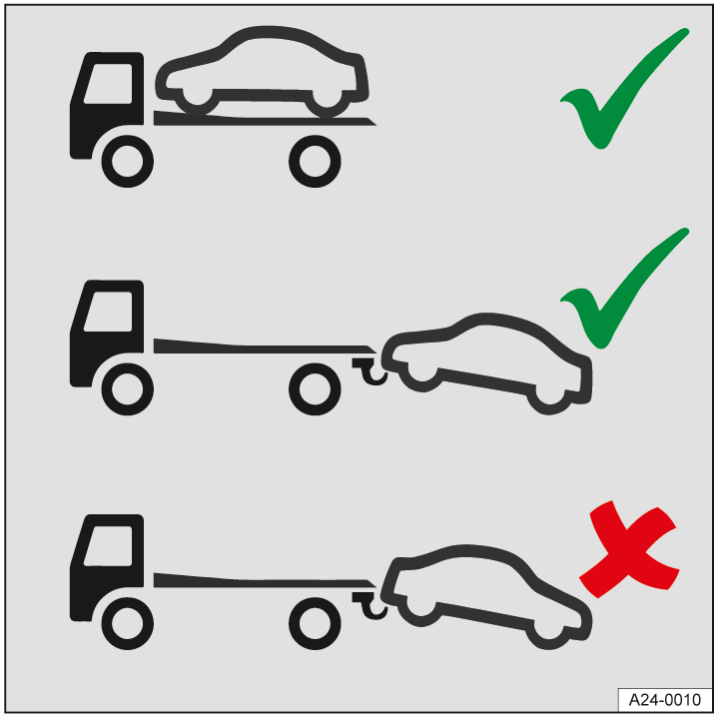


Fig. 1 Transport with a breakdown truck.

Information on the mounting points for transport at the front and rear *(→ Front towing eye)* *(→ Rear towing eye)*.

If the vehicle is to be transported with the front axle raised:

— The maximum permitted speed is 50 km/h (around 30 mph).

— The maximum permitted distance is 50 km (around 30 miles).

— Release the handbrake.

— Deactivate the Auto Hold function.

— Make sure that the vehicle key is always in the vehicle during towing *(→ Keyless Access)*.

— Deactivate Front Assist.

Towing the vehicle with another vehicle

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 speed is 50 km/h (around 30 mph).

— The maximum permitted distance is 50 km (around 30 miles).

In which situations may the vehicle not be towed?

In case of a fault or damage, the vehicle must be transported standing with all four wheels on a breakdown truck if one of the following situations applies.

— 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 (around 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 lock cannot be released.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

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.

⚠ WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Please note that greater force is needed for steering and braking during towing.

⚠ WARNING

If the vehicle key is removed from the ignition lock during towing, the steering lock can engage suddenly. The steering wheel then can no longer be moved. This can result in accidents and serious or even fatal injuries.

- Never remove the vehicle key from the ignition lock during towing.

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— Ball coupling.

⚠ WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Observe the legal regulations and notes on towing in the owner's manual of the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator with particular care.
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)

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.

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. Deactivate Front Assist.
4. In vehicles with an automatic gearbox: Select position **N**.

   In vehicles with a manual gearbox: Disengage the gear.
5. Release the handbrake.
6. Ensure that the tow-rope is always taut.

NOTICE

The steering lock cannot be released if the charge level of the 12-volt vehicle battery is not sufficient. The vehicle can be damaged during towing.

- In the event of power failure or malfunctions, start the engine, if necessary by jump starting, in order to release the steering lock.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Front mounting point

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. 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 from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the towing eye at front



Fig. 1 In the front bumper on the right: removing the cover.



Fig. 2 In the front bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary →ⓘ.
4. Screw the towing eye into the mounting in the direction of the arrow 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.

⚠ WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before starting towing, check that the towing eye is fully screwed in.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Rear mounting point

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that the mounting with screw thread is available for the towing eye.
2. Observe the information on vehicle transport *(→ Breakdown truck)*.
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 from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the rear towing eye

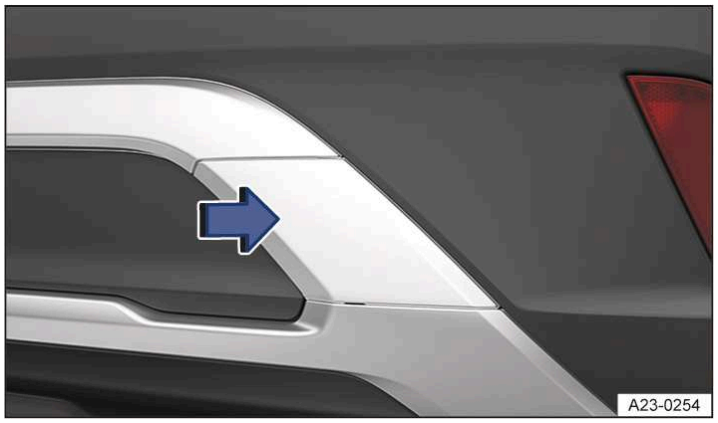


Fig. 1 In the rear bumper on the right: removing the cover, variant 1.



Fig. 2 In the rear bumper on the right: removing the cover, variant 2.

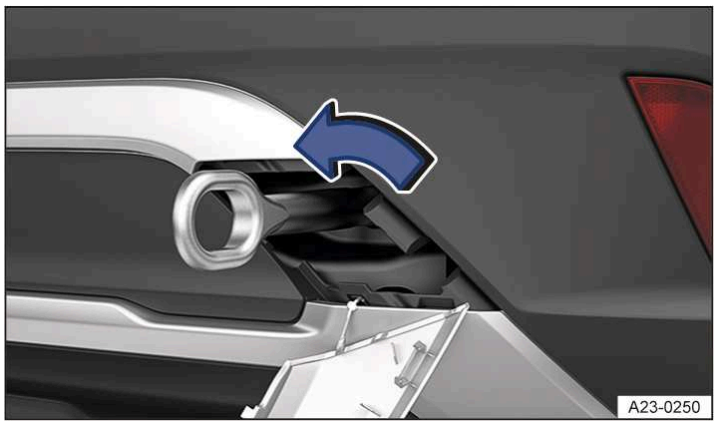


Fig. 3 In the rear bumper on the right: screwing in the towing eye, variant 1.



Fig. 4 In the rear bumper on the right: screwing in the towing eye, variant 2.

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. Screw the towing eye into the mounting in the direction of the arrow and tighten as far as possible → *Fig. 3* , →⚠. 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.

⚠ WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before starting towing, check that the towing eye is fully screwed in.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

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. For towing, swivel out or fit and use the ball coupling.

NOTICE

If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged.

- For towing, always use only a tow-bar that is specifically intended for fitting on a ball coupling.
- Use a tow-rope for towing if you do not have access to a suitable tow-bar.

Safety notes for working in the bonnet space

The bonnet space of a vehicle is a hazardous area. You should only carry out work in the bonnet space if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all work carried out by a suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The bonnet space is a hazardous area. Accidents and serious or fatal injuries can occur during all work in the bonnet space.

- Always be extremely careful and cautious during all work.
- Only perform any work in the bonnet space if you know exactly how to carry it out.

- Have the necessary work carried out by a suitably qualified workshop if you are unsure how to carry out work in the bonnet space. Volkswagen recommends using an authorised Volkswagen repairer.
- Apply the handbrake firmly before working in the bonnet space.
- Move the selector lever to position P.
  - Or: move the gear lever to neutral position.
- Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle so that the engine cannot be started accidentally.
- Never touch hot components of the engine.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the bonnet space.
- Always keep children away from the bonnet space and never leave children unsupervised.

⚠ WARNING

There are rotating parts in the bonnet space. When working in the bonnet space, particularly if the engine is started or running, contact with rotating parts, e.g. rotor blades of the radiator fan, can cause serious or fatal injuries.

- Never reach into the radiator fan or into the area of the radiator fan even if the engine or ignition are switched off. The fan is temperature-controlled and could start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly.
- Always take due care and attention when depressing the accelerator. The vehicle can start to move even if the handbrake is applied.

⚠ WARNING

Escaping hot steam or hot coolant and hot vehicle parts can cause severe burns.

- Never open or close the bonnet if steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the engine is hot. If the cap is opened carelessly, coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- If you have to open the cap of the coolant expansion tank, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

⚠ WARNING

Additional insulating materials, e.g. blankets in the bonnet space, or objects left in the bonnet space, e.g. cleaning cloths or tools, can cause malfunctions, damage to the combustion engine and fire. This can result in serious or fatal injuries.

- Never cover the engine with blankets or other insulating materials.
- Never leave objects in the bonnet space.

Always park the vehicle on a horizontal and firm surface before carrying out any work in the bonnet space → ⚠ *(→ Parking)*.

⚠ WARNING

If the vehicle is not secured against rolling away during maintenance work, unintended vehicle movement may occur. This can result in accidents and severe or fatal injuries.

- Deactivate the start/stop system manually.
- Never work underneath a vehicle if it is not adequately secured against rolling away.
- Make sure that the vehicle is on a horizontal and firm surface and that the wheels are blocked when working under the vehicle while the wheels are touching the ground.
- In addition, support the vehicle securely with suitable trestles when working under the vehicle. The jack is not sufficient for this task and can fail.

⚠ WARNING

High voltage of the electrical system can cause electric shocks and burns. This can result in serious or fatal injuries.

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.

Preparing the vehicle for working in the bonnet space

The following steps should always be carried out in the given order before working in the bonnet space:

1. Park the vehicle safely on a horizontal and firm surface *(→ Parking)*.
2. Secure the vehicle against rolling away.
3. 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.
4. Allow the engine to cool sufficiently.
5. Always keep other persons away from the bonnet space.

Opening and closing the bonnet



Fig. 1 In the footwell on the driver side: bonnet release lever (illustration).



Fig. 2 Above the radiator grille: bonnet control lever.

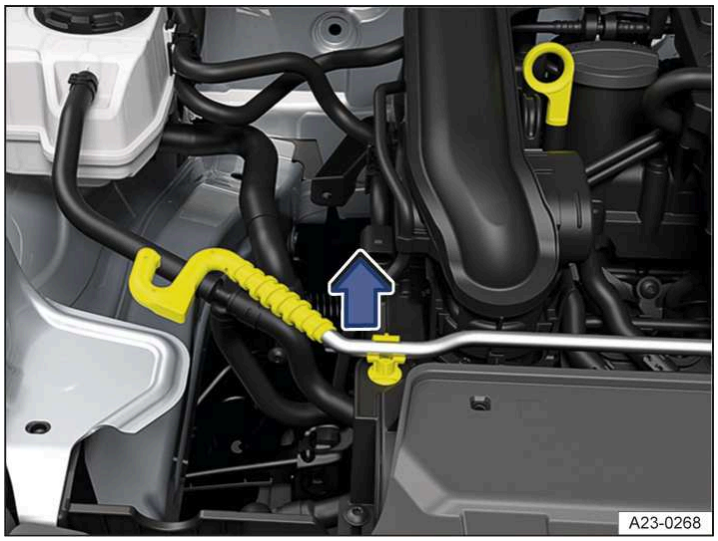


Fig. 3 In the bonnet space: bonnet stay in holder.



Fig. 4 On the bonnet: holder for bonnet stay.

Opening the bonnet

1. Open the driver door and pull the release lever in the direction of the 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 the arrow and insert it into the retainer for the bonnet stay → *Fig. 4*.

Closing the bonnet

1. Lift the bonnet slightly and hold →⚠.

2. Unhook the bonnet stay from the retainer for the bonnet stay → *Fig. 4* and push it into its holder → *Fig. 3*.

3. Let the bonnet drop into the catch of the lock carrier from a height of about 20 cm (about 8 inches) – do not press it down.

   The bonnet is flush with the body parts around it when it is closed properly →⚠.

⚠ WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can result in accidents and serious or fatal injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice while driving that the bonnet is not closed properly, park the vehicle safely and close the bonnet.

⚠ WARNING

Careless opening and closing of the bonnet can lead to serious injuries.

- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display for open bonnet



Fig. 5 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 →⚠.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. If necessary, lift the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

⚠ WARNING

Failure to observe displayed warnings can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.
- Do not drive on and seek expert assistance if the warning lamp does not go out.

Service fluids and consumables

All service fluids and consumables, e.g. coolant, engine oils and batteries, are being constantly further developed.

1. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

When work is performed on the fuel system, electrical discharge and flying sparks can cause fires and serious or fatal injuries.

- Always disconnect the 12-volt vehicle battery.
- Always have a fully functional and tested fire extinguisher to hand.
- Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.

⚠ WARNING

Service fluids can be toxic. Improper use and storage can cause serious or fatal injuries.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

WARNING

Service fluids and some materials in the bonnet space are highly flammable and can ignite upon contact with hot surfaces, sparks and naked flames. This can lead to a fire and cause serious or fatal injuries.

- Never smoke in the vicinity of the bonnet space.
- Never work in the direct proximity of sparks or naked flames.
- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Never spill service fluids onto the engine.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

Use of service fluids that do not correspond to the specification can cause serious malfunctions and damage the engine.

- When refilling or replacing service fluids, ensure that the service fluids correspond to the respective specification.
- Fill service fluids only into the filler openings intended for them.

Any service fluids leaks from the vehicle are harmful to the environment.

- Regularly check the ground underneath the vehicle.
- If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Any spilt service fluids must be disposed of properly and with respect to environmental legislation.

Washer fluid

Basic information

The washer fluid reservoir is located in the bonnet space.



Fig. 1 In the bonnet space: washer fluid reservoir cap (illustration).

The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.

1. The washer fluid level should be checked regularly and refilled as necessary.

Preparations

1. Prepare the vehicle for working in the bonnet space .
2. Open the bonnet.

Checking and refilling

1. Check whether there is enough washer fluid in the reservoir.

2. Use only clear water with a suitable alcohol-based windscreen washer fluid for refilling. Observe the mixture instructions on the packaging of the windscreen washer fluid →⚠, →ⓘ.
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.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling →ⓘ.

The filling quantity of the washer fluid reservoir is approx. 3.0 l to 6.0 l (approx. 3.1 to 6.3 qt) depending on the vehicle and equipment.

Do not use distilled water to refill the washer fluid reservoir. This is a prerequisite for enabling monitoring of the washer fluid level.

⚠ WARNING

Unsuitable additives in the washer fluid can leave an oily film on the vehicle windows. This can reduce visibility and increase the risk of accidents and can cause serious or fatal injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

ⓘ *NOTICE*

Use of an acidic cleaning agent can lead to damage and to failure of the washer jets.

- Never fill an acidic cleaning agent, e.g. a vinegar-based cleaner, into the washer fluid reservoir.

ⓘ *NOTICE*

Mixing different windscreen washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable alcohol-based windscreen washer fluids.
- Never mix different windscreen washer fluids with each other.

ⓘ *NOTICE*

When refilling windscreen washer fluid, dirt particles can enter the washer fluid reservoir if the strainer is damaged or not present. The washer jets could become clogged.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

Introduction to the topic

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 (approx. 1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 km (approx. 3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably before long journeys.

⚠ WARNING

Engine oil becomes extremely hot when the engine is running. If engine oil is handled without due care, this can cause serious burns to the body. This can result in serious or fatal injuries.

- Always allow the engine to cool down before performing any work with engine oil.

⚠ WARNING

Engine oil is toxic. Contact with engine oil, and especially ingestion of engine oil, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing engine oil.
- Seek medical attention if you have health problems after working with engine oil.
- Always keep engine oil out of the reach of children and only in the original sealed container. This also applies to used oil until it is disposed of.

- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the engine oil.
- Avoid regular contact with engine oil to avoid damaging the skin.
- Protect skin, face and especially eyes while working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Leaking or spilt engine oil can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Engine oil standards

Vehicles with an engine oil sticker

There is a sticker on the lock carrier at the front of the bonnet space that indicates which engine oil is to be used for filling → *Fig. 1*.



Fig. 1 Area for the engine oil sticker (illustration).

If you need to add engine oil, use an oil that complies with the specified engine oil standard and engine oil viscosity → *Fig. 2*.

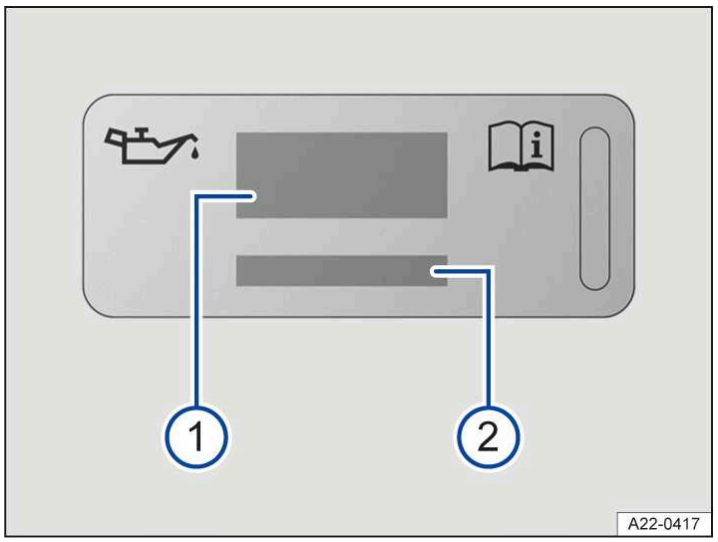


Fig. 2 Sticker showing the engine oil standard and engine oil viscosity (illustration).

1. Information about the engine oil standard.
2. Information about the engine oil viscosity.

If the specified engine oil → *Fig. 2* is used, the engine oil 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, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes of these standards are permitted.

It is recommended to have the oil change carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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)*.

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.
- Only in an emergency, top up with a maximum of 0.5 l (0.5 qt) engine oil of the engine oil standards mentioned differently.

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

Engine oil can cause environmental damage, severe burns or a fire if the engine oil is changed carelessly. This can result in serious or fatal injuries.

- Always allow the engine to cool down completely before changing the engine oil.
- Always wear eye protection when changing engine oil.
- 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.

NOTICE

Oil and filter changes require special tools and expert knowledge. Vehicle damage can result if this work is not carried out correctly.

- You should always have engine oil and filter changes performed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Engine oil can pollute the environment. Dispose of the engine oil in a proper and 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 bonnet space: engine oil filler opening cap (illustration).

To avoid an incorrect reading of the engine oil level, observe the following steps:

1. Park the vehicle safely on a horizontal and firm surface with the engine at operating temperature *(→ Parking)*.
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

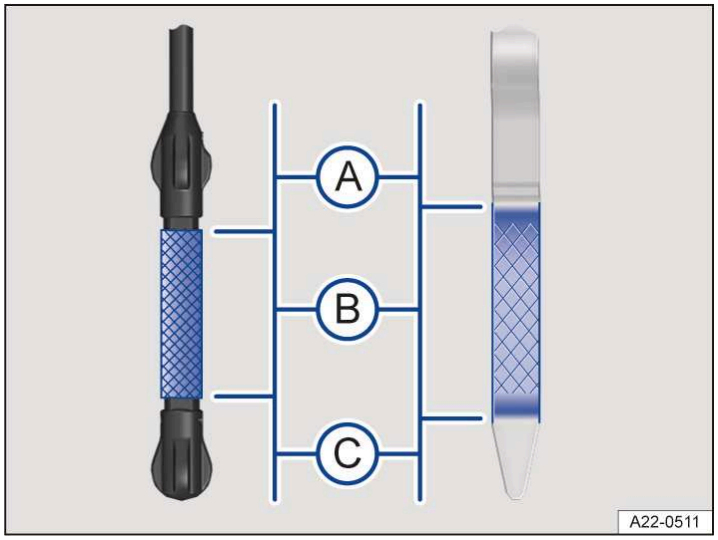


Fig. 2 Engine oil level markings on the oil dipstick (variants).

(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 is too high. Observe the messages on the instrument cluster display or seek expert assistance →⚠.

   (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

When adding engine oil, the engine oil can run out or overflow and ignite if it comes into contact with parts of the engine that are hot or can become hot. This can cause fires or burns. This can result in serious or fatal 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.
- Always use a suitable filling aid when adding engine oil.

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 from the dipstick again before refilling with a further small quantity of engine oil. After filling, the engine oil level should be in the middle of the area → *Fig. 2* (B).
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.

ⓘ *NOTICE*

If the engine oil level is too high after topping up and the engine is started, 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.

Displaying service information on the Infotainment system

You can access the current scheduled service event here when the ignition is switched on, the engine is not running, and the vehicle is stationary *(→ Service interval display)*.

After a service event, the service message will be updated after around five days or after you have driven around 500 km (around 311 miles). Until then, the Infotainment system screen shows **Inspection in --- km / --- days Oil change: in --- km / --- days**.

Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.

If you are not sure where the cap and oil dipstick are located, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

You should only carry out work on the cooling 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 →⚠. Have all work carried out by a suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Coolant is toxic. Contact with coolant, and especially ingestion of coolant, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing coolant.
- Seek medical attention if you have health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the original sealed container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant to avoid damaging the skin.
- Protect skin, face and especially eyes while working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

⚠ WARNING

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This can lead to the heating no longer working in the vehicle. Vehicle occupants with inadequate winter clothing could freeze to death.

- Make sure that the quantity of coolant additive is adjusted to the lowest expected ambient temperature at which the vehicle will be operated.
- Use only coolant additives that have been approved by the manufacturer.

Coolant and coolant additives can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

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 around -25°C (around -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 →(!).

NOTICE

The colour of the coolant results from mixing the violet 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 drive and cooling system.

- Use only coolant additives that have been approved by the manufacturer.
- Have the coolant replaced immediately by a suitably qualified workshop if it has a brown colour. Volkswagen recommends using an authorised Volkswagen repairer.
- When adding coolant additives, never mix genuine coolant additives with other coolant additives that have not been approved by Volkswagen.

NOTICE

The coolant must always have the correct mixture ratio. If the mixing ratio is not correct, serious malfunctions or damage to the drive and cooling system may result.

- Have the correct mixing ratio checked by a suitably qualified workshop and restored if necessary if there is any doubt about the mixing ratio. Volkswagen recommends using an authorised Volkswagen repairer.

Checking coolant level and refilling coolant

Preparations

1. Park the vehicle safely on a horizontal and firm surface *(→ Parking)*.
2. Allow the engine to cool down →⚠.
3. Open the bonnet.

The coolant expansion tank can be recognised by the red symbol on the cap *→ Fig. 1*.



Fig. 1 In the bonnet space: coolant expansion tank cap (illustration).

⚠ WARNING

Escaping hot steam or hot coolant and hot vehicle parts can cause severe burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the bonnet space.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the engine is hot. If the cap is opened carelessly, coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking coolant level



Fig. 2 In the bonnet space: markings on the coolant expansion tank (illustration).

The coolant may be above the marked area upon delivery of new vehicles or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as visibility of the fluid level in the coolant expansion tank may be obstructed. If the coolant level cannot be read exactly, contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

1. Check the coolant level at the side markings of the coolant expansion tank when the coolant is cold → *Fig. 2*. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking “min”. If the coolant is warm, the coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank →ⓘ.

Topping up coolant

1. Unscrew the lid carefully →⚠.
2. Add only new coolant in accordance with the Volkswagen specification up to the upper level marking. *(→ Coolant)*. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → *Fig. 2*.
3. Close the cap tightly.
4. Check the coolant level after one day. If the level of the coolant expansion tank drops below the “min” marking again, visit a suitably qualified workshop and have the cooling system checked. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer →ⓘ.

NOTICE

Coolant expands when it is heated. If coolant is added so that the level is above the marked area, excess coolant could escape and damage the vehicle.

- Do not fill coolant above the top edge of the marked area on the coolant expansion tank.

NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This could cause damage to the engine.

- Do not drive on.
- Do not add coolant.
- Seek expert assistance.

NOTICE

Use of water other than distilled water can cause considerable corrosion damage in the engine due to the chemical substances contained in the water. This can lead to failure of the engine.

- Refill only with distilled water!
- Have the fluid in the cooling system completely replaced by a suitably qualified workshop if you have not refilled with distilled water. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the engine.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the corresponding openings.

Troubleshooting

Coolant

The warning lamp lights up red. The coolant temperature is too high or the coolant level is too low.

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. Contact with brake fluid – particularly if swallowed – can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed brake fluid.
- Consult a doctor if you experience health problems after working with brake fluid.
- Always keep brake fluid out of the reach of children and only in the closed original container.
- Never store brake fluid in empty food containers, bottles or any other non-original containers as people finding these containers could drink the brake fluid in them.
- Avoid regular contact with brake fluid in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with brake fluid.
- Do not eat, drink or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Brake fluid that has leaked or been spilled will attack vehicle surfaces. The vehicle paintwork, plastic parts and tyres could be damaged as a result.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.
- Then rinse all components with sufficient amounts of water.

Brake fluid can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

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 authorised Volkswagen repairers.

If such a brake fluid is not available and another high-quality brake fluid must be used for this reason, a brake fluid can be used that meets the requirements of DIN

ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6.

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.

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 safely on a horizontal and firm surface *(→ Parking)*.
2. Open the bonnet.

Checking the brake fluid level



Fig. 1 In the bonnet space: cap of the brake fluid reservoir.

The brake fluid reservoir can be recognised by its cap → *Fig. 1*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container.

— If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— If the brake fluid is not between the min. and max. markings of the brake fluid reservoir, seek assistance from a suitably qualified workshop →⚠. Volkswagen recommends using an authorised Volkswagen repairer.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

⚠ WARNING

An overly low brake fluid level or unsuitable brake fluid can cause brake failure or reduced braking efficiency. This can result in accidents and serious or fatal injuries.

- Have the brake system and brake fluid level checked regularly.
- Make sure that the correct brake fluid is used.
- Use only brake fluid that is explicitly compliant with VW standard 501 14.
- Use a high-quality brake fluid according to DIN
  ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 only in exceptional cases if a brake fluid according to VW standard 501 14 is not available.
- ●

Changing the brake fluid

Suitably qualified workshops can provide information on the intervals for changing the vehicle's brake fluid. Volkswagen recommends using an authorised Volkswagen repairer.

— The brake fluid should be changed regularly.

— Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Old brake fluid can form vapour bubbles due to absorbed moisture when the brakes are subjected to heavy use and reduce the braking effect to the point of total failure. This can result in accidents and serious or fatal injuries.

- Have the brake fluid changed regularly.

- Have the brake system filled only with new brake fluid.

Troubleshooting

Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

Do not drive on! This can result in brake failure.

1. Stop the vehicle immediately as soon as it possible and safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and 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 →⚠.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Battery switch-off in an accident in which the airbag is triggered

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the electrical connection to the 12-volt vehicle battery is automatically disconnected pyrotechnically in the event of an accident in which the airbags are triggered. This prevents a short circuit. You can find further information on the location of the vehicle battery in the section *(→ 12-volt vehicle battery)*.

Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fire, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!

Always keep children away from electrolyte and the 12-volt vehicle battery!

Always observe the owner's manual!

⚠ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. This can cause severe injuries.

- Always read and observe the warnings on the 12-volt vehicle battery.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Always wear eye protection and protective gloves.
- Never short circuit battery terminals.
- All work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

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 vehicle 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.

System settings after battery replacement

System settings may have been changed or deleted if the 12-volt vehicle battery has been replaced or after jump starting.

1. Check the date and time and adjust if necessary.
2. Check the personal convenience settings and adjust and save if necessary.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in a proper and environmentally responsible manner and only at a collection point for used batteries, e.g. a recycling centre or specialist company.

Electrolyte can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is maintenance-free.

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.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the bonnet space.

Preparations

1. Prepare the vehicle for working in the bonnet space.
2. Wear eye protection and protective gloves.
3. Open the bonnet.

Checking the electrolyte level

WARNING

Battery acid is caustic. Contact with battery acid – especially if swallowed – can cause severe burns.

- Never open a 12-volt vehicle battery.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the gas vents.
- Protect the skin, face and especially the eyes while working with the 12-volt vehicle battery.
- Do not eat, drink or smoke when working on the 12-volt vehicle battery.
- Wash your skin with soap and water after working on the 12-volt vehicle battery.
- In case of acid contact on skin and hair, remove all soiled or soaked clothing and wash skin and hair with water. Consult a doctor.
- If acid comes into contact with the eyes, rinse the affected area gently with water for a few minutes. Then consult a doctor immediately.
- Drink plenty of water immediately and swallow activated charcoal if you have swallowed acid. Consult a doctor immediately.
- Leave the danger area and breathe fresh air if you have inhaled acid mist. Consult a doctor immediately.

WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

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 an authorised Volkswagen repairer.

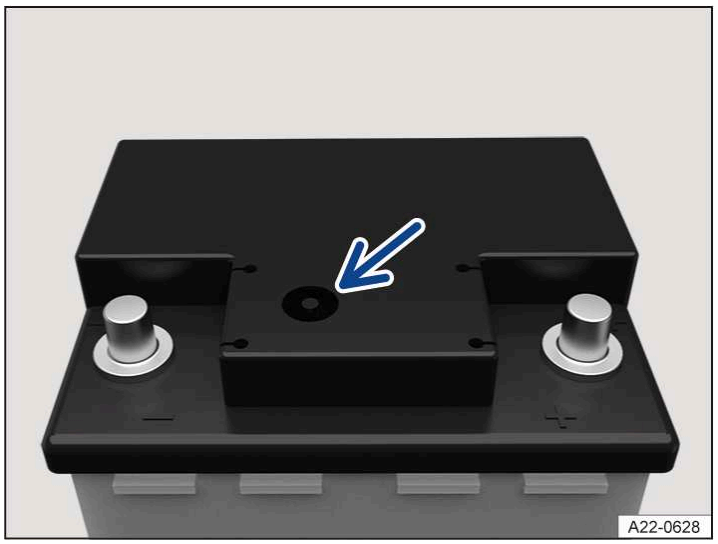


Fig. 1 On the top of the 12-volt vehicle battery: battery window (illustration).

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*.

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 an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using an authorised Volkswagen repairer.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a suitably qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠. Volkswagen recommends using an authorised Volkswagen repairer.

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. For component information on size and the required maintenance, capacity and safety features, please contact a suitably qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using an authorised Volkswagen repairer. 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 suitably qualified workshops 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 around 15 km/h to 20 km/h (around 10 mph to 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 exterior lighting is 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.

Troubleshooting

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

Use of a 12-volt vehicle battery that does not have the same specifications and dimensions as the factory-fitted 12-volt vehicle battery can lead to short circuits or cause a fire. This can result in serious or fatal injuries.

- Always use a maintenance-free and leak-proof 12-volt vehicle battery that has the same specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

Improper mounting of 12-volt vehicle batteries can lead to short circuits or cause a fire. This can result in serious or fatal injuries.

- Always secure the 12-volt vehicle battery at the mounting points provided in the vehicle.
- Fit all covers necessary for the vehicle on the battery again.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged. Sparks or naked flames can ignite the explosive gas mixture. This can result in serious burns.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Keep sparks and naked flames away from the 12-volt vehicle battery.

WARNING

If the hose for the central gas venting system is not correctly secured on the 12-volt vehicle battery, the highly explosive gas mixture that is produced during vehicle operation can enter the vehicle interior. The explosive gas can ignite and cause serious or fatal injuries.

- In vehicles with the 12-volt vehicle battery in the vehicle interior or luggage compartment, make sure that the hose for the central gas venting system is connected properly to the 12-volt vehicle battery. The vent line must always be attached on the negative terminal side of the 12-volt vehicle battery.
- Always make sure that the opening on the positive terminal side of the 12-volt vehicle battery is sealed.

CAUTION

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Acid can leak from a 12-volt vehicle battery that has frozen and then thawed again. This can cause injuries and damage to the vehicle in the long term.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has ever frozen.

CAUTION

Incorrectly connected cables can cause a short circuit. This can damage the vehicle electronics system and cause injuries.

- First connect the positive cable and then the negative cable.

NOTICE

If the 12-volt vehicle battery is disconnected or connected when the ignition is switched on or when the engine is running, this can result in damage to the electrical system and electronic components and electrical malfunction can occur.

- Never connect or disconnect the 12-volt vehicle battery if the ignition is switched on or the engine is running.

NOTICE

If accessories that supply electric power are connected to the 12-volt socket to charge the 12-volt vehicle battery, this can damage the electrical system and the electronic components and lead to electrical malfunctions.

- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.

12-volt power supply

The warning lamp lights up red.

Do not drive on! Possible failure of the electrical system.

A message is shown on the instrument cluster display.

1. Stop the vehicle immediately in a safe place.
2. Switch off any electrical consumers that are not required.
3. Stop the engine and 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 with information on the charge level of the 12-volt vehicle battery is shown on the instrument cluster display.

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.

A message with information on the 12-volt power supply is shown on the instrument cluster display.

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

Wheels are the most heavily loaded and most underestimated parts of a vehicle. Wheels 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 an authorised Volkswagen repairer.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

Declaration of conformity for wheels and tyres

Applies only in India: Tyres fitted in the vehicle meet the requirement of BIS and comply with the requirements under the Central Motor Vehicle Rules (CMVR), 1989.

WARNING

Incorrect handling of wheels can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never exceed the top speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Never loosen the bolts on wheel rims with bolted-on rim rings.
- Only carry out work on wheels yourself if you have the necessary knowledge and tools.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. Therefore, drive with appropriate caution during the first 600 km (370 mi).
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. If you are unsure whether it is possible to continue driving safely, seek expert assistance.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Do not use tyres or wheel rims if you do not know their history. Used tyres and wheel rims could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Have worn or damaged tyres replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

⚠ WARNING

Improper mounting of the tyre on the rim can cause the rim to be damaged and the tyre to suddenly lose air or burst while driving.

This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

— There is an increased risk of damage to the tyres and wheel rims on poor and unsurfaced roads and when driving offroad, particularly if the vehicle is fitted with low-profile tyres.

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

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.
This can cause serious accidents and fatal injuries.
- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place.

— Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre lettering and tyre type)*.

⚠ WARNING

Old tyres can suddenly lose air or burst, especially at high speeds.
This can cause serious accidents and fatal injuries.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

New tyres

— Drive particularly carefully for the first 600 km (370 mi) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency →⚠.

— All wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.
This can lead to loss of vehicle control, serious accidents and fatal injuries.
- Run in new tyres. Drive with appropriate caution during the first 600 km (370 mi).

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— The vehicle 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 an authorised Volkswagen repairer.

— 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 →⚠.

⚠ WARNING

Wheels must have the necessary clearance. If there is no clearance, the tyres may come into frictional contact with parts of the running gear, bodywork and brake lines.

This can lead to failure of the braking system, detachment of the tread surface, tyre bursting and thus serious accidents and fatal injuries.

- Only use tyres whose dimensions are not larger than the dimensions of the tyre brands approved by Volkswagen and which do not rub against parts of the vehicle.

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

Dirt can damage the valves and cause them to leak so that the tyre loses air.

If the tyre pressure is too low, it is possible that the tyre will heat up to such an extent when driving that this can result in tread separation and the tyre bursting, which can cause serious accidents and fatal injuries.

- Never drive without valve caps.

NOTICE

Driving over potholes and kerb edges can deform the tyres.

This can cause damage to the tyres and wheel rims.

- Avoid strong impacts and drive around obstacles if possible.

NOTICE

When swapping to other wheels, the valves can be damaged.

- Do not drop dismounted wheels on the rim.

Old tyres should be disposed of properly and as required by legislation.

If the spare wheel is not the same as the tyres that are mounted on the vehicle – for example, in the case of winter tyres or a temporary spare wheel – use the spare wheel in the event of a tyre failure only for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Handling wheel rims

Avoid damaging wheel rims

— Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Replace missing dust caps on the valves immediately.

— Check the tyre pressure regularly.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rim rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and may be repaired only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

— Seal of conformity.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

- Never loosen the bolts on wheel rims with bolted-on rim rings.
- Have all work on wheel rims with bolted-on rings carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

— Check the tyre pressure of the spare wheel or temporary spare wheel 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. 2*.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the Tyre Pressure Monitoring System.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

— If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 1* or inside the tank flap.



Fig. 1 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the tank flap).

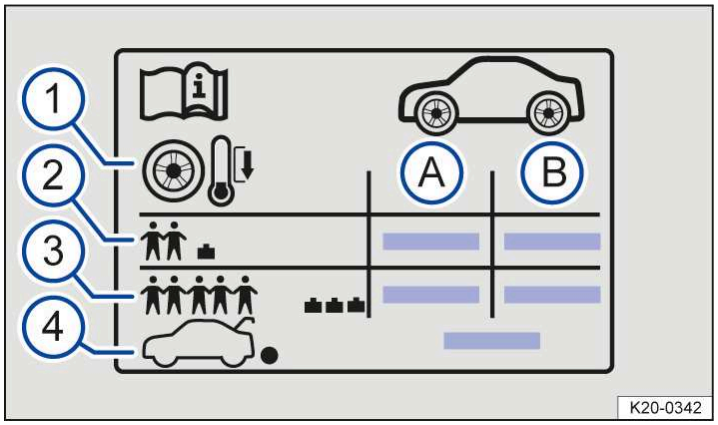


Fig. 2 Symbols on the tyre pressure sticker.

(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) Tyre pressure for full load.

(4) *Vehicle-dependent:* tyre pressure for the spare wheel, collapsible spare wheel or temporary spare wheel.

The appearance of the sticker may differ between vehicles. It may contain additional tyre sizes that are not approved for your specific vehicle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask an authorised Volkswagen repairer.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → *Fig. 2*. The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

⚠ WARNING

Underinflation can cause the tyre to suddenly lose pressure while the vehicle is motion, the tread to peel off or the tyre to burst. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

Incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month, and before every long journey.
- Always adjust the tyre pressure to the corresponding load condition.
- Never reduce the increased tyre pressure of warm tyres.

⚠ WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

NOTICE

Careless handling of the tyre pressure gauge can damage the valve.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Underinflated tyres will result in increased fuel consumption.

Tyre pressure for the spare or temporary spare wheel

Depending on equipment, the vehicle may be delivered from the factory with different variants of a spare wheel or temporary spare wheel:

Full spare wheel

The full spare wheel is a wheel whose size and tread correspond to that of the normal tyres. The tyre pressure for the full spare wheel correspond to the tyre pressure of the normal tyres and is specified on the tyre pressure sticker *(→ Tyre pressure)*.

Space-saver spare wheel



Fig. 1 Space-saver spare wheel.

The space-saver spare wheel can be recognised by a sticker and the inscription “80 km/h” or “50 mph” *→ Fig. 1*. 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. Even if the space-saver spare wheel is a normal wheel, it must be used only in the event of a breakdown and for a short time.

The tyre pressure for the space-saver spare wheel is 3.5 bar (51 psi / 350 kPa).

Temporary spare wheel



Fig. 2 Temporary spare wheel.

The temporary spare wheel consists of a special wheel rim that has a significantly narrower tyre than the normal tyres.

The temporary spare wheel can be recognised by a sticker and the inscription “80 km/h” or “50 mph” *→ Fig. 2*. 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.

The tyre pressure for the temporary spare wheel is 4.2 bar (61 psi/420 kPa).

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 thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked. Never grease or oil the wheel bolts or the threads of the wheel hubs.

Tightening torque for wheel bolts

The tightening torque for wheel bolts is specified in the chapter Changing a wheel *(→ Wheels and tyres)*.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

Rotating wheels

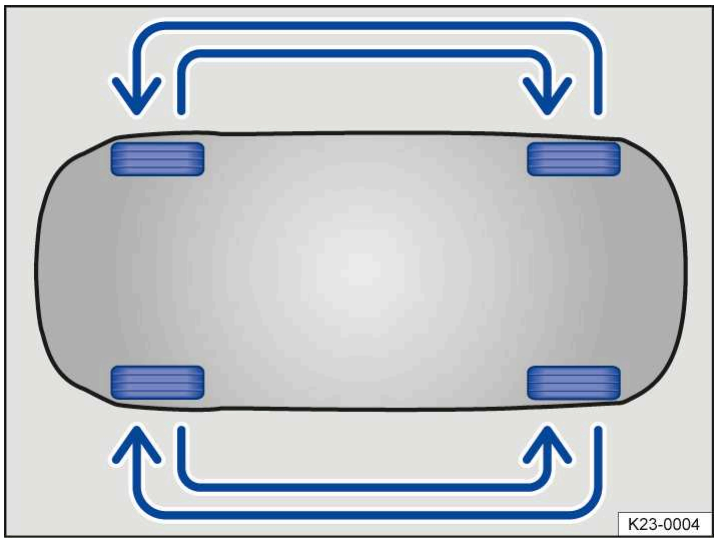


Fig. 1 Diagram showing how to swap wheels (illustration).

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-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

Tyre wear due to sporty driving

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

If you drive with a sporty driving style, check the tread depth every 5,000 to 10,000 km (around 3,107 to 6,214 mi).

Tread wear indicators in tyres



Fig. 1 In the tread grooves: 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*.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

The tread wear indicators of all tread grooves must be checked when the tread depth is checked.

⚠ WARNING

Worn tyres are a safety risk and make it difficult to control the vehicle well. They also increase the braking distance and the risk of skidding.

Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle will be more at risk of aquaplaning.

Worn tyres can lead to loss of control over the vehicle, serious accidents and fatal injuries.

● Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to models with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (around 5/32 in).

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.

— Only use winter tyres that have the same belt type, size and the same tread pattern .

— Observe the maximum speed permitted by the speed rating.

Speed limitation

Winter tyres have a speed limit depending on the speed rating *(→ 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 suitably qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The improved vehicle handling as a result of winter tyres on wintry roads does not constitute a reason to take safety risks, as this may result in loss of vehicle control and serious injuries.

● Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after changing to winter tyres *(→ Tyre Pressure Loss Indicator)*.

The speed limit and load capacity of winter tyres may differ from those of summer tyres.

Ask a suitably qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using an authorised Volkswagen repairer.

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 rim combinations:

Tyre size	Wheel rim
195/60 R16	6J x 16 ET35

Use only snow chains with fine-pitch links that do not protrude by more than 13.5 mm (around 17/32 in), including the tensioner.

Volkswagen recommends that you ask a suitably qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using an authorised Volkswagen repairer.

Snow chains may only be used on tyre and wheel rim combinations that are approved for driving with snow chains.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions of the snow chain manufacturer.
- When snow chains are fitted, never exceed the maximum speed specified by the snow chain manufacturer or the legally permitted maximum speed.

NOTICE

If snow chains are used on road sections where there is no snow, they will adversely affect the vehicle handling and damage the tyres and will also be quickly destroyed.

- Always remove the snow chains on road sections where there is no snow.

NOTICE

Snow chains that are in direct contact with the wheel rim can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Troubleshooting

Damage to tyres and wheel rims is often hidden →⚠.

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right when driving or there are unusual vibrations. This can be a sign of tyre damage or inadequate tyre pressure.

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 suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

Wheel bolts are difficult to undo

The wheel bolts can corrode over the course of time. This makes it difficult to undo the wheel bolts.

1. Seek expert assistance or drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

Tyre damage can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

- Check the tyres and wheel rims for damage, e.g. holes, cuts, cracks and bulges.
- 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 an authorised Volkswagen repairer.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver when the tyre pressures are too low.

The Tyre Pressure Loss Indicator is a Tyre Pressure Monitoring System and uses data from the ABS

sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels when the vehicle is in motion.

If a tyre loses air or the tyre pressure is too low, the rolling circumference decreases and the speed of rotation increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) indicator lamp in the instrument cluster.

The following situations can also lead to a change in the speed of rotation:

— If the tyre pressure has been changed.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Monitoring System (!) 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 tyre sizes approved by Volkswagen for the vehicle type can be found on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

Reference pressure

The reference pressure for the Tyre Pressure Monitoring System is the recommended tyre pressure for cold factory-fitted tyres. 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 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 Pressure 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 Pressure Monitoring System does not give any warning that the tyre pressure is too low.

The Tyre Pressure 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 indicator 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 Pressure Monitoring System indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Monitoring System can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Monitoring System is functioning properly *(→ Tyre Pressure Loss Indicator)* .

⚠ WARNING

The Tyre Pressure Monitoring System is not a substitute for the full concentration of the driver and operates only within the limits of the system. The Tyre Pressure Monitoring System cannot detect all driving situations and may not react at all or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention, and do not rely exclusively on the Tyre Pressure Monitoring System. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)*.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.

⚠ WARNING

If the vehicle is driven with a tyre pressure that is too low, the tyre could heat up to such an extent that the tread becomes detached and the tyre bursts. This could cause the driver to lose control of the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, reduce vehicle stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the Tyre Pressure Monitoring System. If the (!) indicator lamp lights up, stop immediately in a place that is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The Tyre Pressure Monitoring System cannot function correctly unless all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest suitably qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*. Volkswagen recommends using an authorised Volkswagen repairer.
- Always adapt the Tyre Pressure Loss Indicator correctly *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

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 tyre pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the Tyre Pressure Monitoring System. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

This also applies to the tyre pressure of the spare wheel or temporary spare wheel.

The recommended tyre pressure for the tyre sizes approved by Volkswagen for the vehicle type can be found on the tyre pressure sticker *(→ Tyre pressure)*.

Malfunction not remedied

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Delayed display or no display

In the following situations, the Tyre Pressure Loss Indicator may not display anything or may react with a delay:

— Driving with snow chains.

— Driving on snow-covered or icy roads or unsurfaced roads.

— With sporty driving.

Adapting the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be adapted again under the following conditions:

— If the tyre pressures have been changed.

— If one or more wheels have been changed.

— If the wheels have been swapped round, e.g. from front to rear *(→ Wheels and tyres)*.

The Tyre Pressure Loss Indicator may only be adapted again if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. Before measuring the tyre pressure on a cold tyre, park the vehicle for 1 hour out of direct sunlight.

In the event of a low tyre pressure warning, you cannot calibrate the Tyre Pressure Loss Indicator until you have met one of the following two conditions:

— Switch the ignition off and then back on again.

— Wait for 60 seconds with the engine running and the vehicle stationary.

1. 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.
2. If present, tap Settings.
3. Tap Tyres.
4. Tap SET.
5. When all four tyre pressures correspond to the required values, tap Confirm.

   The (!) indicator lamp flashes for around 6 seconds. An acoustic signal also sounds and a text message is displayed on the instrument cluster display.

   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.

If the (!) indicator lamp flashes for around 6 seconds without the Tyre Pressure Loss Indicator having been newly adapted beforehand, go immediately to the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the Tyre Pressure Loss Indicator is adapted when the tyre pressure is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or not issue a warning even though the tyre pressure is dangerously low.

This can result in accidents and serious or even fatal injuries.

- Make sure that the tyre pressure of all tyres is correct before adapting the Tyre Pressure Loss Indicator.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Stop the vehicle immediately in a place that is safe from traffic.
2. Check the tyres for visible damage.
3. If the tyres are not visibly damaged, drive slowly to the nearest filling station and check the tyre pressures. Adjust the tyre pressures if necessary.
4. If a tyre is damaged, replace the damaged wheel . Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate .
5. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
6. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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. Stop the vehicle immediately in a place that is safe from traffic.
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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the vehicle is delivered from the factory with a jack, this must be used only if one wheel on the vehicle 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, the factory-supplied jack must not be used. Instead, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The following steps must be carried out in order to change a wheel.

1. Prepare vehicle for the wheel change *(→ Changing a wheel)*.
2. Vehicle- and equipment-dependent: remove subwoofer *(→ Subwoofer)*.
3. Remove spare wheel *(→ Spare wheel and temporary spare wheel)*.
4. Remove wheel cover or wheel bolt caps *(→ Wheel cover)* *(→ Wheel bolt caps)*.
5. Loosen the wheel bolts *(→ Wheel bolts)*.
6. Jack up the vehicle *(→ Jack)*.
7. Remove the damaged wheel and fit the spare wheel or temporary spare wheel *(→ Wheels and tyres)*.

⚠ WARNING

Changing a wheel at the side of the road can be dangerous.

If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Stop the vehicle as soon as possible and when safe to do so.
- To reduce the risk of unintentional vehicle movement, park the vehicle properly at a safe distance from moving traffic *(→ Parking)*.
- Apply the handbrake firmly.
- Move all vehicle occupants and particularly children so that they are at a safe distance from the work area and away from moving traffic.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- Jack up the vehicle only on a flat and firm surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use an anti-slip surface covering, such as a rubber mat, to prevent the jack from slipping on a slippery surface (e.g. a tiled floor).
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel →⚠:

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking *(→ Parking)*. The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
7. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
8. Remove any items of luggage from the luggage compartment.
9. Remove the collapsible spare wheel, spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Removing and installing the subwoofer

The subwoofer must be removed before the spare wheel can be taken out.

Removing the subwoofer

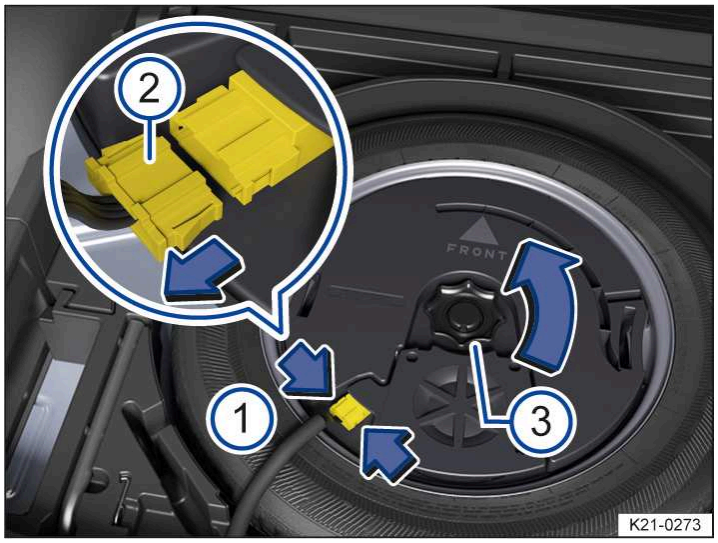


Fig. 1 In the luggage compartment: removing the subwoofer

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor.
3. To release the connector → *Fig. 1* (2), press the lugs together (arrows (1)).
4. Pull off the connector → *Fig. 1* (2) as shown by the arrow, and place the disconnected electrical cable to one side.
5. Unscrew handwheel → *Fig. 1* (3) in the direction of the arrow.
6. Lift out the subwoofer carefully.

Installing the subwoofer

1. Place the subwoofer carefully in the rim base. The tip of the arrow symbol “FRONT” on the subwoofer must face forwards.
2. Plug in connector → *Fig. 1* (2) until it audibly engages.
3. Screw the handwheel → *Fig. 1* (3) onto the threaded pin in the opposite direction to the arrow until the subwoofer is secured in place.
4. Fold the luggage compartment floor back down or insert in position.
5. Close the boot lid.

NOTICE

The subwoofer could be damaged if any liquids get into the luggage compartment.

- Remove any liquids that have leaked out immediately, e.g. with a dry cloth.

Removing the spare wheel or temporary spare wheel



Fig. 1 Under the luggage compartment floor: cover over the spare wheel or temporary spare wheel.



Fig. 2 Under the luggage compartment floor: spacer and spare wheel or temporary spare wheel.

Removing the spare wheel or temporary spare wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor.
3. Lift up the floor covering, if present, 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. If the removed wheel fits into the spare wheel well: place the removed wheel into the spare wheel well with the front side of the wheel rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.

If the replaced wheel does not fit into the spare wheel well, stow the wheel securely on the luggage compartment floor in the luggage compartment.

2. Screw the handwheel → *Fig. 2* (2) clockwise onto the threaded pin until the replaced wheel is firmly secured.
3. Depending on equipment: insert spacer → *Fig. 2* (1) in the handwheel.
4. Fit cover → *Fig. 1*.
5. Return the vehicle toolkit to the container and stow the container in the luggage compartment.
6. If present, place the floor covering in the luggage compartment.
7. Fold down or replace the luggage compartment floor.
8. Removed full-size spare wheel: stow spare wheel securely in the luggage compartment.
9. 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, but 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, serious accidents and cause fatal 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.
- If the spare wheel tyre is not the same as the tyres on the vehicle or you are using a temporary spare wheel, never drive faster than 80 km/h (50 mph).
- 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 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 use more than one temporary spare wheel at a time.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the spare wheel or 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 .

Removing and fitting wheel covers

Removing wheel covers



Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this *→ Fig. 1*.

Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt *(→ Wheels and tyres)*.
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check that the wheel cover has engaged securely around the entire circumference.

WARNING

Incorrectly fitted hubcaps can interrupt or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

This can cause serious accidents and fatal injuries.

- Check that the cutout for the tyre valve in the wheel cover is located in the correct position.
- Check that the wheel cover has engaged securely around the entire circumference.

NOTICE

The wheel cover may be bolted on and can be damaged if it is pulled off.

- Do not use force to pull off wheel covers that are bolted on.

Removing and fitting the wheel bolt caps

Removing the caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap.
3. Use the hook to pull off the cap in the direction of the arrow → *Fig. 1*.

Fitting the caps

1. Press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. This cap only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Loosening wheel bolts



Fig. 1 Loosening wheel bolts.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

1. Fit the box spanner over the wheel bolt as far as it will go.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise →⚠.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise →⚠.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

⚠ WARNING

If the wheel bolts are removed or undone by more than one turn before the vehicle is raised with the jack, the wheel can fall off and the vehicle could tip as a result.

This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body, e.g. your arm, underneath the vehicle while you are loosening the wheel bolts.

Lifting the vehicle with the jack

Jacking points



Fig. 1 On the sill: markings for the jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body →*Fig. 1*. Always use the jacking point closest to the wheel that is being changed →⚠.

Applying the jack

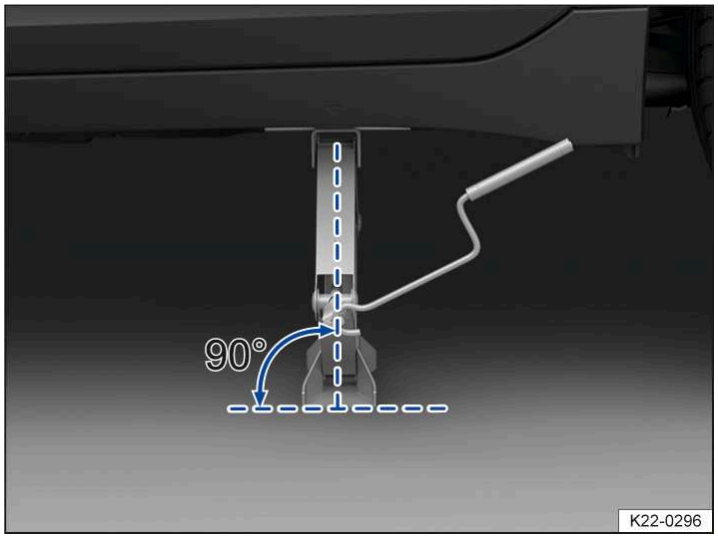


Fig. 2 Correct alignment of the jack.

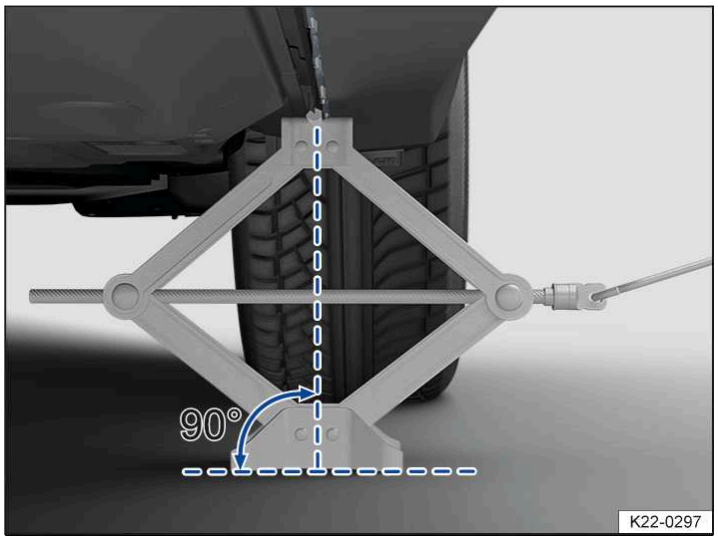


Fig. 3 At the rear left-hand side of the vehicle: jack applied.

Checklist

For your own safety, carry out the following points in the specified order →⚠:

1. Insert the hand crank into the opening on the jack.
2. Find the jacking point under the vehicle → *Fig. 1* which is closest to the wheel that is being changed.
3. Crank up the jack until it just fits under the jacking point of the vehicle.
4. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the jacking point → *Fig. 2* and → *Fig. 3*.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 3*.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to serious or fatal injury.

- Never jack up the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when the engine is running.
- 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.
- Jack up the vehicle only on a flat and firm surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use a non-slip base such as a rubber mat to prevent the jack from slipping on a smooth surface, such as a tiled floor.
- Never place any part of your body, e.g. your arm, underneath the vehicle if the latter is only supported by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel



Fig. 1 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

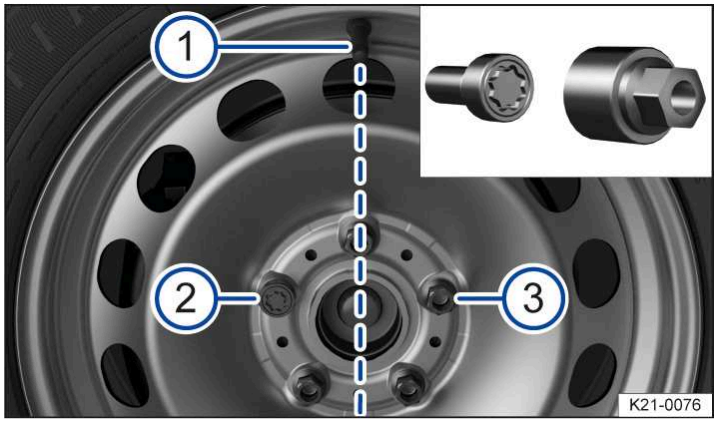


Fig. 2 Correct position of the anti-theft wheel bolt.

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Use the adapter to screw the anti-theft wheel bolt clockwise to the correct position and tighten it slightly.

   On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the position of the tyre valve (1). The wheel cover can otherwise not be fitted.
4. Screw in wheel bolts in a clockwise direction, and tighten them slightly.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten every wheel bolt securely in a clockwise direction →⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit caps or hubcap *(→ Wheel cover)* *(→ Wheel bolt caps)*.

After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.

2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked as soon as possible at the nearest qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
4. The damaged tyre should be replaced as soon as possible.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 120 Nm (88 ft-lbs).

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

WARNING

If the wrong wheel bolts are used, the wheel bolts can come loose while driving and lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.

After changing a wheel, the indicator lamp for the Tyre Pressure Monitoring System may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction to the topic

You can use the breakdown set to temporarily seal a tyre securely if the tread has been damaged by a foreign body or a puncture up to around 6 mm (around 15/64 in) 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 know 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 -30 °C (-22 °F).

— If there are cuts or punctures in the tyre that are larger than 6 mm (around 15/64 in).

— 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

The use of breakdown sets at the edge of the road can be dangerous.

If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the vehicle at a safe distance from moving traffic *(→ In an emergency)* *(→ Parking)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

⚠ WARNING

Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.

Excessive loads on the sealed tyre can cause serious accidents and fatal injuries.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ CAUTION

The sealant can be harmful if it comes into contact with the skin.

- It the sealant comes into contact with your skin, remove it from your skin immediately with a cloth or other suitable object.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Preparing the vehicle

Checklist

Always carry out the following actions in the given order →⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a flat and firm surface. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
6. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
7. Remove any items of luggage from the luggage compartment.
8. Take the breakdown set out of the luggage compartment.
9. Do not remove the foreign object, e.g. a screw, from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Sealing and inflating tyres

The breakdown set is located underneath the floor covering in the luggage compartment.

Sealing a tyre

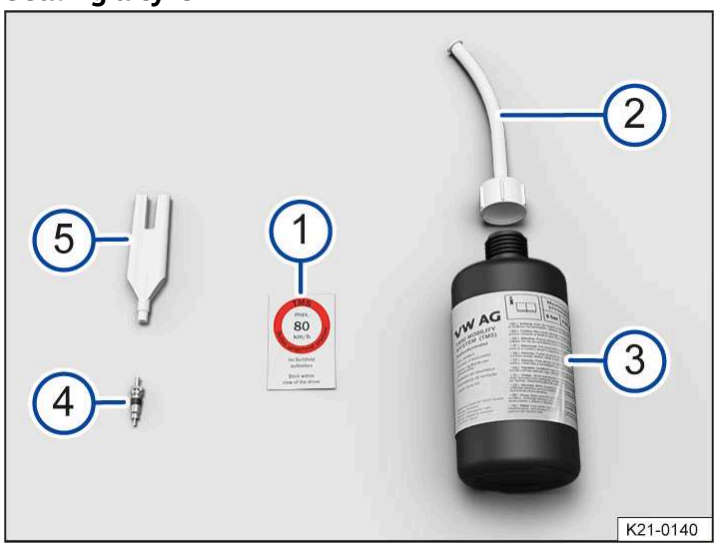


Fig. 1 Contents of the breakdown set (illustration).

(1) Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
(2) Tyre sealant tube with plug.
(3) Tyre filler bottle.
(4) Spare valve core.
(5) Valve core extractor.

There is a slot for the valve core on the lower end of the valve core extractor → *Fig. 1* (5). This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core (4).

1. Take the sticker from the breakdown set → *Fig. 1* (1) and stick it on the dash panel within the driver’s field of vision.
2. Unscrew the cap from the tyre valve.
3. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.
5. Screw the tyre sealant tube → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
6. Remove the plug from the filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

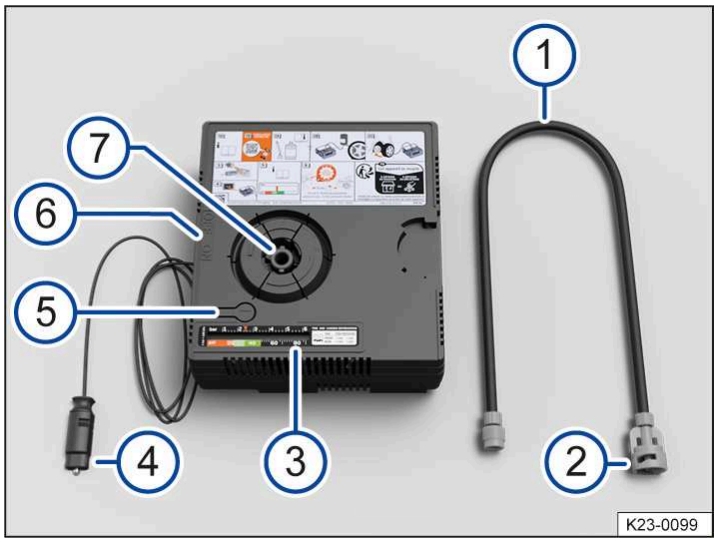


Fig. 2 Compressor in the breakdown set (illustration).

1. Tyre filler hose.
2. Wing nut.
3. Tyre pressure display.
4. 12-volt plug.
5. Air bleed button.
6. ON/OFF switch.
7. Mount for tyre filler hose.

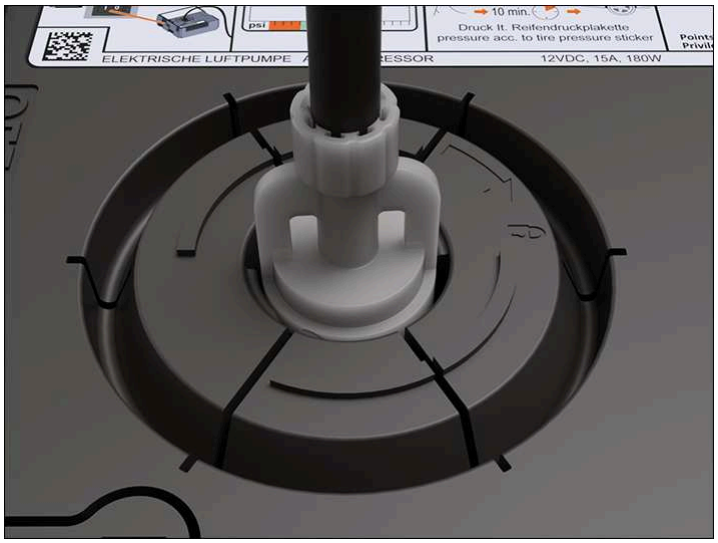


Fig. 3 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Remove the tyre filler hose → *Fig. 2* (1) from the rear of the compressor.
2. Insert the tyre filler hose → *Fig. 2* (1) with the wing nut (2) into the mount for the tyre filler hose (7) so that the wing nut is pointing to 🔓.
3. Turn the wing nut → *Fig. 2* (2) in clockwise direction until the wing nut is pointing to 🔒 → *Fig. 3*.
4. Screw the tyre filler hose → *Fig. 2* (1) of the compressor tightly onto the tyre valve.
5. Start the engine and let it run.
6. Insert the 12-volt plug → *Fig. 2* (4) into one of the vehicle's 12-volt sockets *(→ Sockets)*.

7. Switch on the compressor with the ON/OFF switch → *Fig. 2* (6).
8. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa).
9. Switch off the compressor.

If a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle approximately 10 metres (approximately 33 ft) so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on → ⚠. Seek expert assistance.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on at a speed of no more than 80 km/h (50 mph) once a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 2* (1) 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 an authorised Volkswagen repairer.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The tyre filler hose and compressor can become hot when inflating the tyre and cause burns if touched.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot compressor on any inflammable materials.
- Allow the tyre filler hose and compressor to cool down before you stow them.

⚠ WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving.

This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on and seek expert assistance instead.
- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or less after driving for 10 minutes. Seek expert assistance instead.

Tyre labelling and tyre type

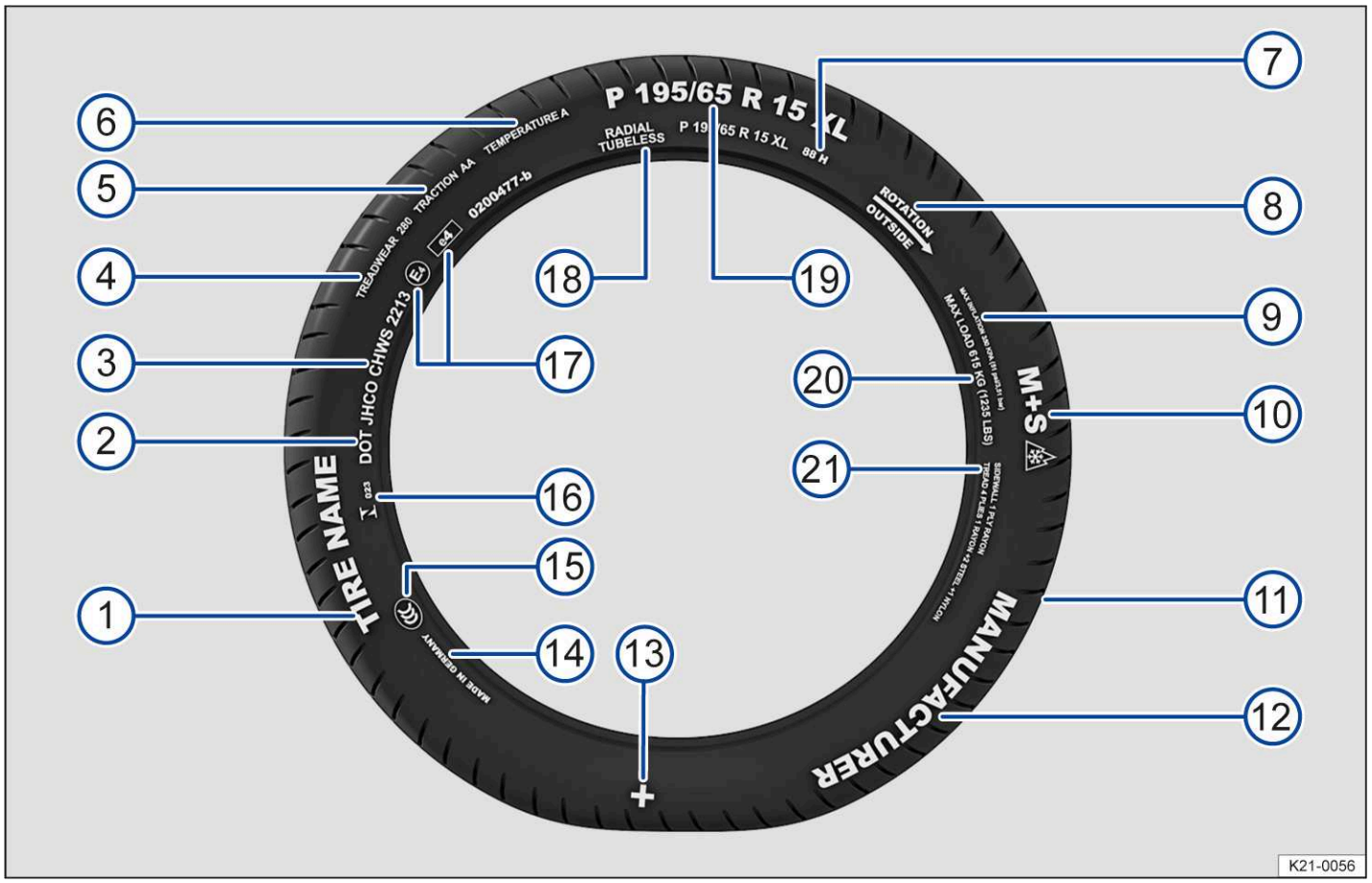


Fig. 1 International tyre labelling.

→ *Fig. 1* Tyre labelling (example), meaning			
1	*Product name*	Individual tyre designation of the manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2,213	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	

→ *Fig. 1* Tyre labelling (example), meaning			
		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 rating → *Speed rating*.	
8	Rotation and arrow	Denotes direction of rotation of the tyres → *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-specific identification for China (China Compulsory Certification).	
16	023	Country-specific identification for Brazil.	
17	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*, tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.	
18	RADIAL TUBELESS	Tubeless radial tyre.	
19	P 195 / 65 R 15 XL	Size designation:	
		P	Identification for passenger vehicle.
		195	Tyre width from wall to wall in mm.
		65	Aspect ratio in %.
		R	Tyre construction: radial.
		15	Rim diameter in inches.
		XL	Heavy-duty tyres (extra load tyres).
20	MAX LOAD 615 KG (1,235 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 labelling 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.

Maximum load and speed range for tyres

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg (936 lbs)

81

462 kg (1,018 lbs)

83

487 kg (1,073 lbs)

85

515 kg (1,135 lbs)

87

545 kg (1,201 lbs)

88

560 kg (1,234 lbs)

91

615 kg (1,355 lbs)

92

630 kg (1,388 lbs)

93

650 kg (1,433 lbs)

95

690 kg (1,521 lbs)

97

730 kg (1,609 lbs)

99

775 kg (1,708 lbs)

100

800 kg (1,763 lbs)

101

825 kg (1,818 lbs)

102

850 kg (1,873 lbs)

103

875 kg (1,929 lbs)

104

900 kg (1,984 lbs)

Speed rating

The speed rating 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

Vehicles in the EU and the EU user states are issued an EC Certificate of Conformity. The EC Certificate of Conformity details the size, diameter, tyre load 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 an authorised repairer. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some countries. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using an authorised repairer.

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 an authorised repairer.

⚠ WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Fixed service interval or flexible service interval

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 an authorised Volkswagen repairer.

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 and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer. 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 bonnet space.

— 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

Depending on the operating conditions and vehicle equipment such as engine type, gearbox or fluid used, some maintenance work must be performed on your vehicle in addition to the inspection work. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

— 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 suitably qualified workshop always has the latest information about any changes. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer. Follow the application instructions on the packaging.

⚠ WARNING

Improper care, impregnation and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use suitable cleaning agents. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

⚠ WARNING

Improper cleaning of the vehicle can cause serious injuries.

- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.
- Use cleaning agents only in accordance with the manufacturer's instructions.

⚠ WARNING

Dirty, misted-up or iced-up windows reduce visibility and can prevent the safety features of the vehicle from functioning properly. This can result in accidents and serious or even fatal injuries.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic, highly flammable and caustic. Improper use of care products or the use of unsuitable care products can cause burns and poisoning and can lead to accidents and serious or fatal injuries.

- Observe the instructions supplied with the product.
- Store care products only in the closed original container.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, fuel, nail varnish remover or other volatile fluids for vehicle care.

NOTICE

Contamination with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, e.g. even if left for only a short time on seat covers or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information →ⓘ , →⚠.

⚠ WARNING

After a car wash, the braking action may be delayed as the brake discs and brake pads will be wet, or iced up in winter. The braking distance will increase as a result. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carry out a few careful braking operations to dry the brakes and remove any coating of ice when visibility, weather, road and traffic conditions permit.

ⓘ *NOTICE*

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always observe the described tasks for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

ⓘ *NOTICE*

Wet components can freeze in cold weather and this may prevent them from functioning properly.

- Never aim a water jet directly at doors or the boot lid in cold weather.

Removing stubborn dirt on matt paint

— Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.

— Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.

— Spray grease and fingerprints with a special cleaner for matt paint and rub off with a soft microfibre cloth.

— Rinse off petrol residue immediately with plenty of water.

Automatic car washes

ⓘ *NOTICE*

Washing the vehicle incorrectly can damage the matt paint surface and destroy the matt paint effect.

- Never use wash programs with wax preservation.
- For cleaning, use only cleaning agents that do not contain solid matter or abrasives, e.g. cleaning shampoos or insect remover.
- Do not use insect sponges or coarse sponges.

— 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.

— To remove residues, also have the underside of the vehicle washed thoroughly on a regular basis.

— 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 Auto Hold function is switched off.

✓ 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)*.

✓ Vehicles with an automatic gearbox: If the vehicle is pulled mechanically through the car wash (tunnel wash), the gearbox must be in neutral position **N**.

✓ Vehicles with a manual gearbox: If the vehicle is pulled mechanically through the car wash (tunnel wash), the gear must be disengaged.

✓ 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 can damage the vehicle and add-on parts, e.g spoilers.

- Observe the information of the car wash operator, particularly if there are add-on parts on the vehicle.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

High-pressure cleaner



Fig. 1 In the bonnet space: do not use a high-pressure cleaner.

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Only use water up to a maximum temperature of +60°C (around +140°F).

— Move the jet of water uniformly so that the nozzle is at least 50 cm (around 20 inches) away from all 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 use a high-pressure cleaner to clean windows that are iced up or covered in snow.

NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within the operating range. The windows could open as a result and moisture could enter the vehicle interior. This could lead to the vehicle interior being damaged.

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

The vehicle may be unlocked if the jet of a high-pressure cleaner or steam cleaner is pointed directly at the sensors in the door handles.

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.
7. Remove water residue with a chamois leather.

If the dirt on the paintwork could not be removed by hand washing, isolated dirt can be removed with cleaning clay.

Caring for and cleaning the vehicle exterior

NOTICE

Incorrect cleaning and care may cause vehicle damage.
- Always follow the manufacturer's instructions.
- Do not use excessively hard or abrasive cleaning tools.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

— Clean the wiper blades or replace them as required.

Paint

Always treat surfaces with care so as not to remove the paint.

— Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— In the event of paint damage, go to a suitably qualified workshop and have the paint damage repaired. Volkswagen recommends using an authorised Volkswagen repairer.

Waxing protects the paintwork. The vehicle should be protected again using a preservative wax at the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is clean.

— 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.

Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

NOTICE

The surface of matt paintwork will be irreparably damaged by polishing the paint.
- Never polish matt-painted surfaces.

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.

Plenum chamber, bonnet space

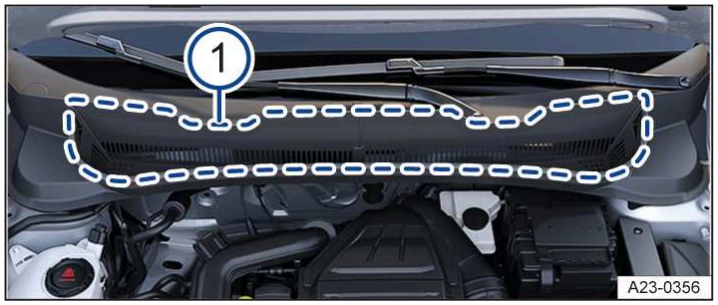


Fig. 1 Between the bonnet space and the windscreen: plenum chamber (illustration).

(1) Perforated cover on plenum chamber.

WARNING

There is a risk of accident and fire when working on the engine or in the bonnet space. Serious injuries may occur.

- Note the operations required and the necessary safety precautions before performing any work in the bonnet space *(→ In the engine compartment)*.
- If you are not familiar with the work, have the work carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that does not drain off can get into the vehicle interior and cause damage.

- Have the area under the perforated cover cleaned regularly by a suitably qualified workshop → *Fig. 1* (1). Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

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 on the perforated cover with a vacuum cleaner or by hand → *Fig. 1* (1).
- Make sure that large quantities of water do not enter the plenum chamber, e.g. due to use of a high-pressure cleaner.
- Always have the bonnet space checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.
— Use the same method to clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen as used for 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 in 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 – also not in car washes!
— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

The durability and colour of decorative and protective films may be affected by environmental influences such as sunlight. 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 suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.
— 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 the Volkswagen Genuine de-icer.

   Do not use door lock de-icer containing degreasing substances.

Cleaning and care of the vehicle interior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Improper cleaning and care may damage the vehicle.

- Always observe the described tasks for vehicle care and cleaning.

- Do not use a steam cleaner, brushes or hard sponges etc.
- Have stubborn stains removed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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.

Accessories and replacement parts

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 before cleaning.
2. Use a suitable clean, soft cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner →ⓘ.

In the case of stubborn dirt:

1. Moisten dirt with only a little water and allow to soak in →ⓘ.
2. Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can become cloudy, be damaged or scratched if it is cleaned with the wrong cleaning agents or when dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products.

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.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Improper cleaning of the seat belts, their anchorages and the belt retractors can cause damage and prevent them from functioning properly. This can result in serious or fatal injuries in the event of an accident.

- Never carry out any modifications on the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing, such as denim, leaves stains on the seat covers, this is not a defect of the cover fabric. If you want to clean the seat covers yourself, please always note that parts of the airbag system and electrical connectors are installed in the seat covers. Improper cleaning, impregnation or soaking can damage these components or interfere with correct functioning of the components. This can in turn then also lead to damage to other parts of the vehicle's electrical system →⚠.

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Never use impregnation agents.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Improper care, impregnation and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use suitable cleaning agents. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

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 an authorised Volkswagen repairer.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer. 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 an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the **e** mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Use of unsuitable replacement parts and accessories can lead to vehicle malfunctions. This also applies to work, modifications and repairs that are not performed correctly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using an authorised

Volkswagen repairer.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Objects in the deployment zone of the airbags can be flung through the vehicle interior if the airbags are triggered. This can cause severe or fatal injuries.
- Never secure or position objects in the deployment zones of the airbags.

NOTICE

With some engines, retrofitting an engine preheating system can lead to malfunctions and vehicle damage.
- Consult a suitably qualified workshop about retrofitting an engine preheating system. Volkswagen recommends using an authorised Volkswagen repairer.

Sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can interfere with important functions of driver assist systems →⚠.

— Observe the positions of sensors and cameras in the vehicle overview when performing repairs or modifications.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered, e.g. due to incorrect installation of number plates, number plate holders with trim frames, additionally applied films or paintwork on the sensors and similar, this may prevent correct functioning of the driver assist systems. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.
- Always ask a suitably qualified workshop whether installation of a number plate or number plate holder with trim frame is possible for your vehicle. Volkswagen recommends using an authorised Volkswagen repairer.
- When installing, ensure that there is a sufficient distance from sensors and cameras.
- Make sure that the number plate or the number plate holder with trim frame is installed only in the specified position.
- Do not apply any additional films in front of or around sensors.

NOTICE

Incorrect installation of number plate holders with trim frames or number plates can damage components, e.g. cables or sensors.
- Always ask a suitably qualified workshop whether installation of a number plate or number plate holder with trim frame is possible for your vehicle. Volkswagen recommends using an authorised Volkswagen repairer.

The number plate holder with trim frame is used for mounting the official number plate.

The radar sensor can be installed either below the number plate or behind the Volkswagen badge. The number plate or the Volkswagen badge can impair the view of the radar sensor in the front area. Therefore, mount the number plate at a sufficient distance from the radar sensor or only operate the vehicle with the original Volkswagen badge or a badge approved by Volkswagen.

Damage in the area of sensors and cameras

⚠ WARNING

If the area around sensor and cameras is damaged, e.g. by stone chips or impacts when parking, this can prevent the driver assist systems from functioning correctly. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.
- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors and cameras. Volkswagen recommends using an authorised Volkswagen repairer.

After replacement of components, the sensors and cameras may have to be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the windscreen has been damaged in the viewing field of the sensors and camera, e.g. by stone chips, the windscreen must be replaced. Repair of the stone chip damage can lead to malfunctions or functional faults in the driver assist systems. After replacing the

windscreen, the cameras and sensors must be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 authorised Volkswagen repairer cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The authorised Volkswagen repairer 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 suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer 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 an authorised Volkswagen repairer. 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:

https://erwin.vw.com

Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories (OBD

). Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units →⚠.

The diagnostic interface (OBD

) is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release lever.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from suitably qualified workshops. Volkswagen recommends using an authorised Volkswagen repairer.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions and lead to accidents and serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Incorrectly performed repairs and modifications on the vehicle, e.g. through use of unsuitable parts, can damage the vehicle and cause accidents and serious or fatal injuries.

- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Volkswagen recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.

⚠ WARNING

Use of the diagnostic connection for other than its intended purpose can cause malfunctions and lead to accidents and serious or fatal injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic connection.
- The event memory should be read only by a suitably qualified workshop using the diagnostic connection. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised Volkswagen repairer. 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 suitably qualified workshops. Volkswagen recommends using an authorised Volkswagen repairer.

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Use of unsuitable replacement parts and accessories can cause malfunctions and damage to the vehicle and impair the effectiveness of the airbag system. This also applies to work, modifications and repairs that are not performed correctly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using an authorised Volkswagen repairer.
- Please note that the airbag unit cannot be repaired, but must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.

⚠ WARNING

Modification of the vehicle suspension, including the use of non-approved wheel rim and tyre combinations, can change how the airbag functions. This can result in serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 an authorised repairer.

⚠ WARNING

Mobile telephones that are not secured or not properly secured could be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre or accident and cause serious injuries.

- Secure or stow a mobile telephone and accessories safely and outside the deployment zone of the airbags.

⚠ WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values. This also applies to external aerials which have not been correctly installed. This can endanger the health of the driver and the vehicle occupants.

- Keep a distance of around 20 cm (around 8 inches) between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

Guarantee for paint and body

In addition to the guarantees and warranties in the purchase agreement for new vehicles, authorised Volkswagen repairers also fulfil the guarantee that exists in many countries that no paint defects or corrosion perforation will occur on the body for a certain period of time.

Depending on country, the following periods apply:

— A three-year guarantee against paint defects.

— A twelve-year guarantee against corrosion perforation. 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 authorised Volkswagen repairer.

Guarantee exclusion

Details of the guarantee cover can be found in the guarantee conditions applicable to your vehicle in your country.

The guarantee 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 authorised Volkswagen repairer will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European countries, 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 data protection information

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. Other control units support you when driving (driver assist systems), while others enable convenience features or additional functions of the Infotainment system.

Operating data in the vehicle

Control units process data for a specific purpose for vehicle operation.

These include, for example:

— Vehicle status information, e.g. deceleration, deactivation times of the speed warning function and display of fastened seat belts.

— Ambient conditions, e.g. temperature, data from sensors for Adaptive Cruise Control.

— Image recordings, e.g. data from camera-assisted driver assist systems.

Recordings and other data for a specific purpose are normally fleeting and are normally processed directly in the vehicle itself and not stored.

However, control units may also have data memories 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 driver assist 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 in cases where this is expedient. In addition, Volkswagen may use the data for reasons related to product liability and product safety, e.g. for recall campaigns. This data can also be used to check the customer's warranty and guarantee claims.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

Personal reference

Each vehicle is given a unique vehicle identification number . Depending on country, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the relevant authorities. 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 the valid data protection legislation in your country, you may have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you may be entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. commissioned qualified workshops, 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 may also include the transfer of data to other bodies.

Data that is only stored locally in the vehicle can be read out with expert assistance, for example at a suitably qualified workshop. This service may be subject to a fee. Volkswagen recommends using an authorised Volkswagen repairer.

Further information on your legal rights, e.g. your right to deletion or correction of the data, can be found in the applicable data protection information on the website of Volkswagen, including contact details and information about the Data Protection Officer.

You can find detailed information on data processing in the Privacy Policy in your Infotainment system under **Menu ▶ Legal information** or **Home ▶ Legal information**.

Legal requirements for the disclosure of data

Depending on country, Volkswagen AG as the vehicle manufacturer is legally obliged to transmit the following information relating to the use of driver assist systems, e.g. ACC

, to the responsible authority:

— Relationships of the times or distances covered with driver assist systems switched on and off.

— Relationships of the times and distances covered in compliance with and in violation of the detected speed limits.

— Where appropriate, average time between the driver switching the driver assist system on and off.

When vehicles visit a qualified workshop, the qualified workshop reads the specified data out of the vehicles and transmits this data to Volkswagen AG. Volkswagen AG processes this data so that there is no longer any direct link to you, your vehicle or the VIN

of your vehicle. Volkswagen AG forwards the information processed in the way to the responsible authority, which processes the data in order to fulfil legal tasks.

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.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Depending on country, the reprogramming can be entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

A suitably qualified workshop can provide information about any potential reprogramming. Volkswagen recommends using an authorised Volkswagen repairer.

Convenience features

You can personalise convenience settings, save them in the vehicle, change them, retrieve data from the vehicle when using online services, or reset or delete settings.

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.

— Depending on equipment and country, 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. If this data is stored in the vehicle, you can delete it at any time.

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.

This enables you to use selected mobile telephone apps in the vehicle, e.g. for navigation. 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. 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 on the data processing that takes place here and 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.

Event data recorder

This vehicle is equipped with an event data recorder (EDR

). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

— How various systems in your vehicle were operating;

— Whether or not the driver and passenger safety belts were buckled/fastened;

— How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,

— How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

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 (ACC
).
— Lane keeping system (Lane Assist).
— Park Assist.
— Park Distance Control.
— Emergency braking functions (Front Assist).

NOTE: EDR
data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR
, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

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.

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 conductors.

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 conductors, e.g. in the area of the rear window.
- Never clean the aerials with corrosive or acidic agents.

NOTICE

A retrofitted Infotainment system that is not compatible with the aerial amplifier fitted as standard can damage the aerial amplifier.

- Consult a suitably qualified workshop before retrofitting an Infotainment system. Volkswagen recommends using an authorised Volkswagen repairer.

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.

Third-party copyright information

Open source

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 website specified below. 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 necessary information on the website

https://www.volkswagen.com/softwareinfo

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

Removal of stickers and signs reduces the amount of information about sources of danger and can result in less attention being paid when working on the vehicle. This can lead to serious accidents and fatal injuries.

- Never remove stickers or signs or make them illegible.
- Observe legal requirements.
- Observe the owner’s manual.

NOTICE

Removal of stickers and signs increases the risk of incorrect operation and can result in damage to the vehicle.

- Never remove stickers or signs or make them illegible.
- 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 air conditioning system contains fluorinated greenhouse gases. The sticker in the bonnet space provides information on the type, weight, CO_2 equivalent and global warming potential of the refrigerant used. The sticker is located at the front of the bonnet space, close to the refrigerant filler neck →⚠.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. Consult a suitably qualified workshop for information about the type and quantity of the refrigerant oil used. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ Warning: maintenance of the air conditioning system requires qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for authorised Volkswagen repairers).

Maintenance of the air conditioning system requires qualified personnel.

Flammable refrigerant.

Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

⚠ DANGER

Maintenance of the air conditioning system by unqualified personnel may cause serious and fatal injuries.

- To service the air conditioning system, contact qualified personnel who are trained according to the nationally required standards, e.g. SAE
  standard J2845.
  ●
- Observe the service intervals specified by Volkswagen. Please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ DANGER

The refrigerant is flammable and can lead to serious and fatal injuries if maintenance is not performed correctly.

- Have the air conditioning system serviced by suitably qualified personnel.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant is pressurised and can explode if heated. This can lead to serious accidents and fatal injuries.

- Have the air conditioning system serviced by suitably qualified personnel.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant can form toxic vapours if it comes into contact with hot surfaces. If these are breathed in, this can result in poisoning or even death.

- Have the air conditioning system serviced by suitably qualified personnel.

NOTICE

Repairing or replacing the evaporator with spare parts from end-of-life vehicles or recycling may damage the air conditioning system.

- Never have repairs on the evaporator carried out with replacement parts from end-of-life vehicles or from recycling.

Information in accordance with the EU Chemicals Regulation REACH

In keeping with the European regulation on chemicals REACH

, Volkswagen would like to inform you about substances that may be contained in your vehicle.

You can access this information online using your vehicle identification number :

https://reachinfo.volkswagen.com

Product recycling

Disposal of 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 →.

— In EU member states and other states, device batteries and vehicle batteries can be returned to your authorised Volkswagen repairer or approved return systems.

— Further information on return and recycling can be obtained from your authorised Volkswagen repairer or at:

https://www.volkswagen.com

Disposal of old electrical and electronic devices

Your vehicle contains electrical and electronic devices, e.g. 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.

In Germany, retailers with a sales area of at least 400 m2 for electrical devices and food retailers with a total sales area of at least 800 m2 who offer new electrical devices are obliged to take back these devices free of charge. When purchasing a new device, the end user is entitled to return an equivalent old device. The same also applies for delivery to private households and sale via the internet. Small old devices can be returned to retailers even if no new device is purchased. Your authorised Volkswagen repairer is also obliged to take back up to three old devices with an edge length of less than 25 cm free of charge.

— 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 authorised Volkswagen repairer.

WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion. This can result in serious or fatal injuries.

- Handle batteries containing lithium with special care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short circuit the battery terminals.

Batteries that contain heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Recycling information for France



Fig. 1 Recycling information for France.

Observe the recycling information → *Fig. 1*, which includes the following items:

— Vehicle key.



Fig. 2 Recycling information for France.

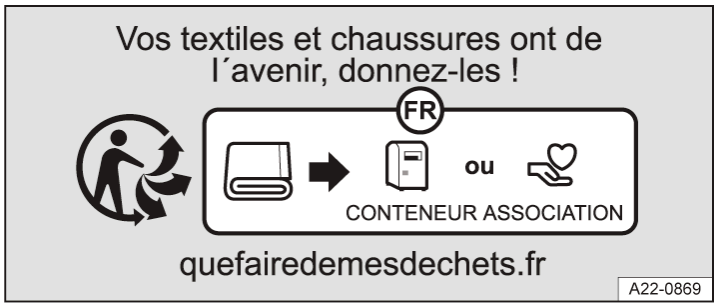


Fig. 3 Recycling information for France.

Returning and scrapping end-of-life vehicles

Observe the recycling information → *Fig. 2*, → *Fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following items:

— Vehicle wallet.

The Triman logo and Info-tri symbol contain important sorting information for the end user.

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 suitably qualified workshops. Volkswagen recommends using an authorised repairer.

Declaration of conformity

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).

UK Product Safety and Metrology Regulations

This vehicle has various devices installed that are subject to UKCA product regulations. The following acts as the importer of these devices for the United Kingdom market within the meaning of the Product Safety and Metrology Regulations:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

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 *(→ Product recycling)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS Directive.

Declaration of Conformity for radio systems in EU user states and outside the European Union



Fig. 1 Overview of a selection of approval symbols for radio systems.

1. Argentina.
2. Zambia.
3. Brunei.
4. Philippines.
5. Paraguay.
6. South Africa.

CE Approval symbol for radio systems in countries outside the EU where radio systems are approved and permitted according to European Directives.

UKCA Approval symbol for radio systems in England, Wales and Scotland.

Approval symbol for radio systems in Ukraine.

Approval symbol for radio systems in Brazil.

Approval symbol for radio systems in Argentina.

Approval symbol for radio systems in Malaysia.

Approval symbol for radio systems in Australia or in Australia and New Zealand.

R-NZ Approval symbol for radio systems in New Zealand.

EAC Approval symbol for radio systems in Russia and in countries where radio systems are approved and permitted according to EAC Directives.

Approval symbol for radio systems in Vietnam.

Approval symbol for radio systems in Belarus.

 Approval symbol for radio systems in Serbia.

 Approval symbol for radio systems in the USA and countries where radio systems are approved and permitted according to the US FCC Directive.

 Approval symbol for radio systems in Mexico.

 Approval symbol for radio systems in Mexico.

 Approval symbol for radio systems in Armenia.

 Approval symbol for radio systems in Mongolia.

 Approval symbol for radio systems in Sierra Leone.

 Approval symbol for radio systems in Sierra Leone.

 Approval symbol for radio systems in Thailand.

 Approval symbol for radio systems in the United Arab Emirates.

 Approval symbol for radio systems in Ghana.

 Approval symbol for radio systems in Pakistan.

The manufacturer hereby declares that the following radio systems are in compliance with the basic requirements and other relevant regulations and laws at the time of production of the vehicle:

The following radio systems are not available in every market and are not present in every vehicle.

— Connection to the external aerial.
— Aerial.
— Aerial amplifier.
— Bluetooth.
— Vehicle key.
— Digital instrument cluster
— Infotainment system.
— Wireless charging function
— Keyless Access.
— Instrument cluster, electronic immobiliser.
— Radar sensors for assist systems.
— Tyre pressure sensors.
— Control units with embedded eSIM card.
— Mobile phone interface.
— Wi-Fi hotspot.
— Central control unit.
— NFC valet keycard.
— USB charging connector.

Further information at: www.volkswagen.com/generalinfo.

EU-related documents, e.g. for Ghana, can be found on the website under the EU English button.

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 *(→ Product recycling)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS Directive.

The Radio Equipment Regulations 2017

This vehicle has various radio equipment devices installed. The following acts as importer of the radio equipment devices for the United Kingdom market within the meaning of The Radio Equipment Regulations 2017:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

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

Bury GmbH & Co. KG

Robert-Kochstraße 1-7

32584 Löhne

GERMANY

Tyre pressure sensors

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Wireless charging function

Molex Technologies GmbH

Mizarstrasse 3

12529 Schönefeld

GERMANY

Molex CVS Dabendorf GmbH

Märkische Straße 72

15806 Zossen

GERMANY

Bury Sp. Z o.o.

Wojska Polskiego 4

39-300 Mielec

POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

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, digital instrument cluster, electronic immobiliser.

Garage door opener:

	Frequency band, maximum transmission power
ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AG
ADHL5D, **EHL2**, **CB2JCIBUSHL4**	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**, **FS19S**, **FS191S**, **FS197**	AF
FS09, **FS12A**, **FS12P**, **FS12PM**, **FS125C**, **FS14**, **FS14K**, **FS14T**, **FS14TK**, **FS1744**, **FS1744M**, **FS94**	AI
VWTOUA RKETOUA	AJ

Instrument cluster, electronic immobiliser:

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**, **FPK8I5DTR2**, **FPK GEN1**, **FPK GEN2**	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

Approval numbers

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**, **TSSTsc**, **TMSE6A4**, **A55BT**	AG

Control unit

This section contains the certificate numbers of the following components:

— Central control unit, door control unit, key card for the Digital Key, wireless charging function, wireless seat belt warning system.

Central control unit:

5WK50254	AH
BCM MQB37W, **BR21**, **BR22**, **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**, **MIB2H**	XX
BC-Module, **5WK50474**	

Door control unit:

HUF71110, **HUF71254**, **DHA20**, **DHSEQ5NFCNFCTGS**, **Mobile Key 4K0.959.754.xx**, **3G0.837.205**, **3G0.837.206**	AD
DHSEQ5NFC, **NFCTGSAU336**	AE
CDIS 2.0	BD

Wireless charging function:

WCH-183, **WCH-185**, **WCH-186**, **WCH-304**, **WPC003-1**, **WPC003-5**, **3G0.980.611**, **Koppelantenne Gen.3**, **SCB**, **DCB**, **SCB-Lite**	AA
3G0.980.611, **SCB**, **DCB**	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**, **F5CP42**, **RS5.3**, **RS5.5**	AR
CPD001	BN

Infotainment system and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

New Radio Ultra Low SBB, **New Radio Ultra Low SBB DAB**, **New Radio Ultra Low SBT**, **7CO.035.153**, **7LA.035.153.A**, **Radio Ultra Low Touch**, **Radio Ultra Low Touch DAB**	AL
A473/A476/A750, **A475/A754**, **L40VW2**, **L41VW2**, **L42VW2**, **L53VW2**, **L56VW2**, **L62VW2**, **L69VW2**, **L73VW2**, **L77VW2**, **MIB Global Entry/Standard**, **MIB2**, **MIB2 PQ MIN**, **MIB2STD**, **MIB Standard 2 – PQ +/NAV with BT**, **MIB Standard 2 – ZR with BT**, **MIB Standard 2 – ZR +/Nav with BT**, **MIB3E_MQB_BT**, **MIB3E_MQB37w_BT**, **OE-PP 87BT**	AL
MIB3TOP, **MIB3TOP2**, **TKCMOD11000**, , **TKCMOD12C000**	AV
MEB ICAS3, **MEB ICAS3GP**, **MEB ICAS3CHNGP**	AW
MIB3 OI (LGE)	AX
MIB3 OI, **MIB3 OI nf**	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, **MIB2H**	BC
MMI3G	BF
CONBOX-High, **CB20CHN08**, **CONBOX-Low**	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**, **TLVUM3IU-W**, **TLVUW3IU-W**, **TLVHE4IU-E**, **TLVHE4IU-R**, **TLVHM3IU-W**, **TLVHW3IU-W**, **TLVHE4IU-W**, **TLVUM3IU-E**, **TLVUM3IU-R**, **TLVUW3IU-E**, **TLVUE4IU-E**, **TLVUE4IU-W**, **TLVLM3IU-N**, **TLVHE4IU-N**, **TLVUM3IU-N**, **TLVUW3IU-N**, **TLVHM3IU-N**, **TLVLP3IU-N**, **TLAHW3IU-N**, **TXVLP3IN-N**, **TLVLM3IU-CR**, **TLVLM3IU-CM**, **TLVLM3IU-C**, **TLAHW3IU-CM**, **TLAHW3IU-W**, **TLVHW3IU-N**, **TLVUW3IU-R**, **TLVHE4IU-C**, **TLVUE4IU-N**	AU
TLVHM3IU-C, **TLVHM3IU-CM**, **TLVHW3IU-CM**, **TLAHW3IU-CM**	AU (China)

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**, **CM02XN-VWE**, **CM02TN-VWW**	AN
UMTS/GSM-MMC, **UMTS/GSM-MMC-AG2**, **UMTS/GSM-MMC-AG3**	AS

Aerial amplifier:

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**, **4N0.035.503.BP**, **4N0.035.503.DC**, **4N0.035.503.DG**	AL

FAM027, **FAM028**	BL
0-07-26-1912-00, **756xxxx**, **AM/FM1/DAB2/TV ECE (Impedance Converter)**, **AM/FM Antenna Base**	XX
, **1S0.035.577.A**, **2G0.035.577.A**, **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**, , **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**, **2G7.035.577.A**, **4K0.035.456**, **4K0.035.456.B**	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**, **5E6.035.577**, **5E6.035.577.A**, **5E6.035.577.B**, **5E7.035.577**, **5E7.035.577.A**, **5E7.035.577.B**, **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**	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**, **6R0.035.501**, **6R0.035.501.A**, **6R0.035.501.C**, **6R0.035.501.D**, **6R0.035.501.F**, **6R0.035.501.L**, **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**, **7P6.035.552**, **7P6.035.552.A**, **7P6.035.552.M**, **8S7.035.503.B**	XX
920446A, **920554A**, **920611A**, **920639A**, **920627A**, **920627B**, **SAA-101**, **SAA-102**, **SAA-103**, **SAA-104**, **SAA-105**, **SAA-106**, **SAA-107**, **SAA-108**, **SAA-109**, **SAA-110**, **SAA-111**, **SAA-112**, **5G-NRC-EU**, **5G-NRC-CN**,**5G Compenser**,	XX

Aerials:

DSRC CAN Module / EFAS-4 DU (200046-8), **DSRC CAN Module / EFAS-4 DU (200046-9)**	AM
RAN-102, **RAN-103**, **RAN-104**, **RAN-105**, **RAN-106**, **RAN-107**, **RAN-108**, **RAN-109**, **RAN-110**, **RAN-111**, **RAN-112**	XX
, **3789.01**, **754xxxx**, **76xxxxx**, **77xxxxx**, **790xxxx**, **7540xxx**, **7542xxx**	XX
1K8.035.552.C, **1K8.035.552.F**, **2GC.035.577**, **2GC.035.577.A**, **2GC.035.577.S**	XX
5Q0.035.507.A, **5Q0.035.507.B**, **5Q0.035.507.C**	XX
6R0.035.501.F	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	118 kHz – 138 kHz	15 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	500 mW 65.81 dBV/m (PK)
AF	LF 125 kHz	
	UHF 433,05 MHz – 434,79 MHz 433,92 MHz 315 MHz 433,05 MHz – 434,79 MHz	0,1(ERP) mW / -10dBm (ERP) 0,15 mW (EIRP) 0,05(EIRP) mW / -13 dBm (EIRP) 80,8 dBµA/m @ 3m (Ave.)
	UWB 6520 MHz 6988,8 MHz 7040 MHz 7488,0 MHz 7560 MHz	1 mW (EIRP) / 0dBm (EIRP) Mean Power Spec. Dens: -41,3 dBm / MHz (EIRP)
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,79 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) BLE: 2402-2480 MHz UWB: Ch5: 6489.6 MHz CH6: 6988.8 MHz Ch8: 7488.0 MHz Ch9: 7987.2 MHz	9.9 dBm EIRP -0.75 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	25 dBm EIRP 0,35 W
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC)	-19,9 dBm EIRP

	1599 MHz – 1610 MHz (GNSS)	
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	23.5dBm +2.2 / -2.7dB
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 28: 703 MHz – 718 MHz, LTE Band 32: 1452 MHz –1496 MHz	23 dBm ± 2dB
AU	GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz –1610 MHz Offline	33 dBm ± 2dB 30 dBm ± 2dB -- --
AU (China)	889-915MHz 1710-1750MHz / 1880-1900MHz 2010-2025MHz/1940-1965MHz 909-915MHz/1880-1915MHz 2300-2370MHz 2575-2635MHz/1920-1965MHz 1710-1780MHz 909-915MHz 824-835MHz	33/30dBm ± 2dB 24dBm +1.7 / -3.7dB 23dBm ± 2.7dB
AV	Bluetooth: 2402 MHz – 2480 MHz	13 dBm
	WLAN 2.4 GHz: 2412 MHz – 2480 MHz	20 dBm
	WLAN 5 GHz: 5725 MHz – 5850 MHz	14dBm
AW	Bluetooth: 2402 MHz – 2480 MHz	6,9 dBm
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	18,52 dBm
AX	Bluetooth: 2402 MHz – 2480 MHz	2,30 dBm EIRP
	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	16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz	8,94 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz	4,63 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,70 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz	4,9 dBm EIRP
	WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	13,8 dBm EIRP
BB	Bluetooth: 2402 MHz – 2480 MHz	0,9 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP

	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz	10 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP
	LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	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	33 dBm
	DCS: 1800 MHz, PCS: 1900 MHz	30 dBm
	BLE: 2400 MHz – 2483,5 MHz	3,5 dBm
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	30 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz	20 dBm
	GSM/GPRS: 880,2 MHz –914,8 MHz	33 dBm
	GSM/GPRS: 1710,2 MHz –1784,8 MHz	30 dBm
	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz	4 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	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)	2 W
	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	0,25 W
	Bluetooth: 2402 MHz – 2480 MHz	0,001 W
	WLAN: 2412 MHz – 2462 MHz	0,1 W
BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP

	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm EIRP
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	34,64 dBm EIRP
	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	27,84 dBm EIRP
BK	13,56 MHz	500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
	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
BN	60 - 63,2 GHz	6 dBm (3.98 mW)
XX	No transmission, only reception.	

Algeria

Agréé par l' ARPT:

1247/TR/AGR/PC/ARPT/2017, **1910/1-36.DA/617/DT/DG/ARPT/18**, **2320/1-41.MS/1191/DT/DG/ARPT/16**

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, **14/1-88.DA/1420/DT/DG/ARPCE/18**, **18/1-88.DA/1424/DT/DG/ARPCE/18**, **20/1-88.DA/1426/DT/DG/ARPCE/18**, **22/1-88.DA/1428/DT/DG/ARPCE/18**, **23/1-88.DA/1429/DT/DG/ARPCE/18**, **1140/1-17.MS/601/DT/DG/ARPCE/19**, **1145/1-17.MS/604/DT/DG/ARPCE/19**, **1146/1-17.MS/603/DT/DG/ARPCE/19**, **1372/1-24.BT/762/DT/DG/ARPCE/19**, **1692/1-28.BT/922/DT/DG/ARPCE/19**, **2112/1-36.BT/.../DT/DG/ARPCE/19**, **2113/1-36.DA/.../DT/DG/ARPCE/19**, **2114/1-36.DA/.../DT/DG/ARPCE/19**, **2115/1-36.BT/.../DT/DG/ARPCE/19**, **2764/1-58.DA/911/DT/DG/ARPCE/18**, **2766/1-58.DA/913/DT/DG/ARPCE/18**, **2767/1-58.DA/914/DT/DG/ARPCE/18**, **2768/1-58.DA/915/DT/DG/ARPCE/18**, **2904/1-59.DA/968/DT/DG/ARPCE/18**, **3559/1-1604/DT/DG/ARPCE/19**

Homologué par l'ARPCE:

№ 029/IR/HMG/PC/ARPCE/2021, **№ 130/IR/HMG/PC/ARPCE/2020**, **№ 134/IR/HMG/PC/ARPCE/2020**, **№ 184/IR/HMG/PC/ARPCE/2019**, **№ 879/IR/HMG/PC/ARPCE/2018**, **№ 753/IR/HMG/PC/ARPCE/2021**, **№ 039/IR/HMG/DG/ARPCE/2023**, **№ 539/IR/HMG/PC/ARPCE/2023**

Homologué par l'ANF:

Nº CC:22/H/ANF/2021, Nº CC:38/H/ANF/2021, Nº CC:39/H/ANF/2021, Nº CC:40/H/ANF/2021, Nº CC:53/H/ANF/2021, Nº CC:089/H/ANF/2021, Nº CC:090/H/ANF/2021, Nº CC:099/H/ANF/2021, Nº CC:100/H/ANF/2021, Nº CC:117/H/ANF/2021, Nº CC:120/H/ANF/2021, Nº CC:138/H/ANF/2020, Nº CC:139/H/ANF/2020, Nº CC:164/H/ANF/2020, Nº CC:165/H/ANF/2020, Nº CC:174/H/ANF/2020, Nº CC:197/H/ANF/2021, Nº CC:209/H/ANF/2020, Nº CC:216/H/ANF/2020, Nº CC:320/H/ANF/2021, Nº CC:321/H/ANF/2021, Nº CC:322/H/ANF/2021, Nº CC:323/H/ANF/2021, Nº CC:324/H/ANF/2021, Nº CC:325/H/ANF/2021, Nº CC:326/H/ANF/2021, Nº CC:327/H/ANF/2021, Nº CC:328/H/ANF/2021, Nº CC:329/H/ANF/2021, Nº CC:330/H/ANF/2021, Nº CC:331/H/ANF/2021, Nº CC:332/H/ANF/2021, Nº CC:342/H/ANF/2021, Nº CC:372/H/ANF/2020, Nº CC:405/H/ANF/2021, Nº CC:406/H/ANF/2021,
Nº CC:410/H/ANF/2020,Nº CC:198/H/ANF/2021,Nº CC:007/H/ANF/2022,Nº CC:009/H/ANF/2022,Nº CC:010/H/ANF/2022,Nº CC:072/H/ANF/2022, Nº CC:019/H/ANF/2022,Nº CC:024/H/ANF/2022,Nº CC:028/H/ANF/2022,
Nº CC:027/H/ANF/2022,Nº CC:026/H/ANF/2022,Nº CC:173/H/ANF/2022, Nº CC:049/H/ANF/2023, Nº CC:048/H/ANF/2022, Nº CC:008/H/ANF/2022, Nº 382/H/ANF/2020, Nº 052/H/ANF/2023, Nº 053/H/ANF/2023, Nº 050/H/ANF/2023, Nº 051/H/ANF/2023, Nº 157/H/ANF/2023, Nº 156/H/ANF/2023, Nº 159/H/ANF/2023, Nº 010/H/ANF/2023, Nº 215/H/ANF/2023, Nº 498/H/ANF/2023, Nº 497/H/ANF/2023

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 **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-21961**, CNC **H-21962**, CNC **H-22190**, CNC **H-22191**, CNC **H-22192**, CNC **H-22240**, CNC **H-22301**, CNC **H-22302**, CNC **H-22362**, CNC **H-22363**, CNC **H-22364**, CNC **H-22377**, CNC **H-22378**, CNC **H-22379**, CNC **H-22380**, CNC **H-22381**, CNC **H-22382**, CNC **H-22383**, CNC **H-22390**, CNC **H-22391**, CNC **H-22383**, CNC **H-22524**, CNC **H-22757**, CNC **H-22793**, CNC **H-22794**, CNC **H-22855**, CNC **H-22856**, CNC **H-22961**, CNC **H-23129**, CNC **H-23480**, CNC **H-23481**, CNC **H-23844**, CNC **H-24102**, CNC **H-24153**, CNC **H-24224**, CNC **H-24258**, CNC **H-24260**, CNC **H-24261**, CNC **H-24361**, CNC **H-24442**, CNC **H-24469**, CNC **H-24470**, CNC **H-24559**, CNC **H-24598**, CNC **H-24623**, CNC **H-24820**, CNC **H-24892**, CNC **H-24931**, CNC **H-14349**.

R **C-17908**, R **H-21901**, R **H-21902**, R **C-22292**, R **H-26251**,R **H-27278**,R **C-26978**,R **C-22036**,R **H-27598**,R **H-27726**,R **H-22390**,R **H-22391**,R **H-22794**,R **H-22793**,R **C-15806**,R **C-15807**,R **H-22757**,R **H-27976**,R **C-23301**,R **C-23466**, R **H-23129**, R **H-27923**, R **H-15700**, R **H-22961**, R **C-23301**, R **C-23466**, R **H-24102**, R **H-16681**, R **H-24262**, R **H-24260**, R **H-24258**, R **H-24470**, R **H-24469**, R **H-24442**, R **H-28829**, R **H-28830**, R **H-24261**, R **H-25893**, R **H-27977**, R **H-29401**, R**H-17568**, R**H-24892**, R**H-17563**, R**H-17567**, R**H-17562**, R **C-25101**, R **C-25102**, R **H-12804**, R **H-21050**, R **H-24931**, R **H-20030**, R **H-28774**, R **H-28773**, **H-21050**, **C-21673**, **C-21672**, **H-28773**, R **C-25803**, R **H-25531**, R **C-17604**, R **C-30067**, **H-30374**

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**, , **069/ARCEP/SE/DR/DAJRC/GU/2019**, **073/ARCEP/SE/DR/DAJRC/GU/2019**, **074/ARCEP/SE/DR/DAJRC/GU/2019**, **075/ARCEP/SE/DAR/DJPC/GU/2020**, **114/ARCEP/SE/DR/DAJRC/GU/2017**, **115/ARCEP/SE/DR/DAJRC/GU/2017**, **115/ARCEP/SE/DR/DAJRC/GU/2019**, **121/ARCEP/SE/DR/DAJRC/GU/2019**, **123/ARCEP/SE/DR/DAJRC/GU/2018**, **124/ARCEP/SE/DR/DAJRC/GU/2018**, **124/ARCEP/SE/DR/DAJRC/GU/2019**, **133/ARCEP/SE/DR/DAJRC/GU/2018**, **137/ARCEP/SE/DR/DAJRC/GU/2019**, **138/ARCEP/SE/DR/DAJRC/GU/2019**, **143/ARCEP/SE/DR/DAJRC/GU/2018**, **165/ARCEP/SE/DR/DAJRC/GU/2018**, **166/ARCEP/SE/DR/DAJRC/GU/2018**, **167/ARCEP/SE/DR/DAJRC/GU/2018**, **171/ARCEP/SE/DJPC/DAR/GU/2020**, **173/ARCEP/SE/DR/DAJRC/GU/2018**, **175/ARCEP/SE/DR/DAJRC/GU/2018**, **176/ARCEP/SE/DR/DAJRC/GU/2018**, **177/ARCEP/SE/DR/DAJRC/GU/2018**, **179/ARCEP/SE/DR/DAJRC/GU/2018**, **209/ARCEP/SE/DR/DAJRC/GU/2019**,

211/ARCEP/SE/DR/DAJRC/GU/2019, **213/ARCEP/SE/DR/DAJRC/GU/2018**, **216/ARCEP/SE/DR/DAJRC/GU/2018**, **316/ARCEP/SE/DJPC/DAR/GU/2020**,**065/ARCEP/SE/DJPC/DAR/GU/2021**,**016/ARCEP/SE/DJPC/DAR/GU/2021**

2018-149/ARCEP/PT/DAJRC/GU, **2018-150/ARCEP/PT/DAJRC/GU**, **2020-274/ARCEP/PT/SE/DAF/DJPC/DAR/GU**, **2021-069/ARCEP/PT/SE/DAF/DJPC/DAR/GU**, **2021-097/ARCEP/PT/SE/DJPC/DAR/GU**, **2022-019/ARCEP/PT/DAJRC/GU**, **2022-286/ARCEP/PT/DAJRC/GU**, **2022-287/ARCEP/PT/DAJRC/GU**, **2023-034/ARCEP/PT/DJPC/DAR/DCT/GU**, **2023-075/ARCEP/SE/DJPC/DAR/DCT/GU**, **2023-072/ARCEP/SE/DJPC/DAR/DCT/GU**, **2023-088/ARCEP/SE/DJPC/DAR/DCT/GU**, **2023-118/ARCEP/SE/DJPC/DAR/DCT/GU**, **2023-137/ARCEP/SE/DAR/DCT/GU**, **2023-176/ARCEP/SE/DAR/DCT/GU**, **2023-180/ARCEP/SE/DAR/DCT/GU**, **2023-183/ARCEP/SE/DAR/DCT/GU**, **2023-181/ARCEP/SE/DAR/DCT/GU**, **2023-182/ARCEP/SE/DAR/DCT/GU**, **2023-184/ARCEP/SE/DAR/DCT/GU**, **2023-345/ARCEP/SE/DAR/DCT/GU**, **2023-250/ARCEP/SE/DAR/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/2020/3372**, **BOCRA/TA/2020/5261**, **BOCRA/TA/2020/5191**, **BOCRA/TA/2022/6705**, **BOCRA/TA/2022/6820**, **BOCRA/TA/2022/6864**, **BOCRA/TA/2021/6581**, **BOCRA/TA/2021/6536**, **BOCRA/TA/2022/7424**, **BOCRA/TA/2022/7619**, **BOCRA/TA/2022/7617**, **BOCRA/TA/2022/15329**, **BOCRA/TA/2021/6419**, **BOCRA/TA/2021/6420**, **BOCRA/TA/2023/8031**, **BOCRA/TA/2018/3913**, **BOCRA/TA/2023/8560**, **BOCRA/TA/2023/8793**, **BOCRA/TA/2023/8133**, **BOCRA/TA/2023/8134**, **BOCRA/TA/2023/8738**.

General information on the data

Brazil

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

00716-15-03745, **00850-13-03745**, , **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**, **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**, **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**, **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, 00533-22-03745, 05310-19-10188, 11718-22-05364, 11502-22-05364, 05507-18-06353, 11718-22-05364, 11502-22-05364, 01812-19-05364, MT-6270/2022_20/12/2024, MT-6272/2022_20/12/2024 21404-22-05364_28/12/2024 00082026_04/01/2022, 00085600_01/07/2021, 00086092_23/10/2020, 00089079_01/07/2021, 00092837_16/03/2021, 00098955_27/08/2018, 00116286_03/12/2021, 00124518_10/07/2020, 00124917_25/07/2018, 00125904_21/07/2020, 00126531_21/01/2021, 00128334_12/05/2021, 00129984_22/06/2021, 00130938_09/04/2021, 00133577_02/08/2021, 00082026_30/03/2024, 00109958_25/02/2024, 00125904_13/08/2024, 00131951_15/07/2024, 00132029_15/07/2024, 00133688_13/10/2023, 00134339_21/12/2023, 00082026_20/03/2024, 00137672_05/06/2024, 00137375_16/04/2024, 00137362_16/04/2024, 00138092_29/05/2024, 00124518_31/07/2024, 00124971_25/07/2024 , 00109958_25/02/2024, 00131951_15/07/2024, 00132029_15/07/2024 Versys2293_25/06/2021, Versys2331_25/02/2021, Versys2433_28/11/2019, Versys2504_06/12/2019, Versys3054_13/12/2023, Versys3083_19/01/2024, Versys3086_13/02/2024, Versys3085_10/02/2024, Versys2293_17/07/2025, Versys2331_23/05/2024, Versys2181_05/10/2024, Versys3167_07/07/2024, Versys2259_21/03/2023, Versys2227_19/03/2023, Versys2574_06/09/2024, Versys3257_09/10/2024, Versys3258_09/10/2024, Versys3259_09/10/2024, Versys3262_09/10/2024, Versys3261_17/10/2024, Versys3260_09/10/2024, Versys3266_09/10/2024, Versys3269_09/10/2024, Versys3268_09/10/2024, Versys3264_09/10/2024, Versys3263_09/10/2024, Versys3270_09/10/2024, Versys3275_10/10/2024, Versys3272_10/10/2024, Versys3278_17/10/2024, Versys3271_09/10/2024, Versys3273_09/10/2024, Versys3274_09/10/2024, Versys3276_09/10/2024, Versys3241_09/11/2024, Versys3241_24/11/2024, Versys3277_09/10/2024, Versys3267_09/10/2024, Versys3265_09/10/2024, Versys2434_19/07/2023, Versys3889_13/08/2024, Versys2259_21/03/2025, Versys2442_22/02/2025, Versys2890_15/12/2024, Versys2989_01/08/2025, Versys4241_27/12/2024, Versys3022_14/10/2025

Vehicle identification number

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas

devidamente autorizados. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

Position of the vehicle identification number

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**, **17186-20-10539**, **00278-15-07978**, **08004-23-09215**, **11743-23-07978** **UL-BR 17.0958**, **MT-4903/2020_29/04/2024**, **MT-6015/2022_06/08/2024**, **MT-6112/2022_26/10/2024**, **MT-6109/2022_04/02/2025**, **MT-5040/2020_17/09/2024**, **MT-6123/2022_09/10/2024**, **MT-6294/2022_17/01/2025**, **MT-6412/2023_12/04/2025**, **MT-6452/2023_14/06/2025**, **MT-6401/2023_12/04/2025**, **NCC10909/14**, **NCC10809/14**, **DEKRA-00025-22**, **DKTEL-00198-23_05/02/2025**, **UL-BR 23.0140_03/07/2025**, **UL-BR 23.1314_08/09/2025**, **UL-BR 23.1378_27/11/2025** **UL-BR23.1707_04/12/2025**, **BRC-24.2893_14/10/2026**, **MT-3003/2014_22/08/2026**, **BRC-23.1869_22/06/2025**, **20117-23-10187_07/02/2026**, **UL-BR 24.0099_07/02/2026**.

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. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

10530-23-04457, **10531-23-04457**, **10532-23-04457**, **10537-23-04457**, **10538-23-04457**, **03131-24-04457**, **00526-24-12217**, **01898-24-12217**, **01901-24-12217**, **15772-23-12217**, **15786-23-12217**, **20316-23-15296**

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**, **DTA-016411**, **DTA-008519**.

// DRQ-D-GMSD-12-2011-111457: **DTA-005345**, **DTA-005525**

// DRQ-D-MAJU-02-2011-111083: **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**, **DTA-025029**, **DTA-025024**

// DRQ-D-QEURO-05-2015-114400: **DTA-005830**, **DTA-006261**, **DTA-013305**, **DTA-025022**

// DTL-D-TCY-09-2011-111328: **DTA-008534**, **DTA-008940**, **DTA-010056**, **DTA-010637**, **DTA-010671**, **DTA-011811**, **DTA-013569**, **DTA-004048**, **DTA-014211**, **DTA-014363**, **DTA-014434**, **DTA-016409**, **DTA-025022**, **DTA-027159**, **DTA-027424**, **DTA-027939**, **DTA-027328**, **DTA-032535**

// DTL-D-MAJU-02-2011-111083: **DTA-008519**, **DTA-008520**, **DTA-010056**, **DTA-012822**// DTL-D-QEURO-05-2015-114400: **DTA-01331**, **DTA-018912**, **DTA-018257**, **DTA-018899**, **DTA-018907**, **DTA-019078**, **DTA-016411**, **DTA-016410**, **DTA-016411**, **DTA-016410**, **DTA-018086**, **DTA-018257**, **DTA-018899**, **DTA-018907**, **DTA-018912**, **DTA-019078**, **DTA-020730**, **DTA-020492**, **DTA-021806**, **DTA-023898**, **DTA-025514** DEKRA-00025-22, **DTA-023889**, **DTA-023890**, **DTA-025513**.

//DTL-D-20004-11-2021-1727: **DDTA-017797**

England, Wales and Scotland

Further information on radio systems and EU declarations of conformity can be found at www.volkswagen.com/generalinfo.

Countries that certify radio systems based on EU directives:

Further information on radio systems and EU declarations of conformity can be found at www.volkswagen.com/generalinfo.

Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

033/ARCEP/2021, **045/ARCEP/2020**, **070/ARCEP/2021**, **100/ARCEP/2019**, **112/ARCEP/2020**, **337/ARCEP/2020**, **369/ARCEP/2020**, **371/ARCEP/2020**, **419/ARCEP/2021**, **421/ARCEP/2021**, **433/ARCEP/2020**, **440/ARCEP/2019**, **441/ARCEP/2019**, **443/ARCEP/2019**, **444/ARCEP/2019**, **445/ARCEP/2019**, **446/ARCEP/2019**, **450/ARCEP/2019**, **452/ARCEP/2020**, **513/ARCEP/2019**, **554/ARCEP/2020**, **608/ARCEP/2019**, **609/ARCEP/2019**, **644/ARCEP/2021**, **645/ARCEP/2021**, **675/ARCEP/2021**, **697/ARCEP/2021**, **698/ARCEP/2021**, **865/ARCEP/2020**, **869/ARCEP/2020**, **885/ARCEP/2020**, **970/ARCEP/2020**, **1012/ARCEP/2020**, **1013/ARCEP/2020**, **1016/ARCEP/2021**, **1017/ARCEP/2020**, **1365/ARCEP/2021**, **699/ARCEP/2021**, **203/ARCEP/2022**, **044/ARCEP/2022**, **112/ARCEP/2022**, **096/ARCEP/2022**, **264/ARCEP/2022**, **263/ARCEP/2022**,
320/ARCEP/2022,**319/ARCEP/2022**,**531/ARCEP/2022**,**542/ARCEP/2022**,**535/ARCEP/2023**,**540/ARCEP/2022**, **95/ARCEP/2022**, **604/ARCEP/2022**, **602/ARCEP/2022**, **601/ARCEP/2022**, **600/ARCEP/2022**, **618/ARCEP/2022**, **642/ARCEP/2022**, **641/ARCEP/2022**, **640/ARCEP/2022**, **790/ARCEP/2022**, **890/ARCEP/2022**, **892/ARCEP/2022**, **891/ARCEP/2022**, **1031/ARCEP/2022**, **95/ARCEP/2023**, **103/ARCEP/2023**, **239/ARCEP/2023**, **446/ARCEP/2023**, **581/ARCEP/2023**, **105/ARCEP/2023**, **104/ARCEP/2023**

Ghana

NCA Appoved: XXX-XX-XXX-XXX

BRE-1M-GE2-15A, **BR3-1M-GE2-X72**, **BR3-1M-GE2-X69**, **BR3-1M-GE2-080**, **BR3-1M-GE2-087**, **BR3-1M-GE2-088**, **BR3-1M-GE2-089**, **BR3-1M-GE2-09E**, **BR3-1M-GE2-0AF**, **BR3-1M-GE2-0BA**, **BR3-1M-GE2-0BB**, **BR3-1M-GE2-0BC**, **BR3-1M-GE2-0B0**, **BR3-1M-GE2-0B3**, **BR3-1M-GE2-0B4**, **BR3-1M-GE2-0B7**, **BR3-1M-GE2-0B8**, **BR3-1M-GE2-0D2**, **BR3-1M-GE2-0BA**, **BR3-1M-GE2-0BC**, **BR3-1M-GE2-0EC**, **BR3-1M-GE2-0ED**, **BR3-1M-GE2-0EE**, **BR3-1M-GE2-10A**, **BR3-1M-GE2-10B**, **BR3-1M-GE2-15A**, **BR3-1M-GE2-130**, **EX6-6M-GE2-17B**, **ORG-4H-7E3-X98**, **SRO-1M-7E4-2A9**, **SRO-1M-7EA-24B**, **SRO-1M-7E4-25D**, **SRO-1M-7E4-243**, **SRO-1M-7E4-244**, **SRO-1M-7E4-246**, **ZRO-M8-7E3-11B**, **ZRO-M8-7E3-19A**, **ZRO-M8-7E3-19C**, **ZRO-M8-7E3-X26**, **ZRO-M8-7E3-X43**, **ZRO-M8-7E3-X73**, **ZRO-M8-7E3-X75**, **ZRO-M8-7E3-X90**, **ZRO-M8-7E3-X92**, **ZRO-M8-7E3-X96**, **ZRO-M8-7E3-11B**, **ZR0-M8-7E3-20B**, **ZRO-M8-7E3-209**, **ZRO-M8-7E3-229**, **ZRO-M8-7E3-27B**, **ZRO-1H-7E3-14E**, **ZRO-1H-7E3-150**, **1R3-1M-7E1-0B7**, **1R3-1M-7E1-09B**, **1R3-1M-7E1-09C**, **1R3-1M-7E1-160**, **2R9-1H-7E0-xAC**, **2R9-1H-7E0-X71**, **2R9-1H-7E0-X75**, **2R9-1H-7EO-X90**, **2R9-1H-7E0-0DA**, **3R2-1M-7DF-287**, **3R2-1M-7DF-288**, **3R8-8M-7DF-2AA**, **6X6-4H-7EO-OF3**, **7E5-7M-X0B-RDR**, **7E5-7M-X24-RDR**, **7E5-7M-X43-RDR**, **7E5-7M-X47-RDR**, **7E5-7M-X74-RDR**, **7T6-5H-7DF-17F**, **7T6-5H-7DF-182**,**7E5-7M-101-RDR**,**7E5-7M-156-RDR**,**7E6-M1-X36-SRD**,**7E6-M1-XDC-SRD**,**7E6-M1-X0F-SRD**, **7E6-M1-X92-SRD**, **7E6-M1-XDC-SRD**, **7E6-M1-X0F-SRD**, **7E6-M1-216-SRD**, **7E6-SH-215-SRD**, **7E6-M1-12D-SRD**, **7M-7E7-X93-DSR**, **7M-7E7-X48-DSR**, **7E6-M1-12E-SRD**, **7E6-M1-12C-SRD**, **7M-7E7-XE7-DSR**, **7M-7E7-XA8-DSR**, **7E5-7M-151-RDR**.

Type plate

India

ETA Certificate No:

ETA-0044/2018/RLO(WR), ETA-0073/2019/RLO(NR), ETA-0082/2018/RLO(NR), ETA-0096/2019/RLO(NR), ETA-101/2017-RLO(SR), ETA-102/2017-RLO(SR), ETA-113/2017/RLO(SR), ETA-140/2013/ERLO, ETA-141/2013/ERLO, ETA-142/2013/ERLO, ETA-143/2013/ERLO, ETA-144/2013/ERLO, ETA-145/2013/ERLO, ETA-146/2013/ERLO, ETA-249/2010, ETA-554/2010/WRLO, ETA-747/2017-RLO(SR), ETA-769/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-862/2017-RLO(SR), ETA-863/2017-RLO(SR), ETA-864/2017-RLO(SR), ETA-894/2017-RLO(SR), ETA-895/2017-RLO(SR), ETA-920/2016/ERLO, ETA-982/2017-RLO(SR), ETA-983/2017-RLO(SR), ETA-1284/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-1360/2017-RLO(SR), ETA-1609/17-RLO(NE), ETA--2013-RLO(GHY)/1752, ETA-2965/15-RLO(WR), ETA-3000/16-RLO(WR), ETA-3001/16-RLO(WR), ETA-3057/16-RLO(WR), ETA-3217/16-RLO(WR), ETA-3415/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR)

ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190500710, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20190702752, ETA-SD-20190904868, ETA-SD-20190904870, ETA-SD-20191005584, ETA-SD-20200100480, ETA-SD-20200201296, ETA-SD-20200503318, ETA-SD-20210201239, ETA-SD-20210503115.

NR-ETA/1215, NR-ETA/1420, NR-ETA/1421, NR-ETA/2015, NR-ETA/2221, NR-ETA-3373, NR-ETA/3544, NR-ETA/4717, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/9168-RLO(NR), SR-ETA/201900419,ETA-SD-20210201419,ETA-SD-20210201425,ETA-SD-2021070517,ETA-SD-20210704875,ETA-SD-20210805474,ETA-SD-20211007711,ETA-SD-20220100173,ETA-SD-20220302289,ETA-SD-20220605444,ETA-SD-20220604919, R-41175277, ETA-SD-2030100482, ETA-SD-20220201488, ETA-SD-20230101052, ETA-SD-20230302468, ETA-SD-20221009137, ETA-SD-20221009136, ETA-SD-20231110260.

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

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- [redacted] 82926/SDPPI/2022, PLG ID: 4334

- 82886/SDPPI/2022, PLG ID: 4334
- 81094/SDPPI/2022, PLG ID: 4334
- 81032/SDPPI/2022, PLG ID: 4334
- 80846/SDPPI/2022, PLG ID: 4334
- 84481/SDPPI/2022, PLG ID: 4334
- 83130/SDPPI/2022, PLG ID: 4334
- 83196/SDPPI/2022, PLG ID: 4334
- 83332/SDPPI/2022, PLG ID: 4334
- 84482/SDPPI/2022, PLG ID: 4334
- 85458/SDPPI/2022, PLG ID: 4334
- 84957/SDPPI/2022, PLG ID: 4334
- 85672/SDPPI/2022, PLG ID: 4334
- 85926/SDPPI/2022, PLG ID: 4334
- 85731/SDPPI/2022, PLG ID: 4334
- 86720/SDPPI/2022, PLG ID: 4334
- 85361/SDPPI/2022, PLG ID: 4334
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- 85694/SDPPI/2022, PLG ID: 4334
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- 85365/SDPPI/2022, PLG ID: 4334

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- 86620/SDPPI/2022, PLG ID: 4334
- 88081/SDPPI/2022, PLG ID: 4334
- 82953/SDPPI/2022, PLG ID: 4334
- 86178/SDPPI/2022, PLG ID: 4334
- 88081/SDPPI/2023, PLG ID: 4334
- 82006/SDPPI/2022, PLG ID: 4334
- 88081/SDPPI/2023, PLG ID: 4334
- 82007/SDPPI/2022, PLG ID: 4334
- 89688/SDPPI/2023, PLG ID: 4334
- 89689/SDPPI/2023, PLG ID: 4334
- 89700/SDPPI/2023, PLG ID: 4334
- 87909/SDPPI/2023, PLG ID: 4334
- 92017/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 95274/SDPPI/2023, PLG ID: 4334

95470/SDPPI/2023, PLG ID: 4334

96584/SDPPI/2024, PLG ID: 4334

96726/SDPPI&2024, PLG ID: 4334

97530/SDPPI/2024, PLG ID: 4334

97855/SDPPI/2024, PLG ID: 4334

97856/SDPPI/2024, PLG ID: 4334

97857/SDPPI/2024, PLG ID: 4334

97858/SDPPI/2024, PLG ID: 4334

98493/SDPPI/2024, PLG ID: 4334

, **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**, **62637/SDPPI/2019**, **62638/SDPPI/2019**, **62825/SDPPI/2019**, **62826/SDPPI/2019**, **62827/SDPPI/2019**, **62828/SDPPI/2019**, **62957/SDPPI/2019**, **62958/SDPPI/2019**, **63076/SDPPI/2019**, **63077/SDPPI/2019**, **63078/SDPPI/2019**, **63079/SDPPI/2019**, **63080/SDPPI/2019**, **63081/SDPPI/2019**, **63082/SDPPI/2019**, **63128/SDPPI/2019**, **63129/SDPPI/2019**, **63130/SDPPI/2019**, **63131/SDPPI/2019**, **63132/SDPPI/2019**, **63133/SDPPI/2019**, **63134/SDPPI/2019**, **63135/SDPPI/2019**, **63136/SDPPI/2019**, **63137/SDPPI/2019**, **63138/SDPPI/2019**, **63139/SDPPI/2019**, **63140/SDPPI/2019**, **63147/SDPPI/2019**, **63160/SDPPI/2019**, **63161/SDPPI/2019**, **63162/SDPPI/2019**, **63286/SDPPI/2019**, **63577/SDPPI/2019**, **63578/SDPPI/2019**, **63579/SDPPI/2019**, **63580/SDPPI/2019**, **63581/SDPPI/2019**, **63582/SDPPI/2019**, **63583/SDPPI/2019**, **64515/SDPPI/2019**, **64516/SDPPI/2019**, **64639/SDPPI/2019**, **64640/SDPPI/2019**, **66006/SDPPI/2020**, **66074/SDPPI/2020**, **66603/SDPPI/2020**, **67154/SDPPI/2020**, **68316/SDPPI/2020**, **71563/SDPPI/2020**, **71835/SDPPI/2020**, **72274/SDPPI/2020**, **73488/SDPPI/2021**, **73816/SDPPI/2021**, **73954/SDPPI/2021**, **74360/SDPPI/2021**, **74525/SDPPI/2021**, **74928/SDPPI/2021**, **75296/SDPPI/2021**, **76862/SDPPI/2021**, **76974/SDPPI/2021**, **77920/SDPPI/2021**, **78452/SDPPI/2021**, **80130/SDPPI/2022**, **80858/SDPPI/2022**, **82116/SDPPI/2022**,**80846/SDPPI/2022**,**81032/SDPPI/2022**,**81094/SDPPI/2022**,**82886/SDPPI/2022**,**82926/SDPPI/2022**, **74998/SDPPI/2022**.

Israel

MoC:

11-12320, **51-07681**, **51-10011**, **51-10360**, **51-10361**, **51-37428**, **51-41889**, **51-42830**, **51-42841**, **51-43949**, **51-46980**, **51-47851**, **51-54730**, **51-55347**, **51-57375**, **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**, **51-73078**, **51-73720**, **51-74243**, **51-74291**, **51-74339**, **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**, **51-75515**, **51-76029**, **51-76422**, **51-76971**, **51-77001**, **51-77882**, **51-80024**, **51-81786**, **51-81807**, **51-82314**, **55-02626**, **55-06864**, **55-06893**, **55-06894**, **55-07102**, **55-07460**, **55-07477**, **55-07480**, **55-07680**, **55-07681**, **55-07789**, **55-08250**, **55-08456**, **55-08739**, **55-08803**, **55-09135**, **55-09396**, **55-09600**, **55-09601**, **55-09617**, **55-09618**, **55-09683**, **55-10011**, **55-10360**, **55-10361**, **55-10614**, **55-11599**, **63-63304**, **63-66687**, **63-67691**, **63-67736**,**63-67180**,**63-73362**,**63-67180**,**63-73361**,**63-71587**,**11-12330**,**63-70375**, **51-90346**, **55-13788**, **55-13787**, **55-13785**, **55-13789**, **55-13786**, **55-13903**, **55-13946**, **55-13947**, **55-13949**, **55-13947**, **55-13951**, **55-14175**, **55-14172**, **55-14187**, **55-14188**, **51-87213**, **55-14395**, **55-14410**, **55-14409**, **51-888032**, **55-14866**, **55-14888**, **51-88306**, **51-88548**, **51-88870**, **51-89881**, **11-11252**, **51-89766**, **51-89882**, **51-89883**, **55-15760**, **55-15761**, **51-91118**, **51-91119**, **51-91460**, **51-88548**, **55-12193**, **55-12326**, **55-10408**, **51-91756**, **51-92318**, **51-92728**, **55-16701**, **51-93926**, **51-93201**, **51-93487**, **51-95837**, **51-95140**, **51-96151**, **51-96511**, **51-96450**, **51-96575**, **51-96572**, **51-96573**, **51-96570**, **51-96571**, **51-96574**, **51-97056**, **55-17931**, **51-97313**, **51-97311**, **51-97312**, **51-97316**, **51-97641**, **51-97647**, **51-97644**, **51-88746**, **51-88751**, **51-96151**, **51-91527**; **11-11252**, **51-99873**, **51-99874**, **51-99051**, **51-97822**, **51-97824**, **56-02588**, **56-02269**

HCTIMP_SI62368.42656, HCTIMP_SI62368.42673

LT-0083880B, LT-0066086

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד.

2. אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות.

חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר , ובכלל זה שינויי תוכנה , החלפת אנטנה מקורי ת או הוספת אפשרות לחיבור לאנטנה חיצונית , בלא קבל ת אישור משרד התקשורת , בש ל החשש להפרעות אלחוטיות .

אסור להחליף את האנטנה המקורית של המכשיר ולא לעשות בו כל שינוי טכני אחר.

Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

FR5CUEC, **RS5.3**, **MQBS01**, **TSSRE4Uf**, **TSSSG4G5b**, **WPC003-1**, **Medium 5C_21**, **TSSRE4Td**, **FPK8 IMMO5D**, **CB2JCIBUSHL4**, **LTE-MBC-NAR2**, **TLVHM3IU-W**, **LTE-MBC-NAR2**, **LTE-MBC-NARTSSSG4G4**, **TSSTSc**, **TLAHW3IU-W**, **FS14T and FS14TK**, **WCH-186**, **WCH-185**, **WCH-183**, **17101031**, **CONBOX-HIGH**, **MQB3 OI**, **MEDIUM 5C & COLOUR 5C**, **17101023**, **17101022**, **17101032**, **17101043**, **17101041**, **18020534**, **ARS5-B**, **18020534**, **TSSRE4A**, **VK2**, **VW MIB2 Entry**, **MIB GLOBAL STANDARD PLUS**, **RS4**, **18020534**, **5WK50257/254/252/250/248/40398036/40406557/4038279**, **FS94**, **FS09**,**VW India 2.0 Low Radio**,**VW MIB Regio**,**F5CP42**, **MQBS01**, **WPC003-5**, **WPC003-1**, **MQBS01**, **BR22**, **FPK8I5DTR2**, **TLVUM3IU-W**, **TLVUW3IU-W**, **FS19S**, **FS191S**, **TLVUW3IU-W**, **TLVUM3IU-W**, **WCH-304**

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/31/5862/2022**, **TRC/32/6684/2023**, **TRC/31/11434/2023**, **TRC/31/11517/2023**, **TRC/34/6696/2023**, **TRC/31/11516/2023**, **TRC/31/9121/2021**, **TRC/34/12409/2023**, **TRC/36/7651/2022**, **TRC/31/712/2020**, **TRC/34/13027/2023**, **TRC/32/7603/2020**, **TRC/32/7604/2020**.

TRC No.: T/4/11/11/... **194**, **0354**, **1200**, **2394**, **2538**, **2926**, **2950**, **3338**, **3339**, **3474**, **3502**, **3506**, **3512**, **3641**, **3680**, **3681**, **3900**, **4215**, **4350**, **4352**, **4387**, **4549**, **4554**, **4555**, **5616**, **5621**, **5649**, **5653**, **5896**, **5898**, **5974**, **5976**, **5977**, **6082**, **6435**, **7192**, **7216**, **7218**, **7716**, **7777**, **8007**, **8163**, **8164**, **8205**, **8225**, **8226**, **8227**, **8230**, **8278**, **8281**, **8660**, **8677**, **8680**, **8793**, **8910**, **9184**, **9229**, **9236**, **9351**, **9352**, **9585**, **9851**, **10124**, **10354**, **10488**, **10752**, **10753**, **11026**, **11078**, **12260**,**194200**,**1199**,**2950**,**3512**,4215,**5397**,**5739**,**8102**,**9215**,**9217**,**932**,**2517**,**2612**,**2609**,**2608**, **258**, **382**, **9177**, **9343**, **976**, **1142**, **1417**, **1626**, **1748**, **2498**, **2855**, **2854**, **2912**, **3097**, **3196**, **3248**, **3391**, **3392**, **3658**, **3731**, **4537**, **3820**, **4099**, **4087**, **4100**, **4423**, **4422**, **4586**, **5159**, **5200**, **4099**, **5318**, **5365**, **5874**, **5872**, **5875**, **7103**, **7042**, **7068**, **7067**, **7045**, **7710**, **7814**, **11932**

TRC/34/11842/2023, TRC/34/11841/2023, TRC/34/12409/2023.

Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNSEA/SNH/CA, **125/ART/DG/DT/SDNSEA/SNH/CA**, **137/ART/DG/DT/SDNA/SNH/CA1**, **139/ART/DG/DT/SDNA/SNH/CA1**, **152/ART/DG/DT/SDNA/SNH/CA2**, **167/ART/DG/DT/SDNA/SNH/CA3**, **170/ART/DG/DT/SDNA/SNH/CA2**, **172/ART/DG/DT/SDNA/SNH/CA2**, **271/ART/DG/DT/SDNA/SNH/CA2**, **273/ART/DG/DT/SDNA/SNH/CA2**, **287/ART/DG/DT/SDNA/SNH/CA2**, **293/ART/DG/DT/SDNA/SNH**, **301/ART/DG/DT/SDNSEA/SNH/CA**, **305/ART/DG/DT/SDNA/SNH/CA1**, **309/ART/DG/DT/SDNA/SNH/CA1**, **318/ART/DG/DT/SDNA/SNH/CA1**, **428/ART/DG/DT/SDNA/SNH/CA1**, **458/ART/DG/DT/SDNSEA/SNH**, **459/ART/DG/DT/SDNSEA/SNH**, **465/ART/DG/DT/SDNA/SNH**, **469/ART/DG/DT/SDNA/SNH/CA2**, **475/ART/DG/DT/SDNA/SNH/CA2**, **581/ART/DG/DT/SDNA/SNH/CA2**, **616/ART/DG/DT/SDNA/SNH/CA2**, **628/ART/DG/DT/SDNA/SNH/CA1**, **631/ART/DG/DT/SDNA/SNH/CA1**, **720/ART/DG/DT/SDNA/SNH/CA2**, **722/ART/DG/DT/SDNA/SNH/CA2**, **726/ART/DG/DT/SDNA/SNH/CA2**, **734/ART/DG/DT/SDNA/SNH/CA2**, **778/ART/DG/DT/SDNA/SNH/CA1**, **788/ART/DG/DT/SDNSEA/SNH/CA**, **851/ART/DG/DT/SDNA/SNH/CA2**, **856/ART/DG/DT/SDNA/SNH/CA2**, **870/ART/DG/DT/SDNA/SNH/CA2**, **1129/ART/DG/DT/SDNSEA/SNH/CA**, **1151/ART/DG/DT/SDNSEA/SNH**, **1789/ART/DG/DT/SDNA/SNH**, **1150/ART/DG/DT/SDNSEA/SNH**, **1152/ART/DG/DT/SDNSEA/SNH**, **135/ART/DG/DT/SDNSEA/SNH**, **289/ART/DG/DT/SDNSEA/SNH**,**295/ART/DG/DT/SDNSEA/SNH**, **492/ART/DG/DT/SDNSEA/SNH**, **655/ART/DG/DT/SDNSEA/SNH**, **656/ART/DG/DT/SDNSEA/SNH**, **663/ART/DG/DT/SDNSEA/SNH**, **2784/ART/DG/DT/SDNSEA/SNH**, **834/ART/DG/DT/SDNSEA/SNH**, **837/ART/DG/DT/SDNSEA/SNH**, **941/ART/DG/DT/SDNSEA/SNH**, **36/ART/DG/DT/SDNSEA/SNH**, **79/ART/DG/DT/SDNSEA/SNH**, **78/ART/DG/DT/SDN/SEA/SNH**, **333/ART/DG/DT/SDN/SEA/SNH/CA**, **442/ART/DG/DT/SDN/SEA/SNH/CA**, **113/ART/DG/DT/SDN/SEA/SNH/CA**, **111/ART/DG/DT/SDN/SEA/SNH/CA**, **653/ART/DG/DT/SDNSEA/SNH**, **974/ART/DG/DT/SDNSEA/SNH**, **58/ART/DG/DT/SDNSEA/SNH**, **856/ART/DG/DT/SDNSEA/SNH/CA**

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)**, **RBEF/04A/0317/S(17-0584)**, **RBEF/30A/0919/S(19-3760)**, **RCCT/61D/0719/S(19-2714)**, **RCCT/64B/0517/S(17-0741)**, **RCCT/82C/0718/S(18-2447)**, **RDDC/72A/0518/S(18-1697)**, **RDDK/02B/0419/S(19-1401)**, **RDDK/08A/0416/S(16-1233)**, **RDDK/08B/0416/S(16-1233)**, **RDDK/17A/0816/S(16-2023)**, **RDDK/22A/1016/S(16-3306)**, **RDDK/23A/0916/S(16-3288)**, **RDDK/68A/0418/S(18-1521)**, **RDDK/69B/1220/S(20-5452)**, **RDDK/72A/0518/S(18-1697)**, **RDDK/74A/0618/S(18-2223)**, **RDDK/83A/1018/S(18-4152)**, **RDDK/84A/1018/S(18-4153)**, **RDDS/27A/0319/S(19-1029)**, **RDFX/09A/0821/S(21-4059)**, **RDFX/10A/0921/S(21-4061)**, **RDFX/11A/0921/S(21-4060)**, **RFCL/09A/0218/S(18-0609)**, **RFCL/13A/0618/S(18-2379)**, **RFCL/14A/0618/S(18-2543)**, **RFCL/15A/0718/S(18-2544)**, **RFCL/18A/0718/S(18-2529)**, **RFCL/19A/0718/S(18-2545)**, **RFCL/20A/0718/S(18-2718)**, **RFCL/21A/0718/S(18-2717)**, **RCFL/22A/0818/S(18-3109)**, **RFCL/23A/0818/S(18-3153)**, **RCFL/24A/0818/S(18-3152)**, **RFCL/26A/0918/S(18-3810)**, **RFCL/27A/0918/S(18-3812)**, **RFCL/28A/1018/S(18-3977)**, **RFCL/29A/1018/S(18-4127)**, **RFCL/30A/1018/S(18-4129)**, **RFCL/31A/1018/S(18-3976)**, **RFCL/33A/0619/S(19-2422)**,

RFCL/34A/0619/S(19-2421), RFCL/35A/0719/S(19-2874), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385), RFCP/36A/0321/S(21-1381), RFGF/05A/0519/S(19-2090), RGBZ/01A/0318/S(18-0918), RGBZ/03A/0320/S(20-1253), RGEZ/25A/0920/S(20-3544), RGEZ/31A/0421/S(21-1529), RGEZ/36A/0521/S(21-2216), RGIG/01A/0220/S(20-0593), RGIG/02A/0220/S(20-0591), RGLA/06A/1220/S(20-5384), RGNU/03A/0221/S(21-0560),RCCT/02G/1021/S(21-4512),RAQP/73A/1121/S(21-5209),RAQP/76A/1121/S(21-5310),RAQP/75A/1121/S(21-5309),RRCCT/19G/1121/S(21-4614),RFGF/05A/0519/S(19-2090),RALM/77A/0219/S(19-0174),RALM/54B/1221/S(21-5945),RALM/34A/0616/S(16-0899),RGLN/26A/0122/S(22-0336),RAQP/77A/0222/S(22-0908),RGEZ/45A/0322/S(22-1385),RAVG/39U/0616/S(16-1865),RCCT/46B/0317/S(17-0740),RCCT/47B/0317/S(17-0739),RCCT/64B/0517/S(17-0741), RAAU/40C/1215/S(15-4937),RAAU/57A/0111/S(10-2112), RAVG/39U/0616/S(16-1865), RDDK/23A/0916/S(16-3288), RAQP/84A/0822/S(22-3841), RBEF/30A/0919/S(19-3760), RAQP/84A/0922/S(22-4095), RAQP/88A/1022/S(22-4485), RALM/75B/1122/S(22-5510), RALM/74B/1122/S(22-5508), RALM/22A/0315/S(15-0480), RAQP/84A/0223/S(23-0548), RGLA/06A/1220/S(20-5384), RGIH/67A/0522/S(22-2480), RALM/90B/0323/S(23-0831), RALM/89B/0323/S(23-0830), RALM/90B/0323/S(23-0831), RFCP/23A/0323/S(23-1490), RALM/44A/0517/S(17-1383) RGLN/01A/0620/S(20-2413), RALM/20B/0820/S(20-3382), RALM/21B/0820/S(20-3381), RGLN/46A/0523/S(23-2144), RFCL/83A/0623/S(23-2566), RFCL/84A/0623/S(23-2507), RFCL/85A/0623/S(23-2508), RFCL/86A/0623/S(23-2693), RFCL/94A/0623/S(23-2789), RFCL/87A/0623/S(23-2595), RFCL/88A/0623/S(23-2694), RFCL/89A/0623/S(23-2684), RFCL/94A/0623/S(23-2789), RFCL/95A/0623/S(23-2791), RFCL/91A/0623/S(23-2786), RFCL/92A/0623/S(23-25787), RFCL/93A/0623/S(23-2788), RFCL/04C/0623/S(23-2911), RFCL/97A/0723/S(23-3079), RFCL/96A/0723/S(23-3078), RFCL/99A/0723/S(23-3077), RFCL/98A/0723/S(23-3076), RALM/33B/1120/S(20-4706), RAQP/07B/0823/S(23-3721), RAQP/06B/0823/S(23-3720), RDDK/75C/0223/S(23-0474), RDDK/74C/0223/S(23-0472), RGGY/20A/1222/S(22-5600), RGGL/38A/1023/S(23-4773), RGGK/39A/1023/S(23-4774), RGGK/40A/1023/S(23-4775), RGSC/06A/0723/S(23-3045), RGSC/07A/0723/S(23-3046).

Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

MR 5371ANRT2010_05.12.2019, MR 5611ANRT2010_27.05.2010, MR 5835ANRT2010_28.08.2020, MR 7906ANRT2013_06.03.2013, MR 8106ANRT2013_29.04.2013, MR 9102ANRT2014_14.03.2014, MR 9107ANRT2014_18.03.2014, MR 9126ANRT2014_26.03.2014, MR 9186ANRT2014_22.04.2014, MR 9668ANRT2014_30.09.2014, MR 9741ANRT2014_24.10.2014, MR 9778ANRT2014_11.11.2014, MR 9904ANRT2014_19.12.2014, MR 9918ANRT2014_22.12.2014, MR 11030ANRT2015_04.11.2015, MR 11264ANRT2016_08.01.2016, MR 11554ANRT2016_15.03.2016, MR 12089ANRT2016_15.06.2016, MR 12123ANRT2016_22.06.2016, MR 12372ANRT2016_16.08.2016, MR 12623ANRT2016_11.10.2016, MR 12755ANRT2016_07.11.2016, MR 12756ANRT2016_07.11.2016, MR 12901ANRT2016_30.11.2016, MR 13217ANRT2017_27.01.2017, MR 13255ANRT2017_09.02.2017, MR 13576ANRT2017_20.03.2017, MR 13772ANRT2017_13.04.2017, MR 13774ANRT2017_13.04.2017, MR 13851ANRT2017_03.05.2017, MR 13892ANRT2017_03.05.2017, MR 13900ANRT2017_04.05.2017, MR 14830ANRT2017_28.09.2017, MR 15171ANRT2017_22.11.2017, MR 15669ANRT2018_31.01.2018, MR 15674ANRT2018_31.01.2018, MR 15675ANRT2018_31.01.2018, MR 15925ANRT2018_27.02.2018, MR 16263ANRT2018_06.04.2018, MR 16606ANRT2018_17.05.2018, MR 16657ANRT2018_23.05.2018, MR 16726ANRT2018_30.05.2018, MR 16794ANRT2018_05.06.2018, MR 16860ANRT2018_18.06.2018, MR 16861ANRT2018_18.06.2018, MR 16905ANRT2018_21.06.2018, MR 16906ANRT2018_21.06.2018, MR 16907ANRT2018_21.06.2018, MR 16908ANRT2018_21.06.2018, MR 17015ANRT2018_03.07.2018, MR 17016ANRT2018_03.07.2018, MR 17079ANRT2018_11.07.2018, MR 17080ANRT2018_11.07.2018, MR 17201ANRT2018_06.08.2018, MR 17202ANRT2018_06.08.2018, MR 17203ANRT2018_06.08.2018, MR 17204ANRT2018_06.08.2018, MR 17504ANRT2018_14.09.2018, MR 17505ANRT2018_14.09.2018, MR 17528ANRT2018_20.09.2018, MR 17576ANRT2018_26.09.2018, MR 17678ANRT2018_11.10.2018, MR 17679ANRT2018_11.10.2018, MR 18103ANRT2018_30.11.2018, MR 18334ANRT2018_21.12.2018, MR 18335ANRT2018_21.12.2018, MR 18615ANRT2019_21.01.2019, MR 18736ANRT2019_04.02.2019, MR 18928ANRT2019_25.02.2019, MR 19106ANRT2019_14.03.2019, MR 19108ANRT2019_14.03.2019, MR 19315ANRT2019_04.04.2019, MR 19338ANRT2019_09.04.2019, MR 19339ANRT2019_09.04.2019, MR 19505ANRT2019_22.04.2019, MR 19520ANRT2019_23.04.2019, MR 19767ANRT2019_15.05.2019, MR 19768ANRT2019_15.05.2019, MR 19769ANRT2019_15.05.2019, MR 20859ANRT2019_11.09.2019, MR 20901ANRT2019_13.09.2019, MR 20902ANRT2019_13.09.2019, MR 20944ANRT2019_19.09.2019, MR 21472ANRT2019_26.11.2019, MR 21473ANRT2019_28.11.2019, MR 21807ANRT2019_23.12.2019, MR 22495ANRT2020_26.02.2020,

MR 23231ANRT2020_26.05.2020, **MR 23405ANRT2020_16.03.2020**, **MR 24001ANRT2020_13.05.2020**, **MR 24106ANRT2020_20.05.2020**, **MR 25982ANRT2020_14.10.2020**, **MR 26081ANRT2020_22.10.2020**, **MR 26333ANRT2020_12.11.2020**, **MR 27808ANRT2021_13.03.2021**, **MR 30377ANRT2021_14.10.2021**, **MR 31268ANRT2022_04.01.2022**,**MR 29628ANRT2021_02.08.2021**,**MR 30406ANRT2021_24.10.2021**,**MR 30494ANRT2021_28.10.2021** **MR 30377ANRT2021_14.10.2021**, **MR 30377ANRT2021_26.10.2022**, **MR 8106ANRT2013_26.10.2022**, **MR 9186ANRT2014_26.10.2022**, **MR 9668ANRT2014_26.10.2022**, **MR 11264ANRT2016_27.10.2022**, **MR 17528ANRT2018_27.10.2022**, **MR 9126ANRT2014_27.10.2022**, **MR 35384ANRT2022_21.11.2022**, **MR 35382ANRT2022_21.11.2022**, **MR 35387ANRT2022_21.11.2022**, **MR 35393ANRT2022_21.11.2022**, **MR 36711ANRT2023_10.02.2023**, **MR 25982ANRT2020_14.10.2020**, **MR 31772ANRT2020_17.02.2022**, **MR 35739ANRT2022_12.12.2022**, **MR 36711ANRT2020_10.02.2023**, **MR 31772ANRT2020_03.04.2023**, **MR 37224ANRT2023_23.06.2023**, **MR 31774ANRT2017_10.08.2023**, **MR 12122ANRT2016_10.08.2023**, **MR 12123ANRT2016_10.08.2023**, **MR 35351ANRT2022_17.11.2022**, **MR 35350ANRT2022_17.11.2022**, **MR 37357ANRT2023_17.03.2023**, **MR 37442ANRT2023_22.03.2023**, **MR 39161ANRT2023_13.07.2023**.

Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément:

0483/ARE/2018_05.04.2018, **0491/ARE/2018_15.05.2018**, **0493/ARE/2018_16.05.2018**, **0518/ARE/2018_19.06.2018**, **0519/ARE/2018_19.06.2018**, **0520/ARE/2018_19.06.2018**, **0523/ARE/2018_19.07.2018**, **0524/ARE/2018_19.07.2018**, **0525/ARE/2018_19.07.2018**, **0537/ARE/2018_30.07.2018**, **0538/ARE/2018_30.07.2018**, **0542/ARE/2018_08.08.2018**, **0587/ARE/2018_04.12.2018**, **0588/ARE/2018_04.12.2018**, **0591/ARE/2018_05.12.2018**, **0597/ARE/2018_13.12.2018**, **0598/ARE/2018_13.12.2018**, **0630/ARE/2019_25.02.2019**, **0647/ARE/2019_30.04.2019**, **0649/ARE/2019_30.04.2019**, **0650/ARE/2019_30.04.2019**, **0664/ARE/2019_27.05.2019**, **0665/ARE/2019_27.05.2019**, **0667/ARE/2019_27.05.2019**, **0712/ARE/2018_04.11.2019**, **0713/ARE/2018_04.11.2019**, **0742/ARE/2020_20.01.2020**, **0796/ARE/2020_11.05.2020**, **0839/ARE/2020_21.09.2020**, **0840/ARE/2020_21.09.2020**, **0874/ARE/2020_26.11.2020**, **0971/ARE/2021_20.07.2021**, **0979/ARE/2021_09.08.2021**, **1128/ARE/2021_27.06.2022**, **1127/ARE/2021_27.06.2022**, **1173/ARE/2022_17.10.2022**, **232/ARE/2023_13.02.2023**, **1212/ARE/2022_22.12.2022**, **1251/ARE/2023_16.03.2023**, **1252/ARE/2023_20.03.2023**, **1263/ARE/2023_17.04.2023**, **1267/ARE/2023_17.05.2023**, **1269/ARE/2023_17.05.2023**, **1270/ARE/2023_17.05.2023**, **1296/ARE/2023_13.06.2023**, **1297/ARE/2023_13.06.2023**, **1303/ARE/2023_03.07.2023**, **1306/ARE/2023_03.07.2023**, **1304/ARE/2023_03.07.2023**, **1303/ARE/2023_03.07.2023**, **1305/ARE/2023_03.07.2023**, **1218/ARE/2023_02.02.2023**, **1219/ARE/2023_02.02.2023**

Mexico

NYCE: **NYC-2202C0E14311**, **NYC-2202C0E14310**, **NYC-2202C0E14309**, **NYC-CEDT1456-21**, **NYC-2202C0E22124**, **NYC-2202C0E22129**, **NYC-2202C0E22336**, **NYC-2202C0E22232**, **NYC-2102C0E19765**, **NYC-2202C0E21270**, **NYC-CEDT0106-23**, **NYC-CEDT2073-23**

ANCE:**ANC2101C00017489**,**ANC2201C00003403**,**ANC2201C00004471**

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, **IFT-008-2015**, **IFT/223/UCS/DG-AUSE/10559/2021**, **IFT/223/UCS/DG-AUSE/9797/2021**, **IFT/223/UCS/DG-AUSE/9793/2021**, **IFT/223/UCS/DG-AUSE/9791/2021**, **IFT/223/UCS/DG-AUSE/9792/2021**, **IFT/223/UCS/DG-AUSE/9796/2021**, **IFT/223/UCS/DG-AUSE/9788/2021**, **IFT/223/UCS/DG-AUSE/0029/2021**, **IFT/223/UCS/DG-AUSE/7577/2020**, **IFT/223/UCS/DG-AUSE/6918/2022**, **IFT/223/UCS/DG-AUSE/6915/2022**, **IFT/223/UCS/DG-AUSE/1911/2022**, **IFT/223/UCS/DG-AUSE2294/2022**, **IFT/223/UCS/DG-AUSE/2516/2022**, **IFT/223/UCS/DG-AUSE/1766/2022**, **IFT/223/UCS/DG-AUSE/3659/2022**, **IFT/223/UCS/DG-AUSE/3672/2022**, **IFT/223/UCS/DG-AUSE/4769/2022**, **IFT/223/UCS/DG-AUSE/1540/2022**, **IFT/223/UCS/DG-AUSE/3129/2022**, **IFT/223/UCS/DG-AUSE/4898/2022**, **IFT/223/UCS/DG-AUSE/4897/2022**, **IFT/223/UCS/DG-AUSE/4551/2022**, **IFT/223/UCS/DG-AUSE/xxxx/2022**, **IFT/223/UCS/DG-AUSE/4432/2022**, **IFT/223/UCS/1365/2023**, **IFT/223/UCS/1940/2023**, **IFT/223/UCS/2740/2023**, **IFT/223/UCS/3554/2023**, **IFT/223/UCS/3942/2023**, **IFT/223/UCS/3950/2023**, **IFT/223/UCS/1175/2023**, **IFT/223/UCS/1174/2023**, **IFT/223/UCS/DG-AUSE/7603/2020**, **IFT/223/UCS/DG-AUSE/2408/2021**, **IFT/223/UCS/7549/2023**

RCPVIVW21-4222, **RCPAPR318-2005**, **RCPBOBR21-0911**, **RCPBOFR18-1885**, **RCPBOLR09-0828**, **RCPBOLR16-0518**, **RCPBOMR12-1538**, **RCPBOMR14-0766**, **RCPBOMR14-0922**, **RCPBOMR17-0598**, **RCPBOMQ19-0594**, **RCPCOAR18-1800**, **RCPGEAD16-1700**, **RCPHAMM10-0514**, **RCPHEBS14-0180**, **RCPHEBC18-2099**, **RCPHEFS19-1702**, **RCPHEFS20-1469**, **RCPHERS19-1678**, **RCPGEAD16-**

1700, **RCPGECB14-0464**, **RCPLGLG16-0952**, **RCPLGMI19-1163**, **RCPVIVW20-0478**, **RCPVOHT13-1485**, **RCPVOMI15-0115**, **RCPVWFS16-0693**, **RCPVWL414-0775**, **RCPVWL414-0775-A1**, **RCPVWL617-0023**, **RCPVWMI17-0707**, **RCPVWMI17-0902**, **RCPVWMI18-2151**, **RCPVWMI18-2169**, **RCPVWMI14-0755**, **RCPVWMI14-1819**, **RCPVWMI14-1819**, **RCPVWMI14-1820**, **RCPVWMI15-0640**, **RCPVWMI16-0590**, **RCPVWMI16-1445**, **RCPVWMM17-1053**, **RCPVWVW17-0714**, **RCPVWVW17-0714-A1**, **RLVBHTS19-1995**, **RLVBOLR14-1873**, **RLVCO1820-0821**, **RLVCOAR15-0008**, **RLVCOBC16-1823**, **RLVCO1820-0821**, **RLVCOFS18-2029**, **RLVCOFS18-2030**, **RLVDER316-1666**, **RLVDER316-2005**, **RLVHE0119-0720**, **RLVHEBC15-0293**, **RLVHEBC16-0682**, **RLVHEFS13-1688**, **RLVHEFS13-1690**, **RLVHEFS14-1515**, **RLVHEFS18-1288**, **RLVHEFS18-1565**, **RLVHEFS19-0647**, **RLVHEFS19-1298**, **RLVHEFS20-0533**, **RLVHEFS20-1335**, **RLVHEFS20-1336**, **RLVHEFS20-1420**, **RLVHELC11-1185**, **RLVHEMQ19-1757**, **RLVHEMQ19-1758**, **RLVHEMW19-1757**, **RLVHERS17-0286**, **RLVHUHU19-1065**, **RLVHUTS20-1781**, **RLVMABN18-1512**, **RLVMABN18-1512-A1**, **RLVMAMQ18-0363**, **RLVMAMQ20-2464**, **RLVVENB20-1419**, **RLVVICO19-1023**, **RLVVIFP20-1412**, **RLVVIKO18-0155**, **RLVVIME19-1022**, **RLVVIME19-1023**, **RLVVIME20-2934**, **RLVVWFS17-2122**, **RLVVWFS17-2122-A1**, **RLVVW1718-1092**, **RLVVW1718-1169**, **RLVVW1718-1170**, **RLVVW1718-1171**, **RLVVW1718-1314**, **RLVVW1718-1315**, **RLVVW1718-1316**, **RLVVW1718-1317**, **RLVVW1718-1507**, **RLVVW1718-1508**, **RLVVW1718-1509**, **RLVVW1718-1517**, **RLVVW1718-1518**, **RLVVW1718-1519**, **RLVVW1718-1567**, **RLVVW1718-1568**, **RLVVW1718-1789**, **RLVVW1718-1790**, **RLVVW1718-1928**, **RLVVW1718-1929**, **RLVVW1719-1795**, **RLVVW1818-1248**, **RLVVW1818-1249**, **RLVVW1818-1258**, **RLVVW1819-0009**, **RLVVW1819-0023**, **RTIAUCB18-0153**, **RTIAUMI14-1863**, **RTILECO19-1805**, **RTILECO21-2443**, **RTILGTL19-0483**, **RTILGTL19-1617**, **RTILGTL20-727**, **RTIMOLT20-0870**, **RTIMOLT20-1047**, **RTIVWCO19-1185**,**RCPHERS21-4334**,**RCPHERS21-4335**,**RCPSCAG21-4523**,**RCPBOF522-0910**,**RCPVWMI22-1384**,**RLVBOFR22-2006**,**RCPVWL922-2123**,**RLVMAMQ22-3409**

VOVWTK23-30067, **VOVWCP23-19309**

SYMOWC23-01151.

La operación de este equipo está sujeta a las siguientes dos condiciones:

— (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y

— (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Mongolia

Монгол Улсад баталгаажсан

ID: **A17000102**, **A17000116b**, **A17000165**, **A18000077**, **A18000240**, **A18000261**, **A18000266**, **A18000267**, **A19000462**, **A19000474**, **A19000548**, **A19000579**, **A19000574**, **A19000569**, **A19000578**, **A19000580**, **A20000040**, **A20000074**, **A20000098**, **A20000240**, **A20000253**,
A20000270,**A20000124**,**A17000128**,**A17000122**,**A20000186**,**A18000201**,**A180002013**,**A18000073**,**A18000216**,**A18000261**,**A18000242**
A19000423, **A19000447**, **A19000446**, **A19000462**, **A19000474**, **A19000475**, **A19000476**, **A19000473**, **A19000724**, **A19000751**, **A19000547**, **A19000548**, **A19000569TSSRE4Uf**, **A19000578**, **A19000580**, **A19000579**, **A19000581**, **A16000088**, **A20000040**, **A20000253**, **A22000651**, **A22000874**, **A2300913**, **A22000812**, **A22000813**, **A23001011**, **A23001015**, .

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/: **0043/2011**, **0679/2015**, **0884/2015**, **0922/2015**, **0923/2015**, **0947/2016**, **1071/2016**, **1247/2016**, **1454/2017**, **1567/2017**, **1571/2017**, **1650/2017**, **1691/2017**, **1692/2017**, **2061/2018**, **2062/2018**, **2236/2018**, **2332/2018**, **2333/2018**, **2334/2018**, **2335/2018**, **2338/2018**, **2339/2018**, **2340/2018**, **2383/2018**, **2384/2018**, **2385/2018**, **2427/2018**, **2466/2018**, **2467/2018**, **2525/2018**, **2838/2019**, **2862/2019**, **2935/2019**, **2951/2019**, **3137/2019**, **3138/2019**, **3223/2019**, **3224/2019**, **3401/2020**, **3492/2020**, **3493/2020**, **3738/2020**, **3948/2020**, **3983/2020**, **3989/2020**, **4019/2021**, **4176/2021**, **4218/2021**, **4683/2021**,**4231/2021**,**4660/2021**,**4658/2021**,**4682/2021**,**01798/2022**,**01878/2022**,**01985/2022**, **4683/2021**, **3948/2020**, **02000/2022**, **00047/2023**, **00320/2023**

NCC/TSNi/TA/VOL: **161/2021/124**

NCC/TSNi/TA/CERT: **435/2022**, **00186/2023**

NCC/CERT: **2356/2022**, **00561/2023**, **00088/2023**

Oman

TRA/TA-R/0555/12_D172338, **TRA/TA-R/0984/13_D100428**, **TRA/TA-R/1049/09**, **TRA/TA-R/1298-01/10_D090258**, **TRA/TA/R/1448/10_D090258**, **TRA/TA-R/1575/13_TRAUSR001251**, **TRA/TA-R/1585/13_TRAUSR001251**, **TRA/TA-R/1630/13_D100428**, **TRA/TA-R/1697/14_D100428**, **TRA/TA-R/1733/14_D080134**, **TRA/TA-R/1743/14_D090016**, **TRA/TA-R/1849-14_D090258**, **TRA/TA-R/1995/14_D100428**, **TRA/TA-R/2160/14_D080134**, **TRA/TA-R/2197/14_D100428**, **TRA/TA-R/2210/14_D080134**, **TRA/TA-R/2235/14_D080134**, **TRA/TA-R/2289/14_D080134**, **TRA/TA-R/2444/15_D090016**, **TRA/TA-R/2609/15_D100428**, **TRA/TA-R/2903/15_D080134**, **TRA/TA-R/3007-16_D080314**, **TRA/TA-R/3315/16_DA80134**, **TRA/TA-R/3331/16_D080134**, **TRA/TA-R/3370/16**, **TRA/TA-R/3621/16_D080134**, **TRA/TA-R/3701/16_D080134**, **TRA/TA-R/3848/17_D080134**, **TRA/TA-R/3957/17_D080134**, **TRA/TA-R/4227/17_D090024**, **TRA/TA-R/4353/17_D080134**, **TRA/TA-R/5130/18_23/01/2018**, **TRA/TA-R/5241/18_D172249**, **TRA/TA-R/5442/18_D100428**, **TRA/TA-R/5443/18_D100428**, **TRA/TA-R/5617/18_D100428**, **TRA/TA-R/5725/18_D100428**, **TRA/TA-R/5772/18_D100428**, **TRA/TA-R/5774/18_D100428**, **TRA/TA-R/5819/18_D100428**, **TRA/TA-R/5820/18_D100428**, **TRA/TA-R/5884/18_D100428**, **TRA/TA-R/5885/18_D100428**, **TRA/TA-R/5886/18_D100428**, **TRA/TA-R/5887/18_D100428**, **TRA/TA-R/6021/18_D100428**, **TRA/TA-R/6022/18_D100428**, **TRA/TA-R/6023/18_D100428**, **TRA/TA-R/6024/18_D100428**, **TRA/TA-R/6132/18_D172249**, **TRA/TA-R/6166/18_D100428**, **TRA/TA-R/6188/18_D172249**, **TRA/TA/R/6348/18_D090258**, **TRA/TA/R/6363/18_D090258**, **TRA/TA-R/6366/18_D100428**, **TRA/TA-R/6372/18_D100428**, **TRA/TA-R/6527/18_D172249**, **TRA/TA-R/6535/18_D100428**, **TRA/TA-R/6537/18_D177249**, **TRA/TA-R/6616/18_D100428**, **TRA/TA-R/6695/18_D100428**, **TRA/TA-R/6696/18_D100428**, **TRA/TA-R/7145/19_D172338**, **TRA/TA-R/7240/19_D100428**, **TRA/TA-R/7244/19_D100428**, **TRA/TA-R/7383/19_D100428**, **TRA/TA-R/7384/19_D100428**, **TRA/TA-R/7481/19_D172338**, **TRA/TA-R/7524/19_D100428**, **TRA/TA-R/7604/19_D100428**, **TRA/TA-R/7704/19_D090024**, **TRA/TA-R/7752/19_D090024**, **TRA/TA-R/7867/19_D192564**, **TRA/TA-R/7871/19_D192564**, **TRA/TA-R/8052/19_D090024**, **TRA/TA-R/8056/19_D090024**, **TRA/TA-R/8084/19_D192564**, **TRA/TA-R/8150/19_D172338**, **TRA/TA-R/8158/19_D172338**, **TRA/TA-R/8171/19_D100428**, **TRA/TA-R/8240/19_D172338**, **TRA/TA-R/8480/19_D192564**, **TRA/TA-R/8649/19_D090024**, **TRA/TA-R/8749/19_D172338**, **TRA/TA-R/9347/20_D172338**, **TRA/TA-R/9664/20_D172338**, **TRA/TA-R/9675/20_D192564**, **TRA/TA-R/9676/20_D192564**, **TRA/TA-R/9682/20_D100428**, **TRA/TA/R/10209/20_D172249**, **TRA/TA-R/10345/20_D090024**, **TRA/TA-R/10363/20_D100428**, **TRA/TA-R/11110/21_D172338**, **TRA/TA-R/11179/21_D172249**,**TRA/TA-R/10614/20_D172249**,**TRA/TA-R/11980/21_D172338**,**TRA/TA-R/12440/21_D172338**,**TRA/TA-R/12742/21_D090258**,**TRA/TA-R/12743/21_D090258**,**TRA/TA-R/13040/22_D172338**, **TRA/TA-R/11110/21_D172338**, **TRA/TA-R/14975/23_D100428**, **TRA/TA-R/14722/22_D202897**, **TRA/TA/6945/2014_17/09/2014**, **TRA/TA-R/15114/23_D172338**, **TRA/TA-R/13211/22_D172338**, **TRA/TA-R/15008/23_D172338**, **TRA/TA-R/13781/23_D100428**, **TRA/TA-R/15396/23_D090024**, **TRA/TA-R/12904/21_D213125**, **TRA/TA-R/12905/21_D213125**, **TRA/TA-R/16919/23_D202897**, **TRA/TA-R/16056/23_D100428**, **TRA/TA-R/15420/23_D172338**.

Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA (2015), **Approved by PTA (2016)**, **Approved by PTA (2018)**, **Approved by PTA (2020)**, **Approved by PTA...**,

9.090/2017, **9.10026/2019**, **9.1048/2018**, **9.1184/2021**, **9.160/2021**, **9.164/2021**, **9.215/2015**, **9.222/2015**, **9.245/2020**, **9.283/2020**, **9.3012/2018**, **9.399/2020**, **9.484/2020**, **9.499/2018**, **9.581/2020**, **9.652/2016**, **9.687/2017**, **9.9112/2019**, **9.9227/2019**, **9.9288/2019**, **9.929/2018**, **9.93/2021**, **9.977/2015**, **9.9837/2019**, **9.9838/2019**, **9.9903/2019**, **9.10026/2019**, **9.283/2020**, **9.245/2020**, **9.399/2020**, **9.283/2020**, **9.245/2020**, **9.399/2020**, **9.484/2020**,**9.581/2020**,**9.93/2021**, **9.1000/2021**,**9.338/2022**,**9.331/2022**, **9.164/2021**, **9.160/2021**, **9.184/2021**, **9.124/2023**, **9.567/2022**, **9.37/2023**, **9.374/2023**, **9.373/2023**, **9.391/2023**, **9.440/2023**, **9.236/2022**, **9.1098/2022**, **9.1101/2022**, **9.1216/2022**, **9.1288/2022**, **9.950/2023**.

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-0000173**, **2017-06-I-0000194**, **2017-07-I-0000220**, **2018-04-I-000169**, **2018-05-I-000179**, **2018-05-I-000192**, **2018-06-I-000212**, **2018-06-I-000220**, **2018-07-I-000299**, **2018-07-I-000322**, **2018-07-I-000353**, **2018-08-I-000364**, **2018-08-I-000369**, **2018-08-I-000380**, **2018-08-I-000381**, **2018-09-I-000419**, **2018-09-I-000421**, **2018-09-I-000422**, **2018-09-I-000423**, **2018-09-I-000424**, **2018-10-I-000480**, **2018-10-I-000481**, **2018-10-I-000492**, **2018-11-I-000585**, **2018-11-I-000586**, **2018-11-I-000596**, **2018-11-I-000597**, **2018-11-I-000612**, **2019-01-I-000071**, **2019-03-I-000155**, **2019-03-I-000156**, **2019-05-I-000236**, **2019-05-I-000237**, **2019-05-I-000243**, **2019-05-I-000245**, **2019-05-I-000253**, **2019-06-I-0289**, **2019-06-I-0295**, **2019-07-I-0335**, **2019-07-I-0341**, **2019-07-I-0353**, **2019-07-I-0396**, **2019-08-I-0442**, **2019-09-I-**

0517, **2019-10-I-0560**, **2019-10-I-0561**, **2019-11-I-0595**, **2019-11-I-0596**, **2019-11-I-0640**, **2020-02-I-0111**, **2020-02-I-0125**, **2020-02-I-0140**, **2020-03-I-00198**, **2020-07-I-0417**, **2020-07-I-0455**, **2020-07-I-0531**, **2020-07-I-0532**, **2020-09-I-0664**, **2020-11-I-0783**, **2020-11-I-0825**, **2020-11-I-0826**, **2020-11-I-0832**, **2020-11-I-0851**, **2020-11-I-0868**, **2020-12-I-0881**, **2021-01-I-0035**, **2021-03-I-0130**, **2021-09-I-0539**, **2021-09-I-0560**,**2021-11-I-0678**,**2021-12-I-0781**,**2021-12-I-0783**,**2022-02-I-00862022-02-I-0072**,**202-02-I-0089**,**2022-04-I-0275**,**2022-08-I-0497**, **2022-08-I-04517**, **2022-08-I-0516**, **2022-08-I-0528 y 2017-09-I-0000328**, **2023-01-I-0044**, **2023-01-I-0052 y 2018-07-I-000299**, **2023-01-I-0049 y 2018-06-I-000220**, **2020-11-I-0832**, **2022-03-I-00130**, **2022-08-I-0517**, **2019-07-I-0353**, **2014-12-I-000352**, **2023-02-I-0090**, **2023-03-I-0140**, **2023-03-I-0213**, **2023-03-I-0249**, **2018-06-I-000279**, **2013-05-I-0093**, **2023-05-I-0000323**, **2023-05-I-0000321**, **2023-05-I-0000322**, **2023-05-I-0372**, **2023-05-I-0373**, **2023-05-I-0353**, **2023-05-I-0354**, **2023-06-I-0404**, **2023-07-I-0495**, **2023-07-I-0496**, **2023-07-I-0511**, **2022-09-I-0620**, **2022-09-I-0621**.

1297/2019, **1298/2019**, **3414/2023**.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay: Llave Inalámbrica Marca HELLA, Modelo FS19. Fabricado por HELLA Germany.

Philippines

NTC, Type Approved No.:

ESD-1105427C, **ESD-1105633C**, **ESD-1206775C**, **ESD-1308271C**, **ESD-1408668C**, **ESD-1408747C**, **ESD-1408917C**, **ESD-1409834C**, **ESD-1409181C**, **ESD-1409770C**, **ESD-1510139C**, **ESD-1510297C**, **ESD-1510396C**, **ESD-1510397C**, **ESD-1511095C**, **ESD-1612168C**, **ESD-1612188C**, **ESD-1613057C**, **ESD-1613431C**, **ESD-1613454C**, **ESD-1714358C**, **ESD-1714837C**, **ESD-1714838C**, **ESD-1714839C**, **ESD-1715123C**, **ESD-1716172C**, **ESD-1816403C**, **ESD-1816404C**, **ESD-1816419C**, **ESD-1816997C**, **ESD-1817283C**, **ESD-1817335C**, **ESD-1817369C**, **ESD-1817501C**, **ESD-1817548C**, **ESD-1817853C**, **ESD-1817897C**, **ESD-1817898C**, **ESD-1817899C**, **ESD-1817900C**, **ESD-1818098C**, **ESD-1818419C**, **ESD-1918733C**, **ESD-1918734C**, **ESD-1918735C**, **ESD-1918843C**, **ESD-1918844C**, **ESD-1919228C**, **ESD-1919230C**, **ESD-1919232C**, **ESD-1919296C**, **ESD-1919297C**, **ESD-1919418C**, **ESD-1919559C**, **ESD-1919739C**, **ESD-1919803C**, **ESD-1919804C**, **ESD-1919996C**, **ESD-1920171C**, **ESD-1920172C**, **ESD-1920173C**, **ESD-1920174C**, **ESD-1920175C**, **ESD-1920724C**, **ESD-1920725C**, **ESD-1919739C**, **ESD-1920803C**, **ESD-2021903C**, **ESD-2021997C**, **ESD-2021998C**

ESD-CPE-1817719C, **ESD-CPE-1920803**, **ESD-CPE-2003542**, **ESD-CPE-2003561**, **ESD-CPE-2103674**, **ESD-GEC-1402882**, **ESD-RCE-2022725**, **ESD-RCE-2023283**, **ESD-RCE-2024041**, **ESD-RCE-2024379**, **ESD-RCE-2125478**,**ESD-CPE-2103674**,**ESD-RCE-21257185**,**ESD-RCE-2127184**,**ESD-RCE-2127226**,**ESD-RCE-2128032**,**ESD-RCE-2228946**, **ESD-RCE-2024041**, **ESD-RCE-2229380**, **ESD-RCE-2230291**, **ESD-RCE-2332287**, **ESD-RCE-2333421**, **ESD-RCE-2334226**, **ESD-RCE-2334225**, **ESD-RCE-2231728**, **ESD-RCE-2231727**, **ESD-RCE-2334235**, **ESD-RCE-2231777**, **ESD-RCE-2231753**, **ESD-RCE-2436027**

Qatar

ICT/QATAR/RT/2010/R-1978, **ICT/QATAR/RT/2012/R-1878**, **ICT/QATAR/RT/2013/R-3240**, **ICT/QATAR/RT/2014/R-3818**, **ICT/QATAR/RT/2014/R-3856**, **ICT/QATAR/RT/2014/R-3957**

CRA/SA/2014/R-4097, **CRA/SA/2014/R-4122**, **CRA/SA/2014/R-4315**, **CRA/SA/2014/R-4361**, **CRA/SA/2014/R-4412**, **CRA/SA/2015/R-4596**, **CRA/SA/2015/R-4714**, **CRA/SA/2015/R-5136**, **CRA/SA/2015/R-5137**, **CRA/SA/2015/R-5151**, **CAR/SA/2016/R-5255**, **CRA/SA/2016/R-5455**, **CRA/SA/2016/R-5667**, **CRA/SA/2016/R-5808**, **CRA/SA/2017/R-5980**, **CRA/SA/2017/R-6015**, **CRA/SA/2017/R-6245**, **CRA/SA/2017/R-6311**, **CRA/SA/2018/R-6820**, **CRA/SA/2018/R-6910**, **CRA/SA/2018/R-7044**, **CRA/SA/2018/R-7073**, **CRA/SA/2018/R-7074**, **CRA/SA/2018/R-7091**, **CRA/SA/2018/R-7153**, **CRA/SA/2018/R-7207**, **CRA/SA/2018/R-7208**, **CRA/SA/2018/R-7210**, **CRA/SA/2018/R-7211**, **CRA/SA/2018/R-7212**, **CRA/SA/2018/R-7213**, **CRA/SA/2018/R-7214**, **CRA/SA/2018/R-7262**, **CRA/SA/2018/R-7263**, **CRA/SA/2019/R-7728**

CRA/SM/2018/R-7418, **CRA/SM/2018/R-7422**, **CRA/SM/2018/R-7417**, **CRA/SM/2018/R-7447**, **CRA/SM/2018/R-7460**, **CRA/SM/2018/R-7447**, **CRA/SM/2018/R-7551**, **CRA/SM/2018/R-7553**, **CRA/SM/2018/R-7554**, **CRA/SM/2018/R-7562**, **CRA/SM/2019/R-7682**, **CRA/SM/2019/R-7689**, **CRA/SM/2019/R-7761**, **CRA/SM/2019/R-7763**, **CRA/SM/2019/R-7812**, **CRA/SM/2019/R-7827**, **CRA/SM/2019/R-7874**, **CRA/SM/2019/R-7983**, **CRA/SM/2019/R-8053**, **CRA/SM/2019/R-8054**, **CRA/SM/2019/R-8113**, **CRA/SM/2019/R-8147**, **CRA/SM/2019/R-8148**, **CRA/SM/2019/R-8187**, **CRA/SM/2019/R-8205**, **CRA/SM/2019/R-8206**, **CRA/SM/2019/R-8300**, **CRA/SM/2020/R-8451**, **CRA/SM/2020/R-8465**, **CRA/SM/2020/S-0004065**, **CRA/SM/2020/S-0004790**, **CRA/SM/2020/S-0005129**, **CRA/SM/2020/S-0005140**, **CRA/SM/2020/S-0005156**, **CRA/SM/2020/S-0005157**, **CRA/SM/2020/S-0005255**, **CRA/SM/2020/S-0005662**, **CRA/SM/2020/S-0005786**, **CRA/SM/2021/S-0006561**, **CRA/SM/2021/S-0006995**,**CRA/SM/2020/S-0006251**,**CRA/SM/2021/S-0008089**,**CRA/SM/2021/S-0008566**,**CRA/SM/2021/S-

0008868,**CRA/SM/2021/S-0008893**,**CRA/SM/2022/S-0009072**,**CRA/SM/2022/S-0009977**, **CRA/SM/2023/S-0012794**, **CRA/SM/2020/S-0005662**, **CRA/SM/2022/S-009342**, **CRA/SM/2022/S-010181**, **CRA/SM/2022/S-0012517**, **CRA/SM/2023/S-0013173**, **CRA/SM/2023/S-0013119**, **CRA/SM/2023/S-0013179**, **CRA/SM/2022/S-0011867**, **CRA/SM/2023/S-0013173**, **CRA/SM/2023/S-0013179**, **CRA/SM/2023/S-0014123**, **CRA/SM/2023/S-0014130**, **CRA/SM/2023/S-0012863**, **CRA/SM/2023/S-0014492**

Rwanda

RURA/1010402/2019/L123_23.10.2019, **RURA/1010402/2019/L128_21.10.2019**, **RURA/1010402/2020/L1069**, **RURA/1010402/2020/L1705_20.05.2020**, **RURA/101042/2020/L6997_24.09.2020**,

RURA/ICT/AUT/200140090_17.11.2020, **RURA/ICT/AUT/200140122_17.11.2020**, **RURA/ICT/AUT/210165696_10.06.2021**, **RURA/ICT/AUT/210172215_21.07.2021**, **RURA/ICT/AUT/210172964_30.07.2021**, **RURA/ICT/AUT/210178685_30.08.2021**, **RURA/ICT/AUT/210190642_22.10.2021**,**RURA/ICT/AUT/210148185_31.01.2021**,**RURA/ICT/AUT/210149593_18.02.2021**,**RURA/ICT/AU**
RURA/ICT/AUT/220264765_05.10.2022, **RURA/ICT/AUT/220270155_28.10.2022**, **RURA/ICT/AUT/220272401_14.11.2022**, **RURA/ICT/AUT/220273457_15.11.2022**, **RURA/ICT/AUT/220275518_22.11.2022**, **RURA/ICT/AUT/220280879_19.12.2022**, **RURA/ICT/AUT/230211868_10.05.2023**, **RURA/ICT/AUT/220271948_09.11.2022**, **RURA/ICT/AUT/220271951_09.11.2022**, **RURA/ICT/AUT/230311868_10.05.2023**.

026HD/ICT/RURA/018_11.01.2018, **093HD/ICT/RURA/018_19.02.2018**, **181HD/ICT/RURA/019_07.03.2019**, **192HD/ICT/RURA/018_13.04.2018**, **265HD/ICT/RURA/018_22.05.2018**, **266HD/ICT/RURA/018_22.05.2018**, **277HD/ICT/RURA/019_11.04.2019**, **278HD/ICT/RURA017_25.07.2017**, **279HD/ICT/RURA/019_11.04.2019**, **313HD/ICT/RURA/018_08.06.2018**, **334HD/ICT/RURA/018_13.06.2018**, **335HD/ICT/RURA/018_14.06.2018**, **343HD/ICT/RURA/017_22.08.2017**, **348HD/ICT/RURA/019_10.05.2019**, **349HD/ICT/RURA/018_22.06.2018**, **355HD/ICT/RURA/018_22.06.2018**, **356HD/ICT/RURA/018_22.06.2018**, **357HD/ICT/RURA/018_22.06.2018**, **368HD/ICT/RURA/018_29.06.2018**, **399HD/ICT/RURA/019_03.06.2019**, **401HD/ICT/RURA/018_09.07.2018**, **433HD/ICT/RURA/019_19.06.2019**, **444HD/ICT/RURA/019_19.06.2019**, **448HD/ICT/RURA/018_27.07.2018**, **449HD/ICT/RURA/018_27.07.2018**, **537HD/ICT/RURA/018_14.09.2018**, **607HD/ICT/RURA/018_11.10.2018**, **645GM/ICT/RURA/019_11.09.2019**, **646GM/ICT/RURA/019_11.09.2019**, **712HD/ICT/RURA/018_04.12.2018**, **742HD/ICT/RURA/018_14.12.2018**, **1350HD/CMR/RURA/015_08.12.2015** .

Zambia

Type Approval Ref:

ZMB/ZICTA/TA/2015/3/20, **ZMB/ZICTA/TA/2015/3/21**, **ZMB/ZICTA/TA/2015/10/19**, **ZMB/ZICTA/TA/2015/12/3**, **ZMB/ZICTA/TA/2015/12/4**, **ZMB/ZICTA/TA/2016/1/2**, **ZMB/ZICTA/TA/2016/11/1**, **ZMB/ZICTA/TA/2016/9/21**, **ZMB/ZICTA/TA/2017/6/7**, **ZMB/ZICTA/TA/2017/6/17**, **ZMB/ZICTA/TA/2017/9/27**, **ZMB/ZICTA/TA/2018/5/23**, **ZMB/ZICTA/TA/2018/6/20**, **ZMB/ZICTA/TA/2018/8/38**, **ZMB/ZICTA/TA/2018/8/39**, **ZMB/ZICTA/TA/2018/8/40**, **ZMB/ZICTA/TA/2018/8/41**, **ZMB/ZICTA/TA/2018/9/10**, **ZMB/ZICTA/TA/2018/10/10**, **ZMB/ZICTA/TA/2018/10/15**, **ZMB/ZICTA/TA/2018/10/16**, **ZMB/ZICTA/TA/2018/10/17**, **ZMB/ZICTA/TA/2018/10/18**, **ZMB/ZICTA/TA/2018/10/19**, **ZMB/ZICTA/TA/2018/10/20**, **ZMB/ZICTA/TA/2018/10/21**, **ZMB/ZICTA/TA/2018/10/24**, **ZMB/ZICTA/TA/2018/10/25**, **ZMB/ZICTA/TA/2018/10/26**, **ZMB/ZICTA/TA/2018/10/27**, **ZMB/ZICTA/TA/2018/12/16**, **ZMB/ZICTA/TA/2019/2/44**, **ZMB/ZICTA/TA/2019/2/45**, **ZMB/ZICTA/TA/2019/3/23**, **ZMB/ZICTA/TA/2019/3/37**, **ZMB/ZICTA/TA/2019/4/8**, **ZMB/ZICTA/TA/2019/5/13**, **ZMB/ZICTA/TA/2019/6/13**, **ZMB/ZICTA/TA/2019/7/7**, **ZMB/ZICTA/TA/2019/11/47**, **ZMB/ZICTA/TA/2019/11/48**, **ZMB/ZICTA/TA/2020/2/35**, **ZMB/ZICTA/TA/2020/7/121**, **ZMB/ZICTA/TA/2020/10/51**, **ZMB/ZICTA/TA/2020/10/57**, **ZMB/ZICTA/TA/2020/11/18**, **ZMB/ZICTA/TA/2021/3/95**, **ZMB/ZICTA/TA/2021/7/63**, **ZMB/ZICTA/TA/2021/8/104**, **ZMB/ZICTA/TA/2021/9/17**,
ZMB/ZICTA/TA/2021/11/9,**ZMB/ZICTA/TA/2021/9/40**,**ZMB/ZICTA/TA/2021/11/10**,**ZMB/ZICTA/TA/2020/07/121**, **ZMB/ZICTA/TA/2023/2/30**, **ZMB/ZICTA/TA/2023/4/88**, **ZMB/ZICTA/TA/2023/5/53**.

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,071347/A
072100/AG/ER, 072164/AG/ER, 072164/AG/ER, 072183/AG/ER, 072231/AG/ER, 072453/AG/ER, 072469/AG/ER, 072536/AG/ER, 072588/AG/ER, 072485/AG/ER, 072474/AG/ER, 072613/AG/ER, 072588/AG/ER

Serbia

И005 17, И005 18, И005 19, ИН005 19, И005 20, И005 21, И005 22, И005 23

И011 17, И011 18, И011 19, И011 20, И011 21 , И011 22, И011 23

И038 19, И038 20, И038 21, И038 22, И038 23

И038 21/00583 01025,И038 21/00719 01145,И038 21/00738 01159,И038 21/00790 01208,И038 22/00861 01272, И038 22/01072 01264, И038 22/01219 01264, И038 22/00319 00774i, И038 22/01301 01264, И038 22/01403 01356, И038 22/01475 01356, И038 22/01524 01363, И038 23/01623 01363

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,
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И1622110000, И1622123100, И1622122900, И1622131100, И1622131700, И1622135700, И1622135600, И1622139200, И1622141800, И1622147900, И1622178100,И1623148600, И1623148700, И1622178000, И1623010900, И1623016700, И16221888000, И1623039900, И1623028600, И1623041300, И1623097100, И1623097000, И1623096900, И1623096700, И1623103700, И162310500, И1623126400, И1623126300, И1622160000, И1622160100, И1623030500, И1623110300,

34540-23/19-11, 34540-24/19-9, 34540-49/21-6, 34540-194/21-3, 34540-200/17-5, 34540-242/18-4, 34540-242/21-334540-307/19-3, 34540-263/19-4, 34540-436/19-3, 34540-768/18-5, 34540-871/18-4, 34540-1313/16-3,34540-194/21-3,34540-198/21-13,34540-228/21-5,34540-242/21-3,34540-25/22-5,34540-40/22-13,34540-77/22-10, 34540-146/22-5, 34540-144/22-3, 34540-148/22-6, 34540-147/22-8, 34540-165/22-5, 34540-306/20-7, 34540-107/23-3

И038 23: 0141_01375, 01340_01351, 34540-25/22-5

Singapore



Fig. 104 Identification in accordance with Radiocommunication Act.

Complies with IMDA Standards: **DA103238**, **DA103787**, **DA103858**, **DA104328**, **DA104682**, **DA104812**, **DA105282**, **DA107248**, **DA107974**, **DB03227**, **DB101762**, **DB103858**, **DB106879**, **DB107220**, **DB106879**.

Registration Number: **G1594-19**, **G1858-19**, **G5521-19**, **N0039-21**, **N0147-19**, **N0254-17**, **N0254-17**, **N0356-20**, **N0688-15**, **N0715-15**, **N0721-15**, **N0871-19**, **N0982-20**, **N1085-21**, , **N1453-20**, **N1599-19**, **N1629-17**, **N1630-17**, **N2052-18**, **N2053-18**, **N2069-19**, **N2152-20**, **N2285-19**, **N2404-19**, **N2405-19**, **N2415-18**, **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**, **N3548-18**, **N3577-18**, **N3888-16**, **N3970-18**, **N3971-18**, **N4123-19**, **N4334-20**, **N4347-21**, **N4839-18**, **N4848-18**, **N4877-19**, **N4878-19**, **N4887-19**, **N4975-17**, **N5068-19**, **N5069-19**, **N5081-**

20, N5358-20, N5835-20, N5856-20, S2946-20, S3583-19, S5104-21,N5264-21,N5963-21,N0708-17,N1019-22,N1568-22,N1851-22,N1898-22,N3020-22,N3453-22,N3456-22,N3450-22,,N3835-22, G0443-21, N3888-16, N0254-17, N0708-17, N5372-22, N5373-22, N6052-22, N0374-23, N0415-23, N0414-23, N1159-23, N5856-20, N1233-23, N1291-23, N1631-23, N2673-23, N3098-23, N3096-23, N3688-18, N3555-18, G1231-23, N0452-23, S3262-23, S3263-23, N3567-23, N3097-23, N0951-24.

South Africa

ICASA APPROVED:

TA-2009/464, TA-2010/218, TA-2010/1235, TA-2011/615, TA-2012/321, TA-2012/1747, TA-2012/1821, TA-2013/1679, TA-2013/1681, TA-2013/1682, TA-2013/1680, TA-2013/1683, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA/2014/792, TA/2014/982, TA-2014/1719, TA-2014/1783, TA-2014/1784, TA-2014/1887, TA-2014/2108, TA-2014/2597, TA-2015/517, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539, TA-2016/3541, TA-2017/052, TA-2017/127, TA-2017/209, TA-2017/2013, TA-2017/2824, TA-2017/3480, TA-2017/2824, TA-2018/175, TA-2018/280, TA-2018/732, TA-2018/842, TA-2018/843, TA-2018/844, TA-2018/845, TA-2018/996, TA-2018/997, TA-2018/998, TA-2018/999, TA-2018/1091, TA-2018/1095, TA-2018/1205, TA-2018/1408, TA-2018/1649, TA-2018/1650, TA-2018/1806, TA-2018/1814, TA-2018/1815, TA-2019/1853, TA-2018/2177, TA-2018/2251, TA-2018/2776, TA-2018/2777, TA-2018/2868, TA-2018/3141, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA/2019/550, TA-2019/582, TA-2019/583, TA-2019/1110, TA-2019/1111, TA-2019/1410, TA-2019/1853, TA-2019/2347, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/5480, TA-2020/6261, TA-2020/6392, TA-2020/6394, TA-2020/7066, TA-2020/7103, TA-2020/7390, TA-2021/0295, TA-2021/0637,TA-2021/7762,TA-2021/0949,TA-2021/1613,TA-2021/1608,TA-2021/2146,TA-2021/2307,TA-2021/2501,TA-2021/3273, TA-2022/3766, TA-2021/0637, TA-2022/0625, TA-2022/0298, TA-2022/0298, TA-2022/03215, TA-2020/7103, TA-2022/0124, TA-2020/5443, TA-2022/1222, TA-2022/3229, TA-2023/3353, TA-2023/0199, TA-2023/0338, TA-2023/0349, TA-2022/3381, RSS/NCA/TA/3/166, TA-2023/0349, TA-2023/0338, TA2023/0892, TA-2023/1203, TA-2023/2091, TA-2023/1813, TA-2005/614 .

Thailand



Fig. 105 Identification in accordance with Radiocommunication Act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการ ใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: **A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,B57008-21,B57007-21,A57014-21,B57003-22,S01561-22,S01559-22, S03635-22, S00224-23, S4117-22, A57014-21,**

SD01415-23, **A75007-22**, **S03477-22**, **SD02328-23**, **SD01325-23**

Türkiye

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

Countries outside the US that approve and permit radio systems in accordance with US FCC guidelines:

FCC ID: 2AAJCBR20, **FCC ID: 2AAJCBR21**, **FCC ID: 2AAJCBR22**, **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-MIB3O1**, **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: NZLJCIBUSHL4**, **FCC ID: OAYARS4B**, **FCC ID: OAYARS5B**, **FCC ID: OYGTSSRE4UD**, **FCC ID: OYGTSSRE4UF**, **FCC ID: OYGTSSSG4G5**, **FCC ID: QIPALAS6A-US**, **FCC ID: QISME919BS-567BN**, **FCC ID: QISME919BS-567BNB**, **FCC ID: QZ9-KA3**, **FCC ID: RK7MBC-NAR**, **FCC ID: RK7MBC-NAR2**, **FCC ID: RK7185-00**, **FCC ID: RK7186-00**, **FCC ID: RX2BNFHL**, **FCC ID: RX2BNFLL**, **FCC ID: T8GA270**, **FCC ID: T8GA475**, **FCC ID: T8GA476**, **FCC ID: T8GP114**, **FCC ID: VPYLB1KD**, **FCC ID: WJLHT-5**, **FCC ID: NF3-FR5CUEC**, **FCC ID: NBG01RS55**, **FCC ID: NF3-F5CP42**, **FCC ID: NBG01RS53**,**FCC ID: NBGFS125C1**, **FCC ID: BEJ-MIB3OIVR-E**, **FCC ID: BEJTLVHM3IU-N**, **FCC ID: 2AXPS-WPC003-1**, **FCC ID: 2AXPS-WPC003-5**, **FCC ID: 2ACC7DDAECE02**, **FCC ID: BEJTLVUM3IU-W**, **FCC ID: BEJTLVUW3IU-W**, **FCC ID: BEJTLVUM3IU-E**, **FCC ID: BEJTLVUW3IU-N**, **FCC ID: BEJTLVUM3IU-N**, **FCC ID: NT8-FPK815DTR2**, **FCC ID: NBGFS1901S**, **FCC ID: NBGFS19S**, **FCC ID: BEJ-ICAS3GP**, **FCC ID: NBGFS191S**, **FCC ID: BEJTLVLM3IU-N, FCC ID: BEJTLVUW3IU-W, FCC ID: BEJTLVUW3IU-N, FCC ID: BEJTLVUM3IU-W, FCC ID: BEJTLVUM3IU-N, FCC ID: BEJTLVUM3IU-E, FCC ID: BEJTLVUE4IU-E, FCC ID: BEJTLVUE4IU-N, FCC ID: BEJTLVUE4IU-W , FCC ID: QZ9-DCB**, **FCC ID: 2BAHD-EC30693**.

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.

FCC RF Exposure Statement

FCC ID: RK7MBC-NAR

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider.

You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from any person.

You MUST cease operating this device immediately if requested by FCC or a licensed wireless service provider.

WARNING: E911 location information may not be provided or may be inaccurate for calls served by using this device.

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.

FCC Class A digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

BSD 3.0	**24,05 - 24,25 GHz**	**20 dBm**
LCA 2.0	**24,05 - 24,25 GHz**	**20 dBm**
RS4	**24,05 - 24,25 GHz**	**20 dBm**

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo.

1APTV R3TR, **1BOSC0001**, **1HELARS40**, **109**, **1O094.002801-15**, **1O094.004984-17**, **1O094.004985-17**, **1O094.004986-17**, **1O094.006565-18**, **1O094.007280-19**, **0848**, **486.25-CET**, **920697B**, **TLAHW3IU-E**, **TLAHW3IU-W**, **TLVHM3IU-E**, **TLVLM3IU-E**, **TLVHM3IU-W**

1.001.010758/M1-16, **1.001.017067-18-TE**, **1.001.018566-19-TE**, **1.001.018601-19-TE**, **1.001.018646-19-TE**, **1.001.018774-19-TE**, **1.001.018968-19-TE**, **1.001.019275-19-TE**, **1.001.019287-19-TE**, **1.001.020220-19-TE**, **1.001.020355-19-TE**, **1.001.020702-19-TE**, **1.001.020853-19-TE**, **1.001.020929-19-TE**, **1.001.021241-20-TE**, **1.001.021295-20-TE**, **1.001.022108-20-TE**

UA.R.TR.052.041-21, **UA.R.TR.052.081-20**, **UA.R.TR.052.088-19**, **UA.R.TR.052.089-19**, **UA.R.TR.052.130-20**, **UA.R.TR.052.161-19**, **UA.R.TR.052.187-19**, **UA.R.TR.052.189-19**, **UA.R.TR.052.190-19**, **UA.R.TR.052.194-19**, **UA.R.TR.052.215-21**, **UA.R:TR.052.433-19**, **UA.R.TR.052.529-19**, **UA.R.TR.052.533-19**, **UA.R.TR.052.598-19**, **UA.R.TR.052.613-19**, **UA.R.TR.052.658-19**,**UA.R.TR.052.634-19**,**UA.R.TR.052.068-22**, **UA.R.TR.052.169-23**.

UA.TR.028: **680.13-CET**, **680.14-CET**, **680.15-CET**, **2423.10-CET**, **2423.17-CET**, **2423.21-CET**, **2423.31-CET**, **2423.32-CET**, **2423.33-CET**, **2423.44-CET**, **2423.49-CET**, **2423.50-CET**, **2423.51-CET**, **2539.8-CET**, **2539.9-CET**, **2539.10-CET**, **2539.12-CET**, **2539.13-CET**, **2539.15-CET**, **2539.17-CET**, **2539.19-CET**, **2539.20-CET**, **2539.21-CET**, **2539.22-CET**, **2539.23-CET**, **2539.30-CET**, **2539.31-CET**, **2539.45-CET**, **2579.1-CET**, **2579.2-CET**, **2580.4-CET**, **2580.5-CET**, **2610.2-CET**,**2423.62.2-CET**

UA.TR.030.026039-19, **UA.TR.030.028039-19**, **UA.TR.109.R.0009-18**, **UA.TR.109.R.0016-19**, **UA.TR.109.R.0021-19**, **UA.TR.109.R.0023-19**, **UA.TR.109.R.0026-19**, **UA.TR.109.R.0028-19**, **UA.TR.109.R.0029-19**, **UA.TR.109.R.0030-19**, **UA.TR.109.R.0032-19**, **UA.TR.109.R.0042-20**, **UA.TR.109.R.0057-21**, **UA.TR.109.R.0082-20**, **UA.TR.109.R.0133-19**, **UA.TR.109.R.0155-18**, **UA.TR.109.R.0162-19**, **UA.TR.109.R.0168-19**, **UA.TR.109.R.0174-18**, **UA.TR.109.R.0179-18**, **UA.TR.109.R.0187-18**, **UA.TR.109.R.0201-19**, **UA.TR.109.R.0212-19**, **UA.TR.109.R.0214-18**, **UA.TR.109.R.0249-18**, **UA.TR.109.R.0259-18**, **UA.TR.109.R.0281-18**, **UA.TR.109.R.0282-18**, **UA.TR.109.R.0302-18**, **UA.TR.109.R.0304-18**, **UA.TR.109.R.0305-18**, **UA.TR.109.R.0307-18**, **UA.TR.109.R.0313-18**, **UA.TR.109.R.0333-20**, **UA.TR.109.R.0336-19**, **UA.TR.109.R.0337-19**, **UA.TR.109.R.0344-18**, **UA.TR.109.R.0345-18**, **UA.TR.109.R.0374-18**, **UA.TR.109.R.0375-18**, **UA.TR.109.R.0376-18**, **UA.TR.109.R.0389-18**, **UA.TR.109.R.0394-18**, **UA.TR.109.R.0411-18**, **UA.TR.109.R.0425-18**, **UA.TR.109.R.0426-18**, **UA.TR.109.R.0438-18**, **UA.TR.109.R.0467-18**, **UA.TR.109.R.0598-18**, **UA.TR.109.R.0645-18**,**UA.TR.109.R.0340-21**,**UA.TR.109.R.0028-22**, **UA.TR.109.R.0174-18**, **UA.TR.109.R.0389-18**, **UA.TR.109.R.0241-22**, **UA.TR.109.R.0252-22**, **UA.TR.109.R.0250-22**, **UA.TR.109.R.0069-23**, **UA.TR.109.R.0070-23**, **UA.TR.109.R.0037-23**, **UA.TR.109.R.0068-23**, **UA.TR.109.R.0105-23**, **UA.TR.109.R.252-22**, **UA.TR.109.R.0049-23**, **UA.TR.109.R.0141-23**,

UA.TR.001.0355.30.00616-22

UA RF: 1BOSC0001, **UA RF: 1CONT0001**, **UA RF: 1CONT0002**, **UA RF: 1HELABSD3**, **UA RF: 1HELARS40**, **UA RF: 1BOSC0016**, **UA RF: 1BOSC0017**, **UA RF: 1BOSC0018**, **UA RF: 1HELARS53**, **UA RF: 1HELARS55**

UA.032.CT.0026-19, **UA.032.CT.0030-18**, **UA.032.CT.0083-19**, **UA.032.CT.0084-19**, **UA.032.CT.0107-19**, **UA.032.CT.0188-18**, **UA.032.CT.0221-20**, **UA.032.CT.0224-19**, **UA.032.CT.0225-19**, **UA.032.CT.0225-21**, **UA.032.CT.0226-19**, **UA.032.CT.0227-19**, **UA.032.CT.0313-19**, **UA.032.CT.0527-19**, **UA.032.CT.0187-22**, **UA.032.CT.280-22**

04-1214/123.

UKR.355-10/233, **UKR.355-11/233**, **UA.R.TR.052.089-19, UA.R.TR.052.091-23, UA.R.TR.052.044-23, UA.R.TR.052.090-23, UA.R.TR.052.204-22**

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_DA35176/14**, **ER47876/16_DA44932/15**, **ER47877/16_DA44932/15**, **ER47887/16_DA28019/10**, **ER48223/16_DA44932/15**, **ER49378/16_DA38660/15**, **ER49719/16_DA0062437/11**, **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**, **ER68568/19_DA76163/18**, **ER68570/19**, **ER68572/19**, **ER69987/19_DA44932/15**, **ER70009/19_DA44932**, **ER70046/19_DA44932**, **ER70534/19**, **ER70659/19_DA44932/15**, **ER71355/19_DA38660/15**, **ER71413/19_DA0089862/12**, **ER71414/19_DA0089862/12**, **ER72288/19**, **ER72723/19**, **ER72725/19**,

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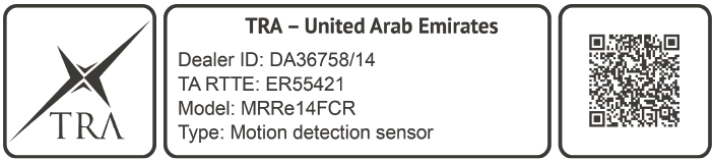


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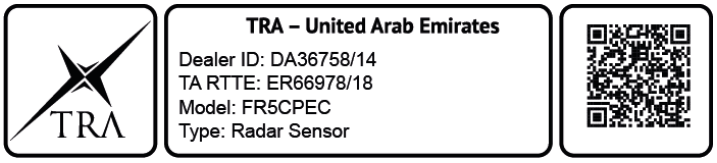


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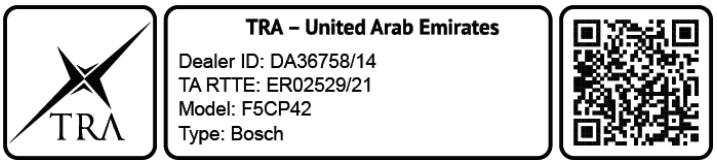


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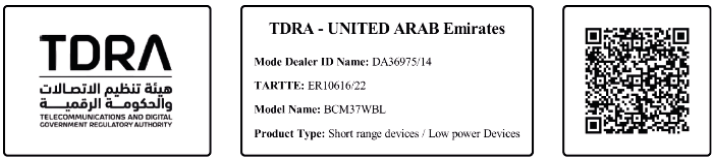


Fig. 109

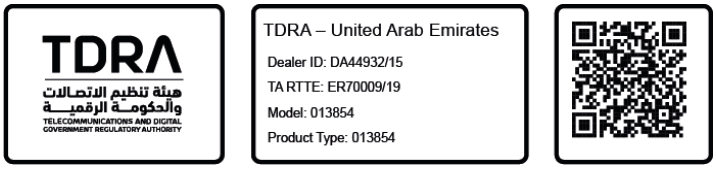


Fig. 110



Fig. 111

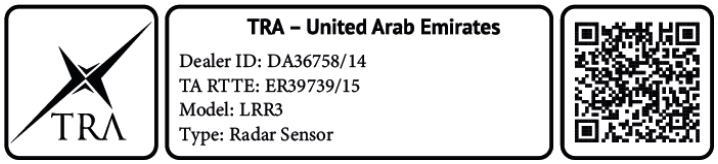


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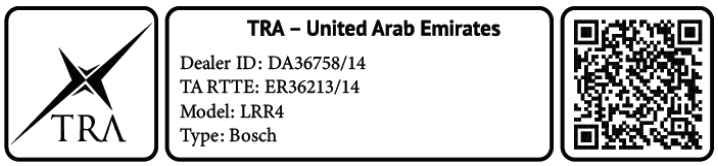


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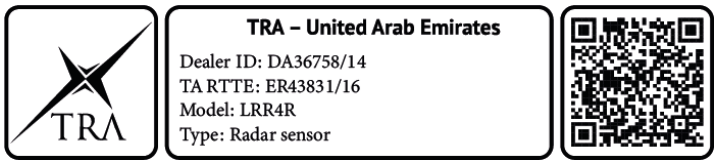


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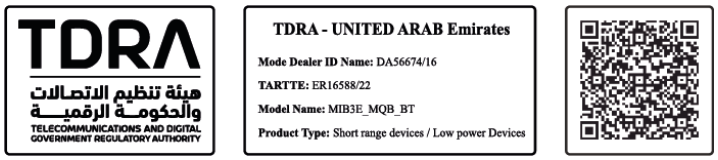


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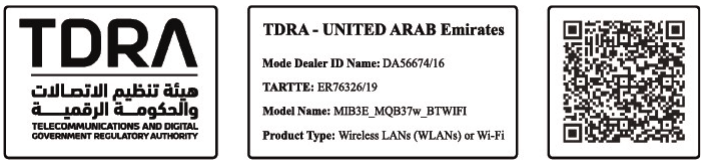


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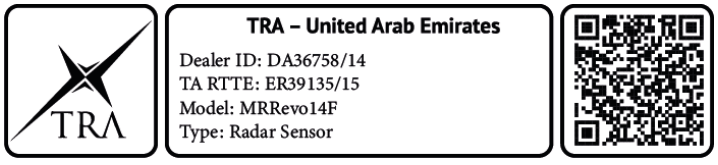


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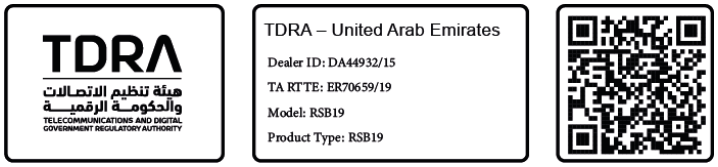


Fig. 118



Fig. 119



Fig. 120

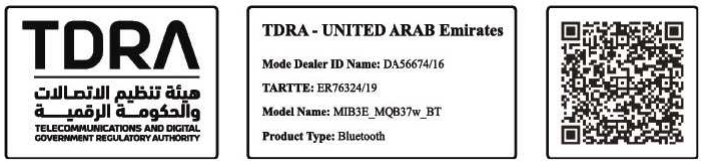


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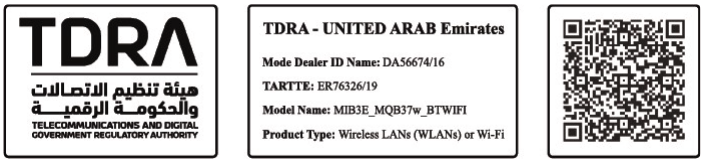


Fig. 122



Fig. 123



Fig. 124



Fig. 125



Fig. 126



Fig. 127



Fig. 128



Fig. 129



Fig. 130

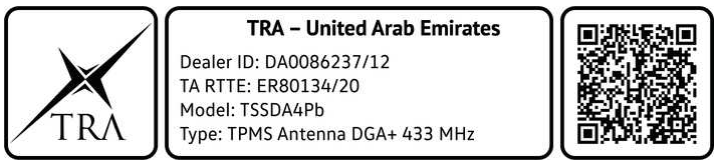


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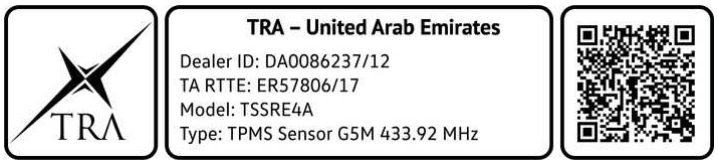


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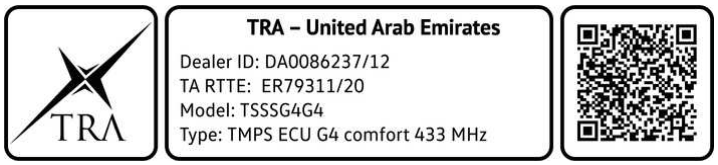


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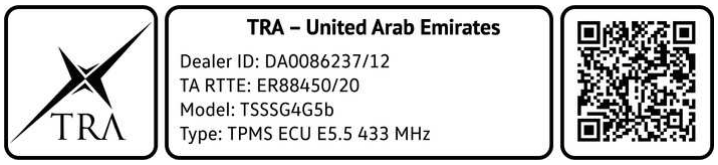


Fig. 134



Fig. 135



Fig. 136

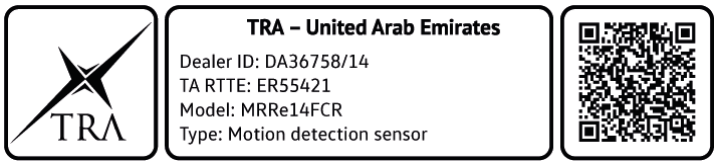


Fig. 137

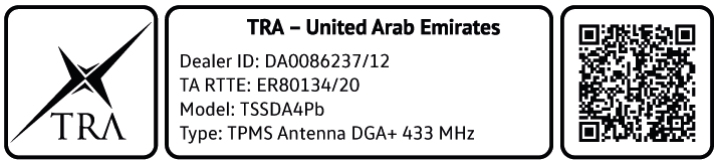


Fig. 138

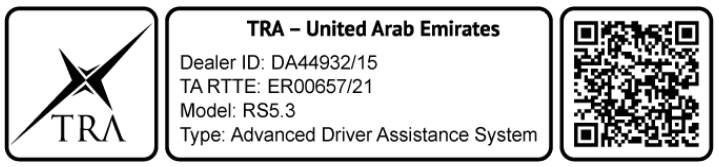


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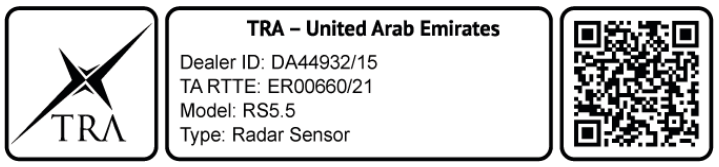


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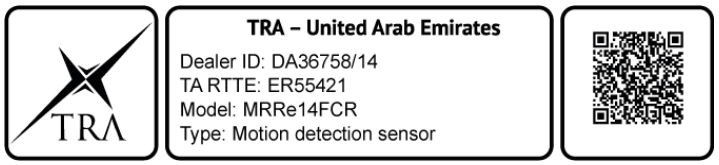


Fig. 141



Fig. 142



Fig. 143



Fig. 144



Fig. 145



Fig. 146

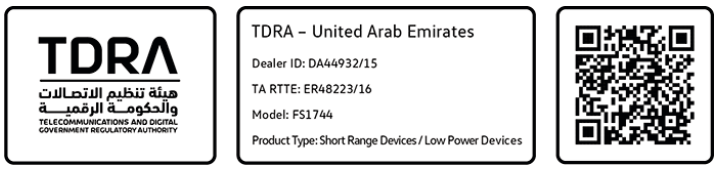


Fig. 147



Fig. 148

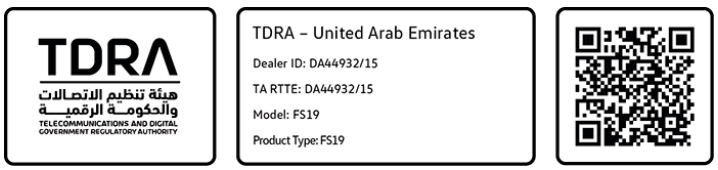


Fig. 149



Fig. 150



Fig. 151

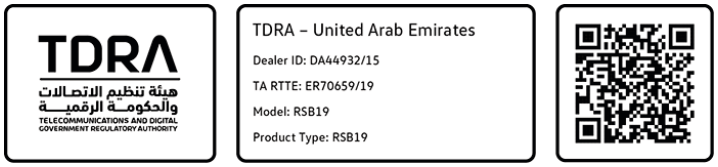


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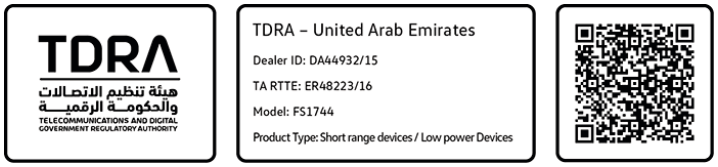


Fig. 153



Fig. 154



Fig. 155



Fig. 156

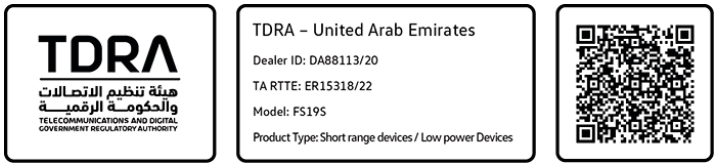


Fig. 157



Fig. 158



Fig. 159



Fig. 160



Fig. 161



Fig. 162



Fig. 163



Fig. 164



Fig. 165



Fig. 166



Fig. 167



Fig. 168



Fig. 169 Identification in accordance with Radiocommunication Act.

Vietnam

ICT

SunTech VietNam Technology Company Limited, C00082015, SUNTECH VietNam, SUNTECH VN:

71/CVT-TT3, 220/CVT-TT3

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Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and country-dependent equipment. All data in the official vehicle documents always takes precedence.

The official vehicle documents show which drive and which power output your vehicle has.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with a driver weight of 75 kg (approx. 165 lbs), service fluids including fuel tank carrying 100 % 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 on the B-pillar on the driver side *(→ Safety certificate)* *(→ Type plate)*.

Performance figures

The performance figures were measured without equipment which may influence performance, e.g. 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 around 1,000 m (approx. 3,000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (approx. 300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

The following sample vehicle identification numbers are used to demonstrate the structure.

Group	(1)			(2)			(3)		(4)	(5)	(6)	(7)					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	R	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

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:

14

ID.7

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

RC

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:

R

2024

S

2025

T

2026

U

2027

(6) Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

K

Volkswagen Osnabrück 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.



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.

In some models and depending on the Infotainment system version, the vehicle identification number can be displayed in the **Service** menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, country and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the bonnet space in the right water drainage channel.

— In the bonnet space close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

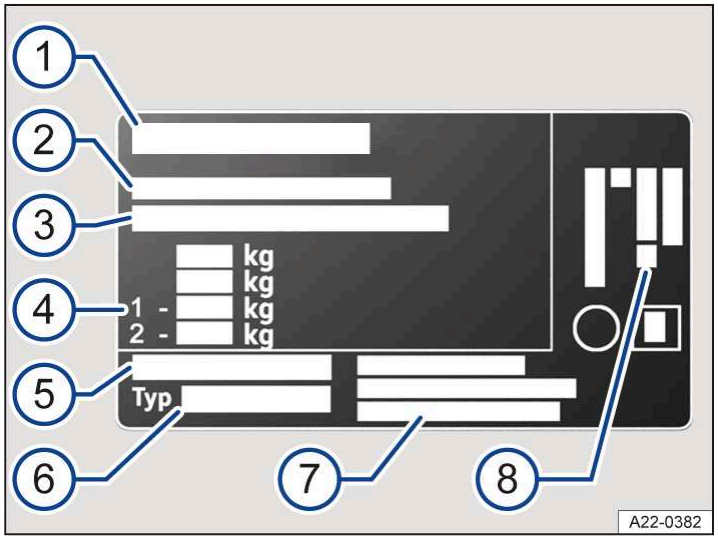


Fig. 1 Type plate: variant 1 (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle identification number.
4. Gross vehicle weight rating.

   Gross combination weight rating (vehicle plus trailer).

   Gross front axle weight rating.

   Gross rear axle weight rating.
5. Type approval number, country-specific.
6. Vehicle type.
7. Manufacturer's address.
8. Engine code.

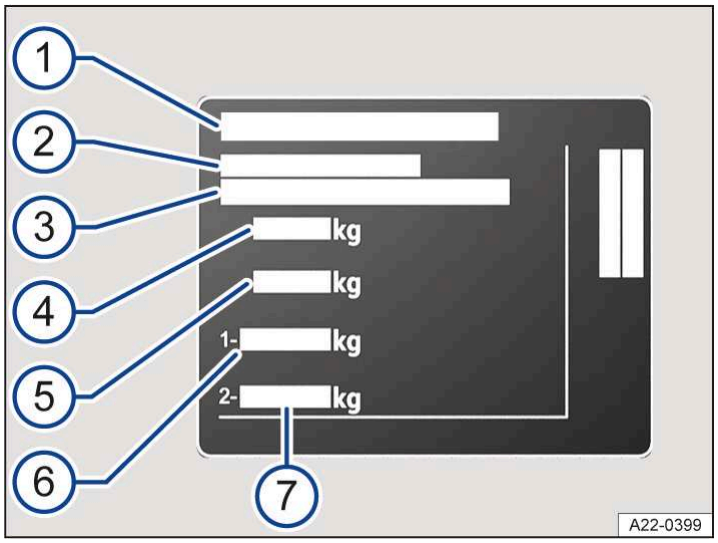


Fig. 2 Type plate: variant 2 (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Manufacturer code.
2. Type approval.

3. Vehicle identification number.
4. Gross vehicle weight rating.
5. Gross combination weight rating (vehicle plus trailer).
6. Gross front axle weight rating.
7. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain countries do not have a type plate.

Safety certificate

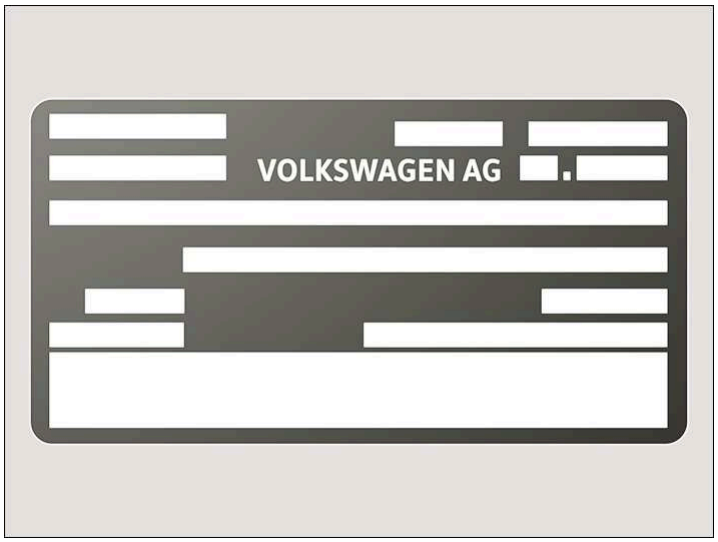


Fig. 1 Safety certificate (illustration).

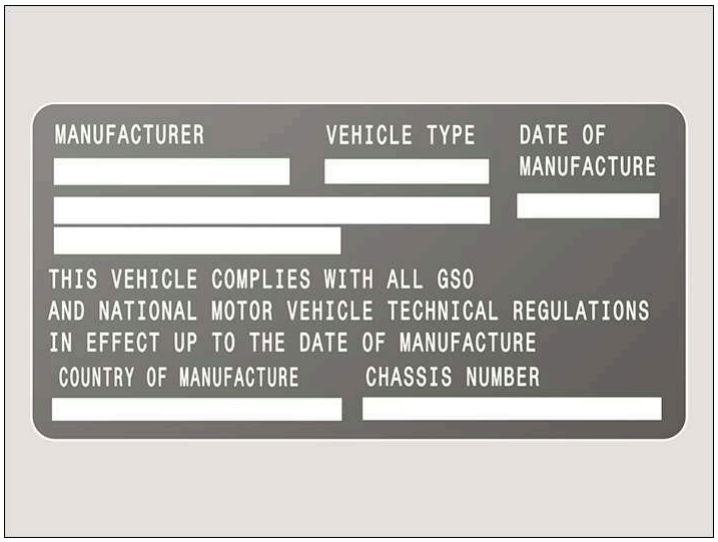


Fig. 2 Safety certificate (illustration).

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

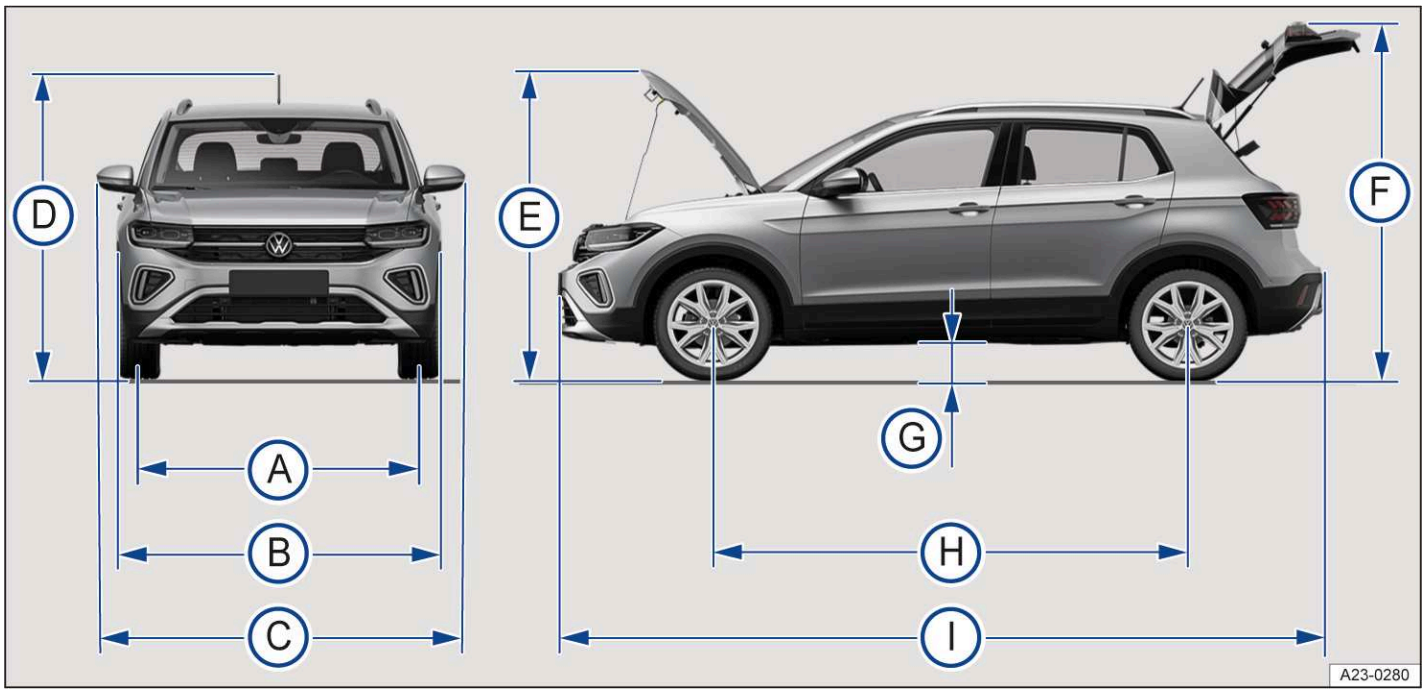


Fig. 1 Vehicle dimensions.

The data in the table applies to the German basic model with the basic specification.

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)*.

In the case of vehicle dimensions without values, these figures were not available at the time of publication.

T-Cross

Key to *Fig. 1*:			
A	Front track	mm	1,528 – 1,536
	Rear track	mm	1,509 – 1,516
B	Width	mm	1,760
C	Width with exterior mirrors folded out	mm	1,993
	Width with exterior mirrors folded in	mm	1,869
D	Height up to upper roof edge	mm	1,551
	Height at kerb weight to rod aerial tip	mm	1,704
	Height at kerb weight with GPS aerial	mm	1,544
	Height to the roof railing at kerb weight	mm	1,573
E	Height with open bonnet at kerb weight	mm	1,783
F	Height with open boot lid at kerb weight	mm	2,055
G	Ground clearance between the axles	mm	188
H	Wheelbase with full load	mm	2,551
	Minimum turning circle diameter	m	10.7
I	Length from bumper to bumper	mm	4,135

I	Length with a factory-fitted towing bracket	mm	4,259

T-Cross R-Line

Key to *Fig. 1*:			
A	Front track	mm	1,528 – 1,536
	Rear track	mm	1,509 – 1,516
B	Width	mm	1,784
C	Width with exterior mirrors folded out	mm	1,993
	Width with exterior mirrors folded in	mm	1,869
D	Height to the upper edge of the roof at kerb weight	mm	1,551
	Height at kerb weight to rod aerial tip	mm	1,704
	Height at kerb weight with GPS aerial	mm	1,544
	Height to the roof railing at kerb weight	mm	1,573
E	Height with open bonnet at kerb weight	mm	1,783
F	Height with open boot lid at kerb weight	mm	2,055
G	Ground clearance between the axles at kerb weight	mm	188
H	Wheelbase with full load	mm	2,551
	Minimum turning circle diameter	m	10.7

Key to *Fig. 1*:			
(l)	Length from bumper to bumper	mm	4,127

(l)	Length with a factory-fitted towing bracket	mm	4,256

Fuel tank volume

The fuel tank has the following capacity:

— approx. 40 l

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the tank gauge indicates that the tank is empty. 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	kW	70 at 5,000 – 5,500 rpm
Engine code		DXTA
Maximum torque	Nm	175 at 2,000 – 3,500 rpm
Gearbox		MG5
Maximum speed	km/h	180

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,283
Gross vehicle weight rating	kg	1,740
Gross front axle weight rating	kg	890
Gross rear axle weight rating	kg	900

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1,000
Maximum trailer weight braked, gradients up to 8%	kg	1,100
Maximum trailer weight unbraked	kg	640
Maximum permitted gross combination weight, gradients up to 12%	kg	2,740
Maximum permitted gross combination weight, gradients up to 8%	kg	2,840
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 70 kW, petrol engine

Engine overview

Power	kW	70 at 5,000 – 5,500 rpm
Engine code		DUSB
Maximum torque	Nm	175 at 1,600 – 3,500 rpm
Gearbox		MG5
Maximum speed	km/h	180

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,267
Gross vehicle weight rating	kg	1,730
Gross front axle weight rating	kg	880
Gross rear axle weight rating	kg	900

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1,000
Maximum trailer weight braked, gradients up to 8%	kg	1,100
Maximum trailer weight unbraked	kg	630
Maximum permitted gross combination weight, gradients up to 12%	kg	2,730
Maximum permitted gross combination weight, gradients up to 8%	kg	2,830
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 85 kW, petrol engine

Engine overview

Power	kW	85 at 5,500 rpm	
Engine code		DUSA	
Maximum torque	Nm	200 at 2,000 – 3,500 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	193	192

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight with driver *(→ Technical data)*	kg	1,285	1,305
Gross vehicle weight rating	kg	1,760	1,770
Gross front axle weight rating	kg	910	920
Gross rear axle weight rating	kg	900	900

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradients up to 12%	kg	1,100	1,100
Maximum trailer weight braked, gradients up to 8%	kg	1,200	1,200
Maximum trailer weight unbraked	kg	640	650
Maximum permitted gross combination weight, gradients up to 12%	kg	2,860	2,870
Maximum permitted gross combination weight, gradients up to 8%	kg	2,960	2,970
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Bicycle carrier)*

1.0 l, 3-cylinder TSI®, 85 kW, petrol engine

Engine overview

Power	kW	85 at 5,000 – 5,500 rpm
Engine code		DXUA
Maximum torque	Nm	200 at 2,000 – 3,500 rpm
Gearbox		DSG®7
Maximum speed	km/h	192

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,301 – 1,340
Gross vehicle weight rating	kg	1,770
Gross front axle weight rating	kg	920
Gross rear axle weight rating	kg	900

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1,100
Maximum trailer weight braked, gradients up to 8%	kg	1,200
Maximum trailer weight unbraked	kg	650
In Australia: maximum trailer weight unbraked	kg	670
Maximum permitted gross combination weight, gradients up to 12%	kg	2,870
Maximum permitted gross combination weight, gradients up to 8%	kg	2,970
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*

1.5 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power	kW	110 at 5,000 – 6,000 rpm
Engine code		DXDB
Maximum torque	Nm	250 at 1,500 – 3,500 rpm
Gearbox		DSG®7
Maximum speed	km/h	200

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	1,338
Gross vehicle weight rating	kg	1,810
Gross front axle weight rating	kg	960
Gross rear axle weight rating	kg	900

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	1,200
Maximum trailer weight braked, gradients up to 8%	kg	1,200
Maximum trailer weight unbraked	kg	660
Maximum permitted gross combination weight, gradients up to 12%	kg	3,010
Maximum permitted gross combination weight, gradients up to 8%	kg	3,010
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Bicycle carrier)*