

# Thank you for choosing Volkswagen

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

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

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

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

## WARNING

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

## About this owner's manual

This owner's manual is valid for all variants and versions of your Volkswagen model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain countries. Please refer to the sales documents for your actual vehicle equipment or contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

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

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

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.

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.

### **Booklets in the vehicle wallet:**

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

- Printed owner's manual and, depending on equipment, a digital owner's manual in the Infotainment system. Critical safety issues or any technical changes that may be made to the vehicle after publication of this manual are contained in a supplement that is included with the vehicle wallet.
- Depending on equipment and country, the printed owner's manual supplied with the vehicle corresponds to the functional scope of the vehicle at the time of vehicle delivery. New and changed functions can be transferred to the vehicle online by means of a system update. The digital owner's manual in the Infotainment system is valid after an update.
- A printed readme document that provides an overview of the basic safety topics and information on the vehicle, and a digital owner's manual in the Infotainment system that can be updated online.

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

# Explanations

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

## Directions and positions

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

## Dimensions and speeds

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

## Illustrations

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

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

## Form of address

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

## Terms used and their meaning:

### Glass roof

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

### Qualified workshop

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

### Volkswagen dealership

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

### Go to a qualified workshop

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

## Seek expert assistance

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

## Description of symbols

-  Refers to a section within a chapter that contains important information and safety notes  that should always be observed.
-  Indicates the end of a section.
-  Indicates situations in which the vehicle must be stopped as quickly as possible.
-  The symbol means "Trademark" and identifies an recognised but not(yet) officially registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.
-  The symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.
-  Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.
-    Cross reference to potential risks of damage to property in the same section or on the page specified.

### DANGER

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

### WARNING

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

### CAUTION

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

### NOTICE

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

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

## Front view

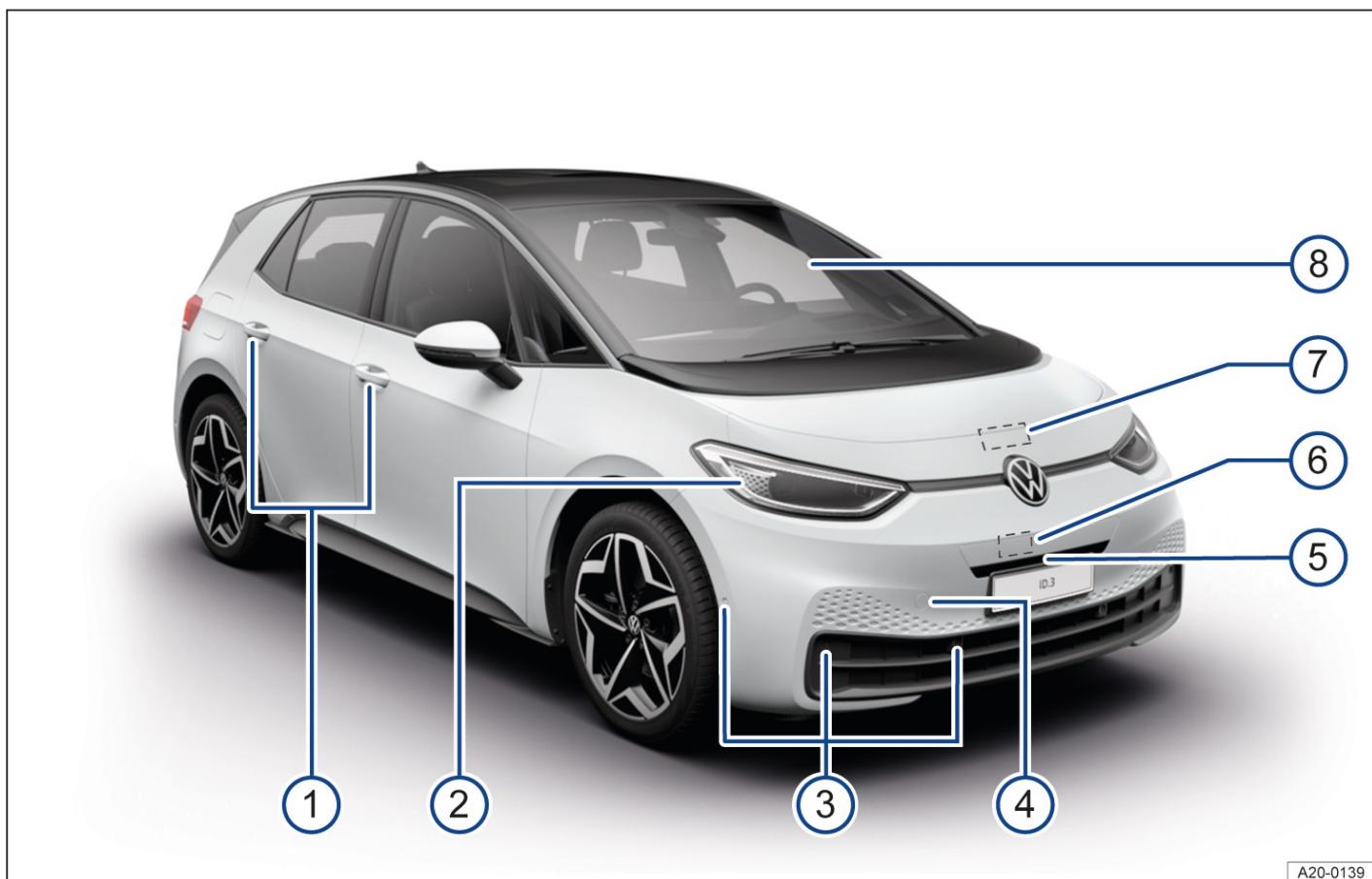


Fig. 1 Overview of vehicle from front.

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

## Rear view

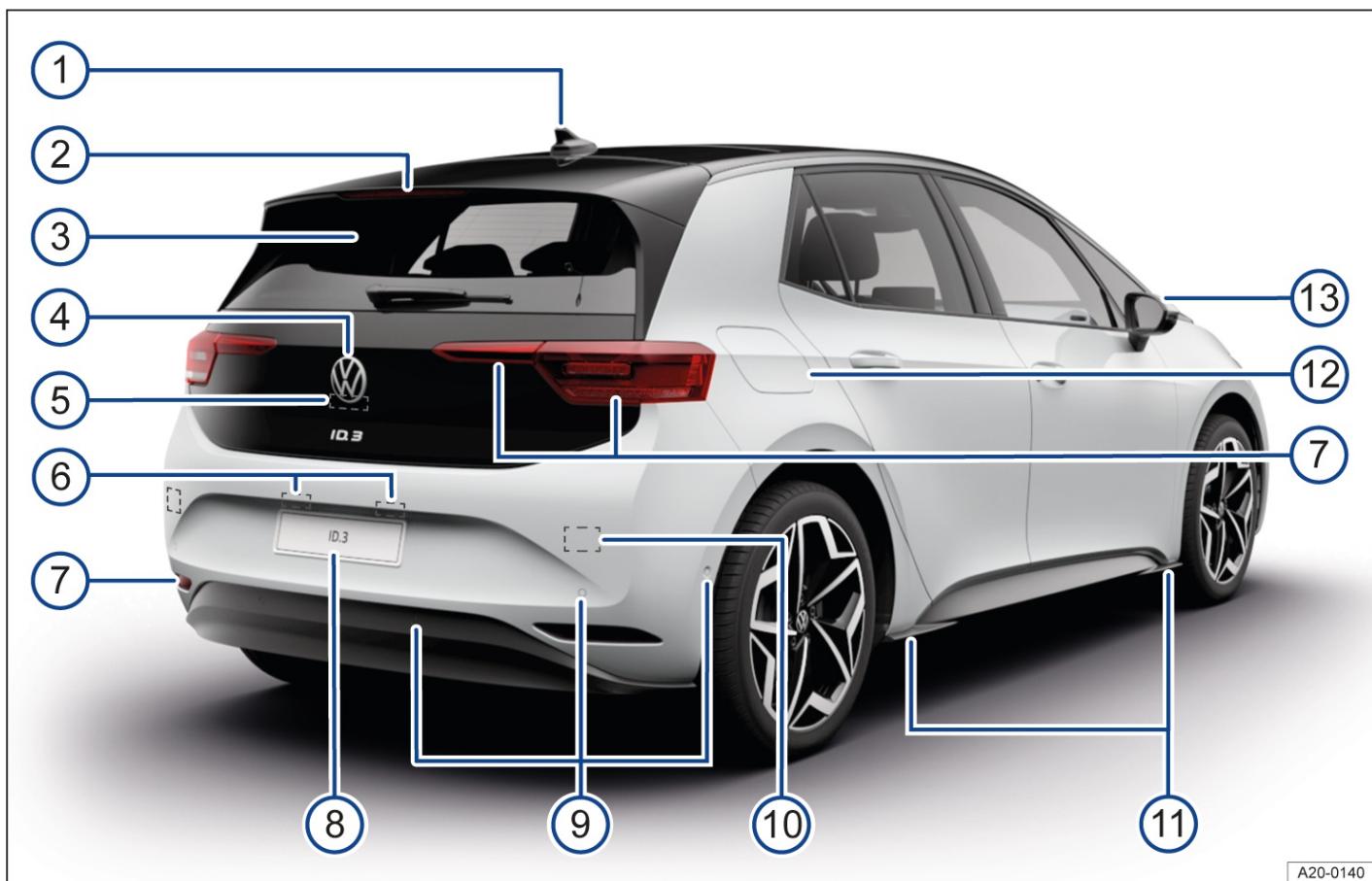


Fig. 1 Overview of vehicle from rear.

- 1 Roof aerial ([→ Radio reception and aerials](#))
- 2 High-level brake light
- 3 Rear window:
  - with rear window heating
  - with rear window wiper ([→ Wipers](#))
  - with window aerial ([→ Radio reception and aerials](#))
- 4 Volkswagen badge for opening the boot lid
- 5 Camera area for parking systems , ([→ Vehicle care, exterior](#))
- 6 Number plate light
- 7 Tail light clusters and reflectors
- 8 Behind the hinged number plate holder: bicycle carrier preparation ([→ Provision for bicycle carrier](#))
- 9 Sensors for assist systems ([→ Vehicle care, exterior](#))
- 10 Behind the bumper: radar sensor for assist systems ([→ Vehicle care, exterior](#))
- 11 Jacking points
- 12 Charging socket flap
- 13 Exterior mirrors ([→ Exterior mirrors](#))
  - with "lane change system" display ([→ Lane change system \(Side Assist\)](#))

## Driver door

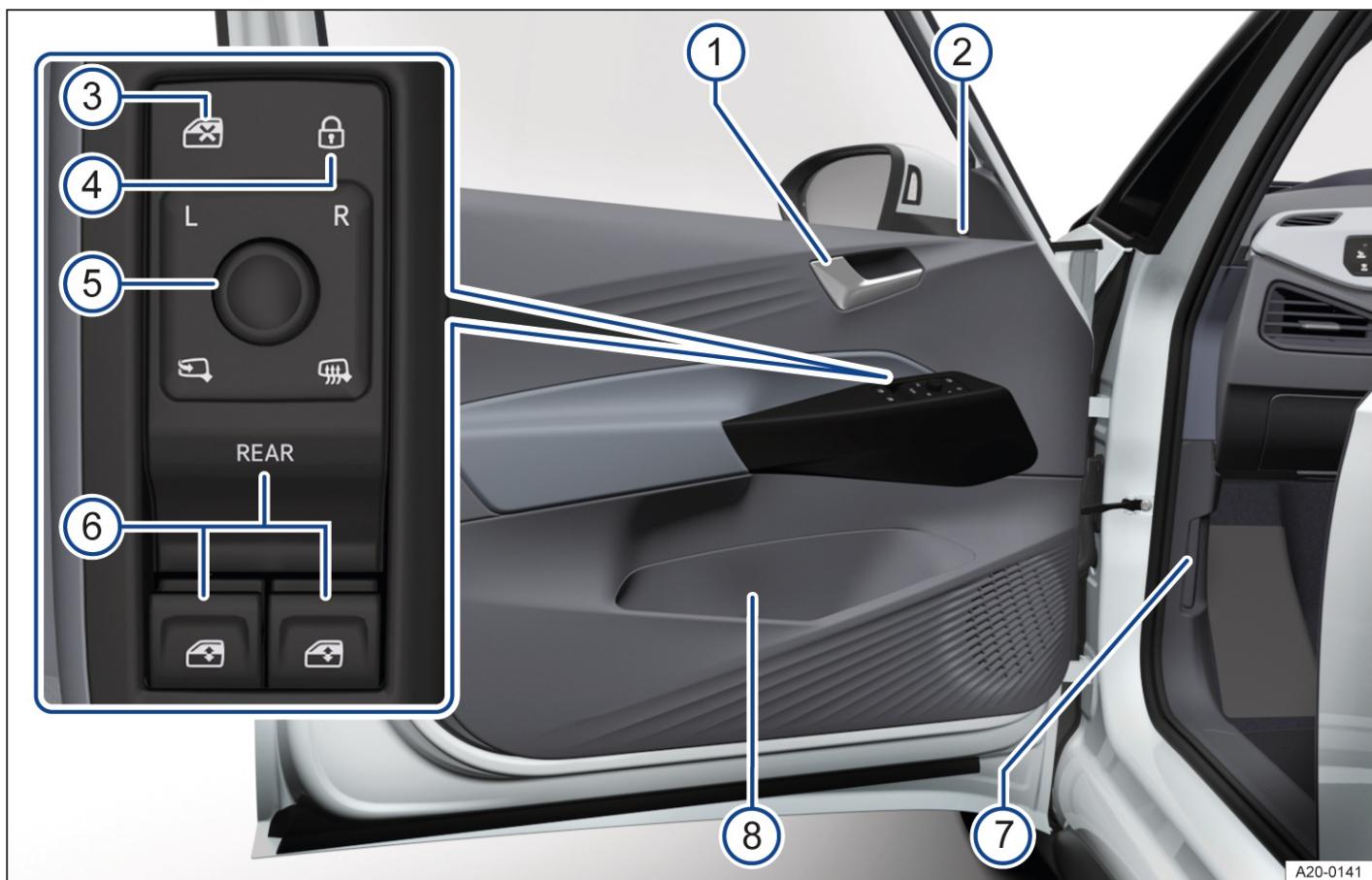


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles)

- 1 Door release lever
- 2 Central locking system indicator lamp ([Indicator lamp in the driver door](#))
- 3 Control button for deactivating the rear electric window buttons
- 4 Touch control for locking and unlocking the vehicle ([Central locking button](#))
- 5 Rotary knob for exterior mirror adjustment and functions ([Exterior mirrors](#))
- 6 Buttons for operating the electric windows
- 7 Release lever for bonnet  ([In the engine compartment](#))
- 8 Stowage compartment:
  - with bottle holder
  - with stowage facility for high-visibility waistcoat ([Emergency equipment](#))

## Driver side

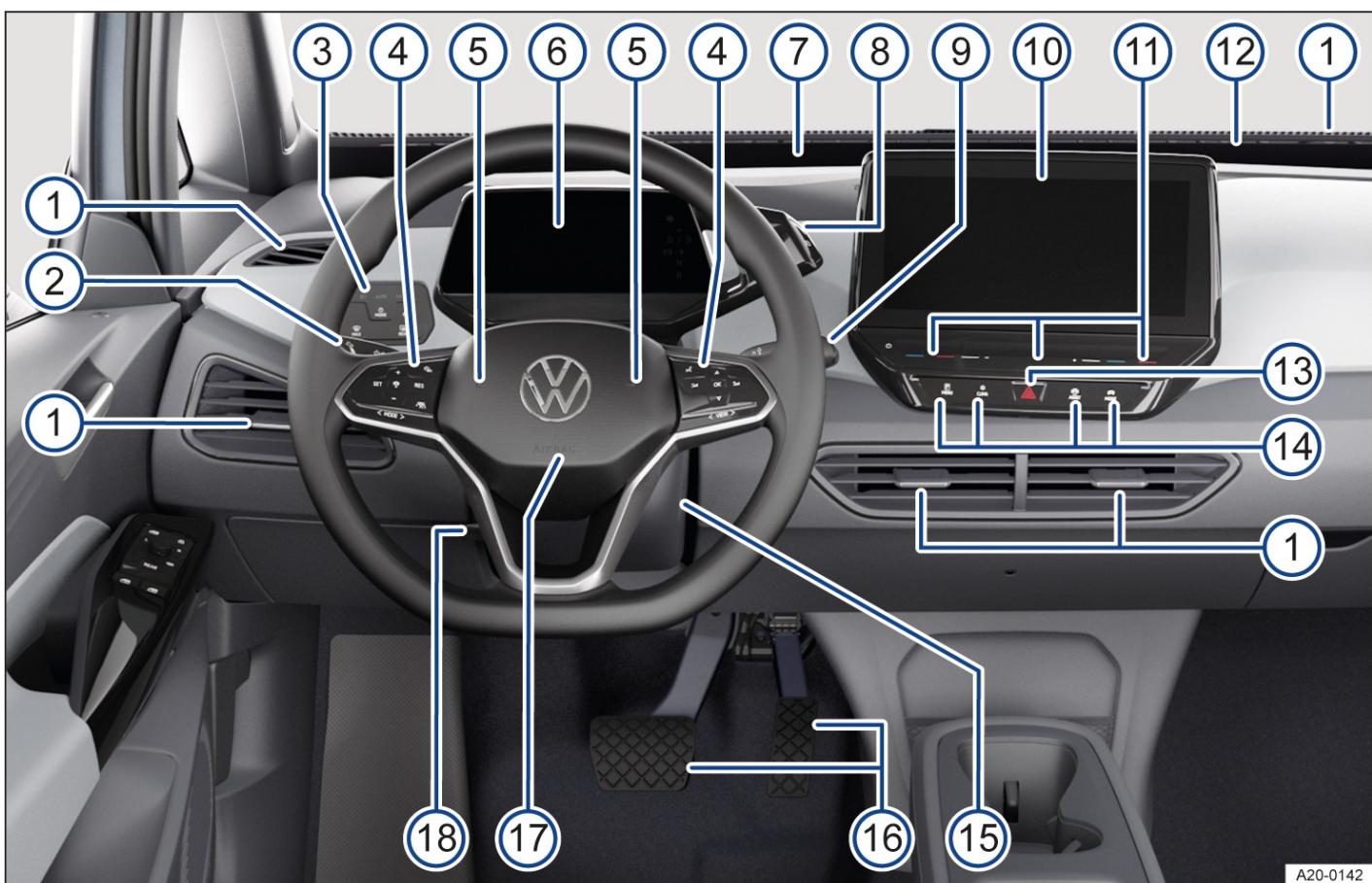


Fig. 1 Overview of the driver side (left-hand drive vehicles).

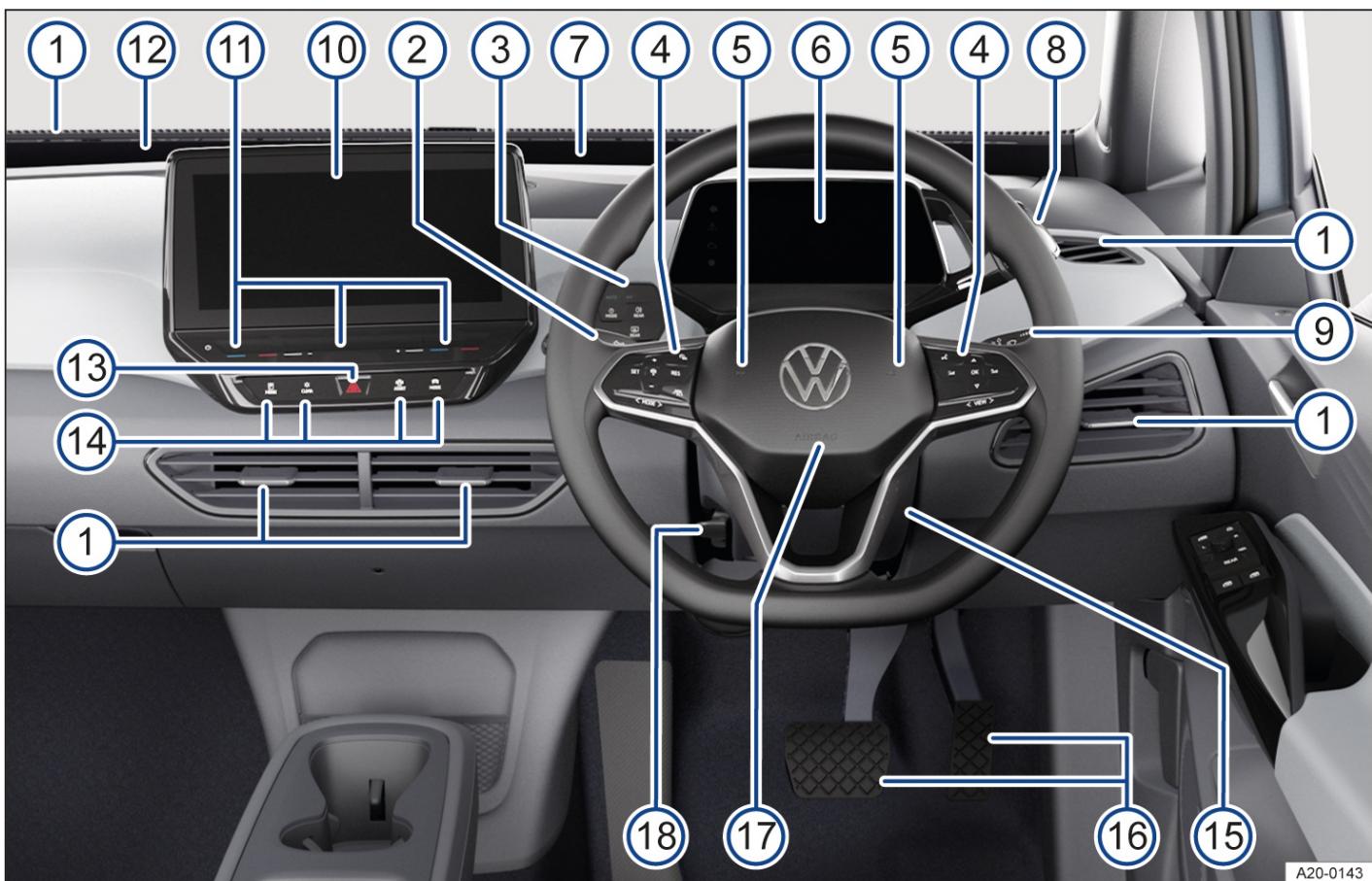


Fig. 2 Overview of the driver side (right-hand drive vehicles).

1 Vent

2 Turn signal and main beam lever ([Turn signals](#)), ([Main beam](#))

3 Tap panel:

- for light functions
- for window heating and ventilation

4 Tap controls of the multifunction steering wheel:

- for driver assist systems
- for audio, navigation
- for volume adjustment 
- for activating voice control  (function may not be available depending on vehicle equipment)
- for switching between the views of the ID. Cockpit  ([Digital instrument cluster \(Pro\)](#))

5 Horn

6 ID. Cockpit ([Digital instrument cluster \(Pro\)](#))

- with warning and indicator lamps and gear indicator ([Symbols in the instrument cluster](#))

7 Head-up display ([Head-up display](#))

8 Position switch

- with button for electronic parking brake ([Electronic parking brake](#))

9 Lever for wipers and washers

10 Infotainment system

11 Tap panel:

- for setting temperature of air conditioning system or heating and fresh air system
- for volume adjustment

12 ID. Light ([ID. Light](#))

13 Tap control for switching the hazard warning lights on and off 

14 Tap panel:

- for the air conditioning system, heating and fresh air system
- for driving profile selection
- for driver assist systems
- for assist systems for parking and manoeuvring 

15 Starter button ([Starter button](#))

16 Pedals ([Pedals](#))

17 Location of the driver front airbag

18 Lever for adjusting the steering column position

## Centre console

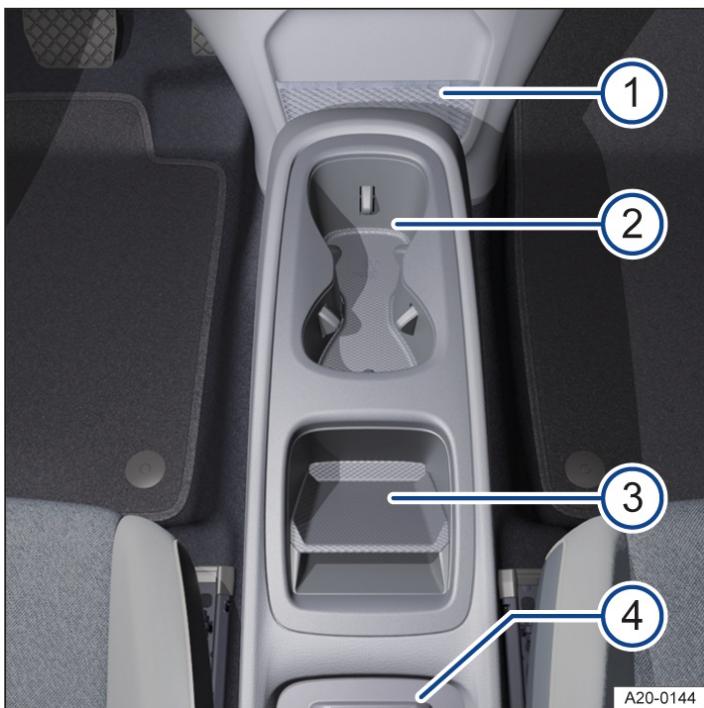


Fig. 1 Overview of the lower section of the centre console.

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- 1 Stowage compartment
- 2 Stowage compartment
  - with drink holder
  - with contact area for the vehicle key for emergency start (*→ Engine start*)
- 3 Stowage compartment
  - with phone interface (*→ Mobile phone interface*)
- 4 Under a cover: stowage compartment
  - with USB ports

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## 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).

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- 1 Location of front passenger front airbag in the dash panel
- 2 Vent
- 3 Glove box:
  - with button for opening
- 4 Key switch for switching off the front passenger front airbag (*→ Airbag system*)

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## Controls and displays in the roof

Symbol	Meaning
	Tap panel for interior and reading lights .
	Tap panel for sun blind in the glass roof <a href="#"><i>(→ Sun blind in the glass roof)</i></a> .
	Button for emergency call service .
	Indicator lamp for the front passenger front airbag switch-off function .

## Symbols in the instrument cluster

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

For details on indicator lamps that light up in the light switch, see Chapter "Lights" ([→ Dipped beam](#)).

 <b>WARNING</b>	
Failure to observe illuminated warning lamps and text messages can lead to your vehicle breaking down in traffic and can cause accidents and serious injury.	
Symbol	Meaning
	 Do not drive on! Central warning lamp → <i>Priority 1 warning</i>
	Fasten seat belt → <i>Buckle-up request and belt status display</i>
	Exhaustive discharge of the high-voltage battery → <i>Exhaustive discharge of high-voltage battery due to long standing time</i>
	Electronic parking brake → <i>Operating the electronic parking brake</i>
<b>PARK</b>	Electronic parking brake → <i>Operating the electronic parking brake</i>
	 Do not drive on! Brake system fault → <i>Brake system fault</i> , → and  <i>Electronic parking brake fault</i>
	 Do not drive on! Low brake fluid level → <i>Brake fluid level</i>
	 Do not drive on! Electromechanical brake servo failure → <i>Electromechanical brake servo failure</i>
	Take over control of the vehicle and be prepared to brake. → <i>Introduction to the topic</i>
	 Do not drive on! Fault in engine coolant system → <i>Checking the coolant level and refilling coolant</i> , → <i>Coolant</i> , → <i>together with Fault in high-voltage cooling system</i> .
	 Do not drive on! Fault in steering → <i>Steering fault</i>
	 Do not drive on! Fault in high-voltage system → <i>Fault in high-voltage system</i>

	 Do not tow vehicle! High voltage system overheated → <i>Notes on towing</i>
	 Do not drive on! Electric drive overheated → <i>Electric drive overheated</i>
	 Do not drive on! 12-volt vehicle battery → <i>12-volt vehicle battery</i>
	High-voltage battery empty – vehicle operation not possible → <i>Deactivation of the drive is imminent</i> , → <i>Vehicle operation not possible</i>
	Health risk! Open windows! CO <sub>2</sub> concentration too high → <i>or CO<sub>2</sub> concentration in the vehicle interior air too high</i>
	Collision warning → <i>Warning levels and braking intervention</i>
	Take over steering immediately → <i>Take over steering</i>
	Intervention by proactive occupant protection system → <i>Introduction to the topic</i>
	Central warning lamp → <i>Priority 2 warning</i>
	Airbag or belt tensioner system switched off with diagnostic tool → <i>Airbag system or belt tensioner system deactivated with diagnostic tool</i>
	Fault in airbag or belt tensioner system → <i>Fault in airbag or belt tensioner system</i>
	Range calculation fault → <i>Fault in range calculation</i>
	Front passenger front airbag switched off → <i>Front passenger front airbag switched off</i>
	Front passenger front airbag switched on → <i>Front passenger front airbag switched on</i>
	Emergency call system operation restricted → <i>Legally required eCall Emergency System restricted</i>
	Emergency call system fault → <i>Fault in legally required eCall Emergency System</i>
	Electronic parking brake fault →  <i>Electronic parking brake fault</i>
	Check the brake pads → <i>Brake pad wear indicator</i>
	Lit up: Electronic Stability Control(ESC) fault → <i>ESC fault</i>
	Flashes: Electronic Stability Control(ESC) or traction control system (TCS) regulating → <i>Electronic Stability Control (ESC)</i> , → <i>Traction control system (TCS)</i>
	Anti-lock brake system(ABS) fault → <i>Anti-lock brake system failure or fault</i>
	Travel Assist not available → <i>Travel Assist is not available or does not function as expected</i>
	Vehicle lighting failure → <i>Exterior drive lighting not working</i>
	Rear fog light switched on → <i>Switching the rear fog light on and off</i>

	Air conditioning system not working correctly or CO <sub>2</sub> concentration cannot be measured → <i>Air conditioning system not working correctly or CO<sub>2</sub> concentration cannot be measured</i>
	Health risk! Open windows! CO <sub>2</sub> concentration too high → or <i>CO<sub>2</sub> concentration in the vehicle interior air too high</i>
	Rain/light sensor fault → <i>Fault in rain and light sensor</i> , → <i>Fault in rain and light sensor</i>
	Fault in wipers → <i>Fault in wipers</i>
	Washer fluid level too low → <i>Washer fluid level too low</i>
	Fault in steering → <i>Steering fault</i>
	<p> Do not drive on!</p> <p>Fault in the Tyre Pressure Monitoring System → <i>Fault in the Tyre Pressure Loss Indicator</i></p> <p> Do not drive on!</p> <p>Low tyre pressure → <i>Low tyre pressure</i></p>
	Fault in electric drive system → <i>There is a fault in the electric drive or high-voltage vehicle electrical system, → and No brake energy recuperation possible</i>
	Reduced power → <i>Power restricted</i>
	Electronic engine sound fault → <i>Electronic engine sound is not working</i>
	Front Assist not available → <i>Front Assist not available or functions restricted</i>
	Front Assist switched off → <i>Operating Front Assist</i>
	Speed limiter not available → <i>Speed limiter not available</i>
	Cruise control system fault → <i>Fault in the cruise control system</i>
	Adaptive Cruise Control (ACC) is not available → <i>ACC not available</i>
	Emergency Assist not available → <i>Emergency Assist not available</i>
	Lane keeping system (Lane Assist) not available → <i>Lane keeping system not available</i>
	<p>Emergency Assist intervention → <i>Semi-automated vehicle assistance in a medical emergency (Emergency Assist)</i></p> <p>Lane keeping system (Lane Assist) is regulating → <i>Driving with the lane keeping system</i></p>
	Fault in the lane change system (Side Assist) → <i>Lane change system fault</i>
	<p>Rear Traffic Alert fault → <i>Rear Traffic Alert</i></p> <p>Rear Traffic Alert braking intervention → <i>Rear Traffic Alert</i></p>
	12-volt vehicle battery → <i>12-volt vehicle battery</i>
	<p>Low charge level of the high-voltage battery → <i>Charge level of the high-voltage battery low</i></p> <p>High-voltage battery empty → <i>High-voltage battery is empty</i></p>

	Adaptive chassis control fault → <i>Fault in the adaptive chassis control (DCC)</i>
<b>AUTO HOLD</b>	The vehicle is held stationary → <i>Auto Hold function</i>
	Turn signals → <i>Turn signal indicator lamp</i>
	Cruise control system switched on, control active. → <i>Introduction to the topic</i>
	Speed limiter switched on, system control active. → <i>Introduction to the topic</i>
	Lane Assist active → <i>Driving with the lane keeping system</i>
	Travel Assist active → <i>Introduction to the topic</i>
	The ACC is regulating, no vehicle detected in front → <i>Switching the ACC on and off</i>
	The ACC is regulating, vehicle in front detected → <i>Switching the ACC on and off</i>
	Speed regulation due to the road layout → <i>Driving with predictive cruise control</i>
	Speed regulation due to a roundabout → <i>Driving with predictive cruise control</i>
	Speed regulation due to a junction → <i>Driving with predictive cruise control</i>
	Speed regulation due to cancellation of the speed limit → <i>Driving with predictive cruise control</i>
	Speed regulation due to approaching the tail end of a traffic jam → <i>Driving with predictive cruise control</i>
	Speed regulation due to speed limit → <i>Driving with predictive control</i> , → <i>Driving with predictive cruise control</i>
	High-voltage battery is being charged → <i>AC charging (charging station, mains socket)</i> , → <i>DC charging</i>
	Main beam or headlight flasher → <i>Switching main beam on and off</i>
<b>AUTO HOLD</b>	Auto Hold function switched on → <i>Auto Hold function</i>
	Cruise control switched on, system control not active. → <i>Introduction to the topic</i>
	Speed limiter switched on, system control not active. → <i>Introduction to the topic</i>
	Charge level of high-voltage battery → <i>Charge level and range in the digital instrument cluster</i>
	Outside temperature colder than +4°C(+39°F) → <i>ID. Cockpit information displays</i>
	Service due → <i>Service interval display</i>
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → <i>Introduction to the topic</i>
	Main-beam control active → <i>Switching on main-beam control</i> , → <i>Switching on advanced main-beam control</i>
	Take over steering → <i>Take over steering</i>

	Charging connector connected → <i>AC charging (charging station, mains socket)</i> → <i>DC charging</i>
	Front Assist is starting up → <i>Front Assist is starting up</i>
	Distance warning → <i>Warning levels and braking intervention</i>
	Eco driving profile → <i>Characteristics of the driving profiles</i>
	Comfort mode → <i>Characteristics of the driving profiles</i>
	Individual mode → <i>Characteristics of the driving profiles</i>
	Sport mode → <i>Characteristics of the driving profiles</i>
	Reference to information in the vehicle wallet → <i>Note about information in the owner's manual</i>
	Take your foot off the accelerator → <i>Eco Assistance</i>
	Motorway slip road or exit → <i>Eco Assistance</i>
	Roundabout → <i>Eco Assistance</i>
	Junction → <i>Eco Assistance</i>
	Left-hand bend → <i>Eco Assistance</i>
	Right-hand bend → <i>Eco Assistance</i>
	Speed limit → <i>Eco Assistance</i>

# Warning and information messages

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

In addition, a list of current malfunctions can be opened manually. To do so, choose **Vehicle status** or **Vehicle** in the menu ([→ \*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. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

## 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. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

## Note about information in the owner's manual

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

## Information message

Information about various procedures within the vehicle.

-  If several warnings are present, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified.
-  If warnings about malfunctions are displayed when the vehicle's drive system is activated, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a correspondingly qualified workshop to have the malfunctions rectified. Volkswagen recommends using a Volkswagen dealership.

## Introduction to instrument cluster

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

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

- Various menus, e.g. for assist systems.
- Status displays for driver assist systems.
- Display messages.
- Warning and indicator lamps.
- Information on consumption and range.

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

### **WARNING**

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

- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

### **WARNING**

Risk of accident if the digital instrument cluster fails. If the display has failed or if there is a fault, it is not possible to recognise functional restrictions of safety-relevant systems. The operating safety of your vehicle may be impaired.

- Drive on carefully.
- Go to a correspondingly qualified workshop and have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

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

## ID. Cockpit



Fig. 1 ID. Cockpit in the dash panel.

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

## ID. Cockpit operation



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

### Views in the display area

The digital instrument cluster can display the following views:

#### Summary

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

#### Basic

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

#### Driver assist systems

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

#### Navigation

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

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

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

### Setting views

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

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

- To change to the "Navigation" view, press the right area of the **VIEW** button or swipe to the right over the button.
- To change to the "Driver assist systems" view, press the left area of the **VIEW** button or swipe over the button to the left.

## Event in the digital instrument cluster

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

### WARNING

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

- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

## ID. Cockpit information displays

### Possible notifications in the digital instrument cluster

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

- Open doors, bonnet and boot lid.
- Warning and information messages ([→ Warning and information messages](#)).
- Navigation information.
- Outside temperature display.
- Service interval display ([→ Service](#)).
- Range display.
- Speed warning function.
- Speed warning for winter tyres.
- Road signs detected by the Dynamic Road Sign Display system .
- Remaining charging time during charging of the high-voltage battery ([→ Charging process display](#)).

### Open doors, bonnet and boot lid

The digital instrument cluster indicates if any doors, the bonnet or boot lid are open once the vehicle has been unlocked and while the vehicle is in motion. In some cases, an acoustic warning is also given.

### Outside temperature display

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

In the following 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.

### WARNING

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

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

## Mileage displays

The odometer registers the total distance travelled by the vehicle.

## Speed warning for winter tyres

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

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

## Range display

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

-  Some notifications in the digital instrument cluster may be overridden by sudden events, e.g. speed warning.
-  Depending on the vehicle equipment level, some settings and displays may also appear in the Infotainment system.
-  If several warnings are present, the symbols will appear at the bottom in the middle of the display for several seconds, one after another. The symbols will continue to appear until the faults are rectified.
-  If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a correspondingly qualified workshop to have the malfunctions rectified. Volkswagen recommends using a Volkswagen dealership.

## Charge level and range in the digital instrument cluster

### Charge level display

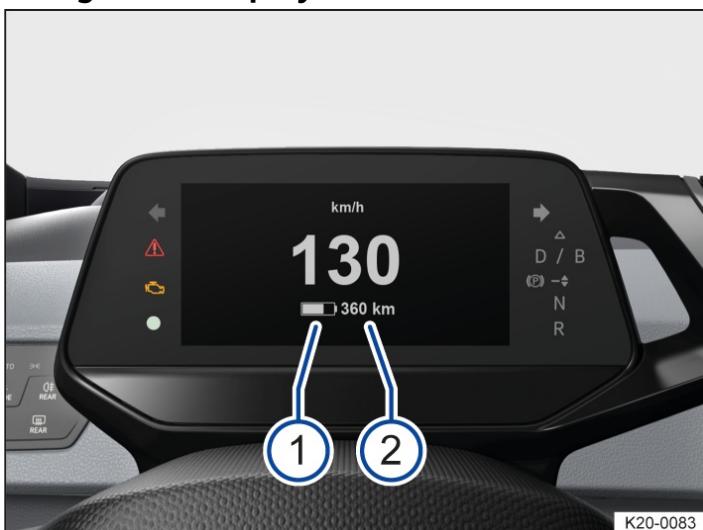


Fig. 1 In the digital instrument cluster: charge level of the high-voltage battery (1) and vehicle range (2).

The current charge level of the high-voltage battery is displayed in the digital instrument cluster by the symbol  → Fig. 2 (1). The fill level of the battery symbol changes with the charge level.

## Range display

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

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

### Reserve range

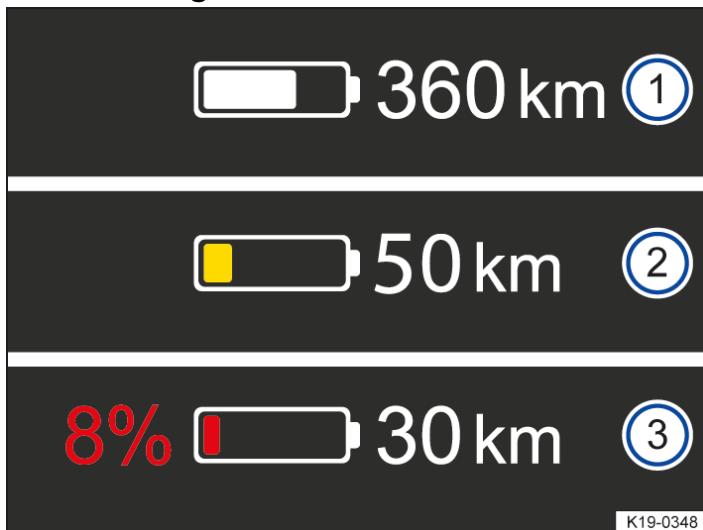


Fig. 2 In the digital instrument cluster: range and reserve capacity display.

- 1 Charge level and range.
- 2 Reserve capacity warning level 1 and range.
- 3 Reserve capacity warning level 2 and range.

When the red reserve range of the high-voltage battery is reached, the symbol  is displayed together with a colour percentage value → *Fig. 2* 3.

Warning levels for the reserve range:

#### Yellow

The charge level is less than 20 %.

#### Red

The charge level is less than 10 %. The charge level of the high-voltage battery is additionally displayed in %.

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

#### WARNING

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

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

#### WARNING

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

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

## NOTICE

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

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

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

## Power display

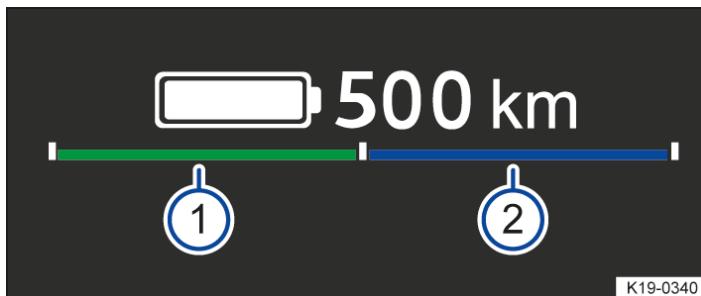


Fig. 1 In the digital instrument cluster: power display (illustration).

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

## Display concept

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

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

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

 The power limit cannot be achieved at all vehicle speeds.

## Influencing factors

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

- The availability of traction and brake energy recuperation depends on the charge level of the high-voltage battery. Brake energy recuperation may be restricted by a high charge level and traction by a low charge level.
- Very low or very high temperatures of the high-voltage battery can lead to an overall reduction in the available drive power. This applies to traction and brake energy recuperation

## WARNING

If the performance capability of the electric drive is reduced or the charge level of the high-voltage battery has reached the reserve range, the driving characteristics can change, e.g. the acceleration performance of the vehicle.

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

## Head-up display (HUD)



Fig. 1 In the driver's field of vision: head-up display close range 1 and AR head-up display 2.

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

### Display areas

Explanations of the areas shown in the head-up display (HUD)

) → *Fig. 1:*

— Head-up display close range

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

— Augmented reality head-up display (AR HUD)

In augmented reality HUD

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

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

### Switching the head-up display on and off

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

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

### Adjusting the height

In order to adjust the vertical position of the image to your individual seating position, the head-up display can be adjusted in the corresponding menu in the vehicle settings of the Infotainment system.

1. Assume the correct sitting position.

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

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

## Settings in the Infotainment system

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

The following settings are available:

In the submenu Head-up display settings:

- Adjust the Head-up Display brightness. If the surroundings become darker, the display brightness is automatically dimmed. The basic brightness level is adjusted together with the instrument lighting ([→ Instrument and switch lighting](#)).
- Select the content of the head-up display, e.g. to display the driver assist systems.
- Alternative colour scheme of the head-up display for poor weather conditions, e.g. snowfall.

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

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

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

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

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

## ID. Light

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

### Displayed information

- Locking and unlocking.
- Welcome and goodbye animation.
- Charging operations.
- Voice control.
- Phone call.
- Navigation.
- Reduced power.
- Front Assist braking request

 The displayed information may be changed and extended by a system update.

## **Brightness**

1. Tap the **Brightness** function button in the control centre.
2. Adjust the brightness by means of the touch slider.

Or:

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

## **Settings in the Infotainment system**

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

Activated functions are highlighted in colour.

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

## **Service menu**

### **Opening the Service menu**

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Select the Status view.
4. Open the desired menu and make the desired setting.

The activated functions are highlighted in colour.

5. Tap the Home button  to return to the previous menu.

### **Resetting the trip recorder**

1. In the Status view, select the Distance covered menu.
2. Tap the **0.0** function button to reset the value.

### **Displaying the vehicle identification number (VIN)**

1. In the Status view, select the Service menu.

The vehicle identification number (VIN  
) is displayed.

# Service interval display

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

## Service notification

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

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

One of the following displays may be shown:

- Inspection in xx km!
- Inspection in xx days!

## Service event

For a scheduled service or a scheduled inspection, an acoustic signal will be given when the ignition is switched on and a spanner symbol  may be displayed on the digital instrument cluster display for several seconds together with the following display:

- Inspection now!

## Accessing the service interval in the Infotainment system

1. Tap the **Vehicle** function button.
2. Tap the **Status** function button and the **Status** view.
3. Select the **Service** menu option to display the service information.

## Resetting the service interval display

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

 The service message goes out after a few seconds after the vehicle's drive system has been activated or by pressing the **OK** button on the multifunction steering wheel.

## Time and date

Setting the time and date on the Infotainment system

1. To access the System settings menu, tap the **Settings** function button (*→ Vehicle settings menu*).
2. Selection the menu option **Time and date**.
3. Select the time source:
  - Automatic.
  - Manual.

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

# Introduction to the topic



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

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

The Driver Alert System determines the driving behaviour at the beginning of a journey and uses it to evaluate the tiredness of the driver. This is compared to the behaviour of the driver while actually driving. If the system detects driver fatigue, an acoustic warning signal will sound and a symbol will be displayed on the instrument cluster display together with a supplementary text message → *Fig. 1*. The message on the instrument cluster display appears for about 5 seconds and may be repeated once. The last displayed message is saved by the system.

## Function conditions

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

### WARNING

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

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

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

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

## Limits of the Driver Alert System

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

- When travelling at speeds of less than approximately 60 km/h (around 37 mph).
- When travelling at speeds of more than approximately 200 km/h (around 125 mph).
- Twisting roads.
- Poor roads.
- Adverse weather conditions.
- Road works.
- Sporty driving style.
- The driver is distracted.

The Driver Alert System is reset in the following situations:

- The ignition is switched off.
- The driver seat belt is unfastened and the driver door is open.
- The vehicle has been stationary for longer than around 15 minutes.

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

# Operating the Driver Alert System

## Hiding a message

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

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

## Switching on and off

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

## Introduction to the topic

Dynamic Road Sign Display uses a camera in the base of the interior mirror to monitor standard road signs and informs the driver of any detected speed limits, overtaking restrictions and danger signs. Within the system limits, the system also displays a sub-plate to indicate temporary restrictions, for example. In some cases, the system can also display the current speed limits on non-signposted routes.

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

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

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

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

### Display of road signs



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

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

1st position:

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

2nd position:

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

Sub-plate:

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

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

### No-entry warning

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

## **WARNING**

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

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

## **WARNING**

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

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

## **Limits of Dynamic Road Sign Display**

### **Error messages**

No road signs available.

The system is in the initialisation phase.

Or:

The camera has not detected any regulatory or warning signs.

Error: Dynamic Road Sign Display

System fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Speed warning currently not available.

Fault in the Dynamic Road Sign Display system speed warning. Go to a correspondingly qualified workshop.

Volkswagen recommends using a Volkswagen dealership.

Dynamic Road Sign Display: Clean the windscreen!

The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions.

Clean the windscreen.

Dynamic Road Sign Display is currently restricted.

No data transmission from the Infotainment system. Check to ensure that valid map data is loaded in the Infotainment system.

Or:

The vehicle is located in an area that is not covered by the map stored in the Infotainment system.

No data available.

Dynamic Road Sign Display is not supported in the country in which you are currently travelling.

### **Function limitations**

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

- Poor visibility, for example when it snows.
- Glare, e.g. from oncoming traffic or sunlight.
- High speeds.
- A covered or dirty camera.

- Road signs located outside of the camera's field of view.
- Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.
- Non-standard road signs.
- Damaged or bent road signs.
- Variable road signs on gantries (changeable road sign display using LED s or other light sources).
- Out-of-date map material in the Infotainment system.
- Vehicles with road sign stickers, e.g. speed restrictions on trucks.

## Operating the Dynamic Road Sign Display function

### Speed warning

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

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

## Exit menu

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

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

- Charging the high-voltage battery.
- Interior monitoring.

### Hiding

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

1. To hide the Exit menu manually, tap .

### Setting

You can change the order of the displayed options.

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

# Vehicle settings menu

The Infotainment system combines key vehicle systems in a central operating unit, e.g. menu settings, radio or navigation system. You can switch individual functions and systems on and off and adjust the settings in the vehicle settings of the Infotainment system.

## General information on operation

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

### Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the **Vehicle** function button.
4. Tap the corresponding function buttons from Interior or Exterior to open additional submenus in the Vehicle menu or to adjust settings in the menu options.
5. Open the desired menu and make the desired setting.

 The activated functions are highlighted in colour.

### Systems settings and vehicle information display

Depending on version, information can be displayed or settings adjusted by tapping the corresponding function buttons in the Vehicle settings menu:

- Vehicle (Interior or Exterior).
- Depending on equipment: performance monitor .
- Depending on equipment: lap timer .
- Driving data.
- Vehicle status.

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

#### WARNING

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

- Drive with your full attention and with responsibility.

# Introduction to the topic

## Number of seats

Depending on the model, the vehicle has a total of four or five seats.

Each seat is equipped with a seat belt.

	4-seater	5-seater
Seats at the front	2	2
Seats in 2nd row of seats	2	3

Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

### WARNING

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

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.
- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Never tilt the backrest too far to the rear.
- Always keep your feet in the footwell during the journey. Never place your feet on the seat or dash panel, for example. Never hold your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

## Correct sitting position

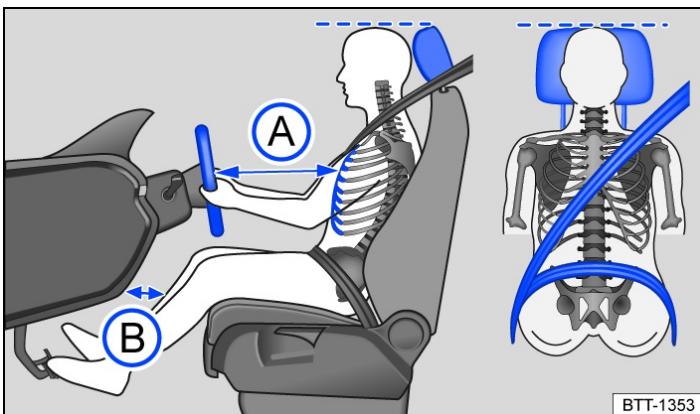


Fig. 1 Schematic diagram: Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

### **The following applies to all vehicle occupants:**

- Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible at all times → *Fig. 1*.
- For small people, push the head restraint all the way down, even if the head is then located underneath the top edge of the head restraint.
- For tall people, push the head restraint up as far as it will go.
- Always keep both feet in the footwell.
- Adjust and fasten seat belts properly.

### **Additional points for the driver:**

- Adjust the seat so that the distance between the steering wheel and your breastbone is at least 25 cm (around 10 inches) → *Fig. 1* (A) and the circumference of the steering wheel can be held at the sides with both hands and your arms slightly bent.
- The steering wheel must always point towards the breastbone and not towards the face.
- Move the backrest into an upright position so that your back rests fully against it.
- Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly bent and so that the distance from the dash panel to your knees is at least 10 cm (around 4 inches) → *Fig. 1* (B).
- Adjust the height so that you can reach the highest point of the steering wheel.

### **Additional points for the front passenger:**

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

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

## Introduction to the topic

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

### WARNING

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

- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip.
- Before every journey and while the vehicle is in motion, secure all children travelling in the vehicle in a restraint system suitable for their weight and height. They must also wear correctly fastened seat belts.
- Insert the latch plate only into the belt buckle of the corresponding seat and make sure that the latch plate engages securely. Using a buckle that does not belong to the seat that you are occupying reduces the level of protection and can lead to severe injuries.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never transport children or babies on your lap and never secure them using the same seat belt.
- 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 correspondingly qualified workshop. The correspondingly qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year. Volkswagen recommends using a Volkswagen dealership.
- Never try to repair, modify or remove the seat belts or belt attachment elements yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a correspondingly qualified workshop. The correspondingly qualified workshop must replace the seat belt only with a seat belt that is approved for the seat in question. Volkswagen recommends using a Volkswagen dealership.
- Have seat belts that have been subjected to stress and stretched during an accident replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership. Renewal may be necessary even if there is no apparent damage. Also check the anchorages of the seat belts.

### WARNING

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

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

## Buckle-up request and belt status display



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

### Buckle-up request for the front seats

If the driver or front passenger seat is occupied by an adult, an acoustic warning will be emitted for 126 seconds if the seat belts are not fastened at the start of a journey and the vehicle reaches a speed of more than around 25 km/h (around 15 mph) or if the seat belts are unfastened while the vehicle is in motion. The red warning lamp  → Fig. 1 also flashes on the instrument cluster display.

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

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



Fig. 2 On the instrument cluster display: seat belt status for the rear seats.

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

The following symbols light up in different colours depending on whether seats are occupied and on the belt status:

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

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

 The white symbol indicates that this seat is not occupied.

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

#### WARNING

The buckle-up request is designed to detect adult persons. If a seat is occupied by lighter persons, in particular children, the detection will not be reliable. The buckle-up request also does not respond or only in a limited way if

child seats and seat supports are used.

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

## Fastening and unfastening seat belts

### Fastening the seat belt



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

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

### Unfastening the seat belts

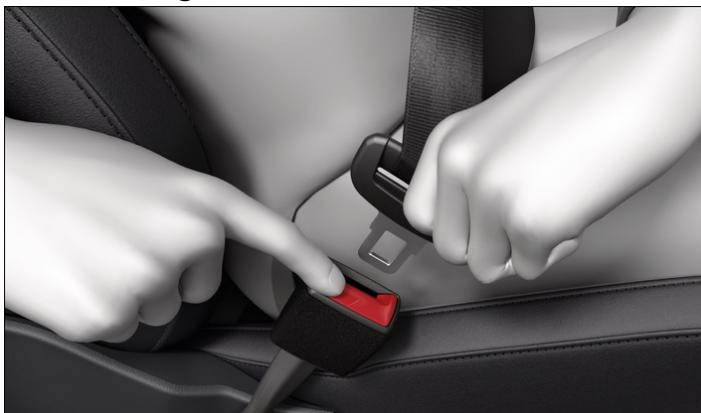


Fig. 2 Removing the latch plate from the buckle.

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

1. Press the red button in the buckle → Fig. 2.  
The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

### Twisted seat belt

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

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.
2. Untwist the seat belt and guide it back slowly by hand.
3. Fasten the seat belt even if you are unable to undo the twist.  
However, the twist should not be in part of the seat belt that comes into direct contact with the body.
4. Go immediately to a correspondingly qualified workshop in order to have the twist undone. Volkswagen recommends using a Volkswagen dealership.

## Seat belt routing

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

### Correct seat belt routing

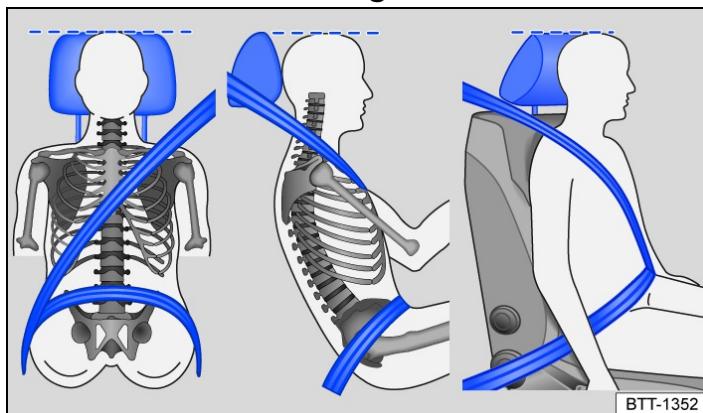


Fig. 1 Correct seat belt routing and head restraint adjustment.

- The shoulder belt must always lie on the centre of the shoulder, never across the neck, over or under the arm or behind the back.
- The lap belt must always lie across the pelvis, never across the stomach.
- The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

### Correct seat belt routing during pregnancy

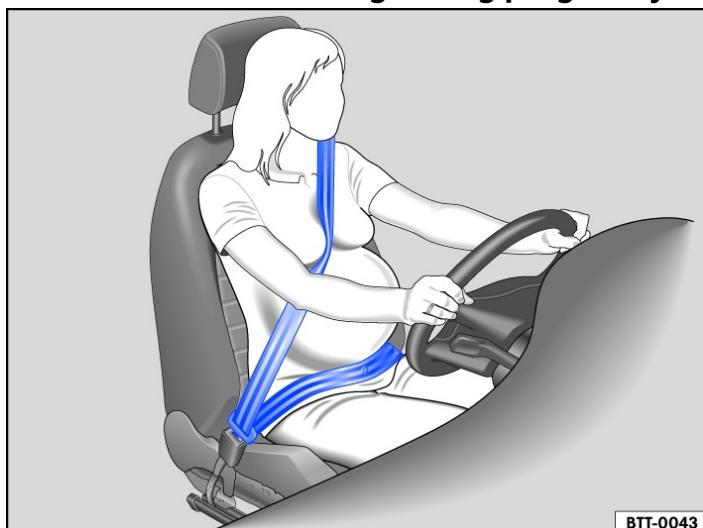


Fig. 2 Correct seat belt routing during pregnancy.

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

## Correct seat belt routing according to height

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

— Height-adjustable front seats ([→ Sitting position](#)).

### WARNING

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

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

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

## Belt retractor, belt tensioner, belt tension limiter

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

### Belt retractor

The seat belts on the driver seat and front passenger seat, as well as those on the outer rear seat (and on the middle rear seat, depending on the level of vehicle equipment), are fitted with an automatic belt retractor at the shoulder part of the seat belt. Full freedom of movement is ensured when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the belt retractor blocks the seat belt.

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

### Belt tensioner

The seat belts for the front seat vehicle occupants, and, depending on the vehicle equipment, those 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 not be activated if the curtain airbags are not triggered.

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

### **WARNING**

The protective function of the belt tensioners permits only one activation of the belt tensioners. The system must be replaced if the belt tensioners have been triggered.

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

## **Reversible belt tensioning (proactive occupant protection system)**

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

- Strong braking.
- Oversteer or understeer.
- Minor collisions.

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

## **Belt tension limiter**

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

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

## **Service and disposal of belt tensioners**

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

Regulations must be observed to ensure that the effectiveness of the belt tensioner is not reduced and that removed parts do not cause any injuries or environmental pollution. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

### **WARNING**

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

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



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

## Introduction to the topic

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

### Speed range

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

### Displays

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

#### WARNING

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

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

# Functions of the proactive occupant protection system

## Basic functions

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

- Reversible belt tensioning of the fastened driver and front passenger seat belts.
- Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.
- Activation of the hazard warning lights.

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

## Additional functions for vehicles with Autonomous Emergency Braking (Front Assist)

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

## Additional functions for vehicles with Emergency Assist

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

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

- Reversible belt tensioning of the driver's fastened seat belt for a brief or extended period of time.
- Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.

## Setting in driving profile selection

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

## Limits of the proactive occupant protection system

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

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

- Malfunction in the ESC, reversible belt tensioners or airbag control unit .
- ASR is deactivated or ESC is restricted .
- Autonomous Emergency Braking (Front Assist) is restricted or has a system fault.
- Emergency Assist is restricted or has a system fault.
- Reverse gear is engaged.

## Troubleshooting

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

- The proactive occupant protection system functions are restricted or the system is not available. Deactivate and reactivate the vehicle's drive system.
- If the fault persists, go to a correspondingly qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using a Volkswagen dealership.



Depending on the malfunction, additional information may be displayed in the vehicle status ([Vehicle settings menu](#)).

## Introduction to the topic

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

### WARNING

Never rely solely on the airbag system for your protection.

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

### WARNING

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

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

### WARNING

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

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

### WARNING

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

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

### WARNING

Cleaning agents that contain solvents cause the surface of the airbag units to become porous. In an accident that

triggers the airbag, loose plastic parts can cause serious injury.

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

## Type of front passenger front airbag system

Volkswagen offers two different front passenger front airbag systems.

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

### Airbag system

The front passenger front airbag can be deactivated only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Characteristics of the airbag system:

- Front passenger front airbag in the dash panel.
- Yellow indicator lamp  in the instrument cluster display.

### Airbag system with front passenger front airbag deactivation

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

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

- Front passenger front airbag in the dash panel.
- Yellow indicator lamp  in the instrument cluster display.
- Yellow indicator lamp PASSENGER AIR BAG  in the roof console.
- Yellow indicator lamp PASSENGER AIR BAG  in the roof console.
- Key-operated switch in the side of the dash panel on the passenger side, which is visible only when the front passenger door is open.

## Indicator lamp

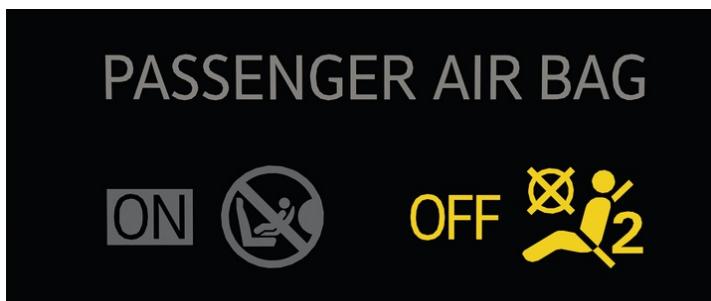


Fig. 1 In the roof console: indicator lamp (schematic diagram) for deactivated front passenger front airbag.

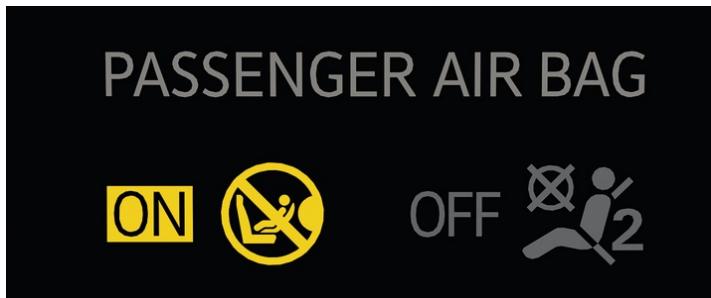


Fig. 2 In the roof console: indicator lamp (schematic diagram) for activated front passenger front airbag.

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

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

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

If the front passenger front airbag is switched off and the yellow PASSENGER AIR BAG indicator lamp  in the roof console 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 → .

### WARNING

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

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

# Troubleshooting

## Fault in airbag or belt tensioner system

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

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

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

## Airbag system or belt tensioner system deactivated 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 deactivated with a diagnostic tool.

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

## Front passenger front airbag switched off

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

The front passenger front airbag has been switched off.

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

## Front passenger front airbag switched on

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

The front passenger front airbag has been switched on.

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

## Description and function of the airbags

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

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

Airbags provide no protection for the arms or lower body.

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

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

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

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

## Components of the vehicle safety concept

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

- Optimised seat belts for all seats.
- Belt tensioners for the driver and front passenger and also on the rear outer seats if in conjunction with side airbags.
- Belt tension limiter for the driver, front passenger and, if applicable, for the rear outer seats.
- Red warning lamp  and, where applicable, belt status display.
- Front airbags for driver and front passenger.
- Side airbags for driver and front passenger.
- Curtain airbags on the left and right.
- Central airbag between driver and front passenger.
- Yellow airbag indicator lamp .
- Yellow indicator lamp PASSENGER AIR BAG  in the roof console.
- Yellow indicator lamp PASSENGER AIR BAG  in the roof console.

- Control units and sensors.
- Safety-optimised and height-adjustable head restraints.
- Adjustable steering column.
- If applicable, anchor points for child seats on the rear outer seats and on the front passenger seat.
- If fitted, mounting points for the top tether for child seats.

### **Situations when the front, side, curtain and central airbags will not be triggered:**

- When the ignition is switched off during a collision.
- If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle.
- During a slight side collision.
- During a rear-end collision.
- If the dynamics measured by the control unit are too low in the event of a vehicle rollover.
- If the impact speed in a collision is lower than the reference value specified in the control unit.

## Front airbags

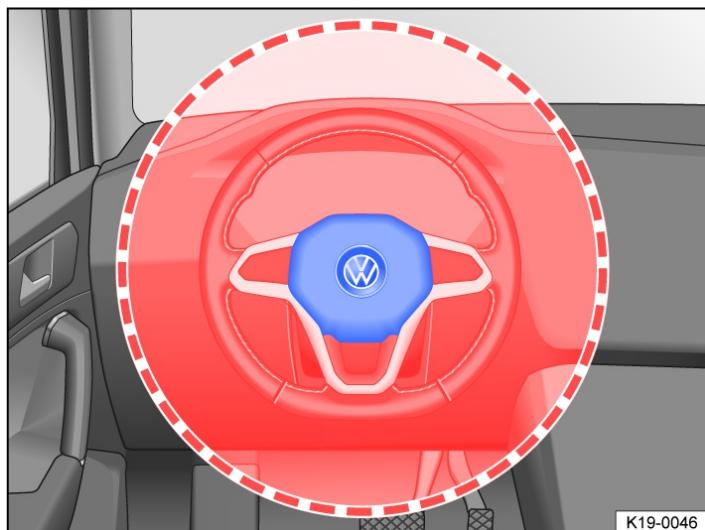


Fig. 1 Location and deployment zone of the driver front airbag.

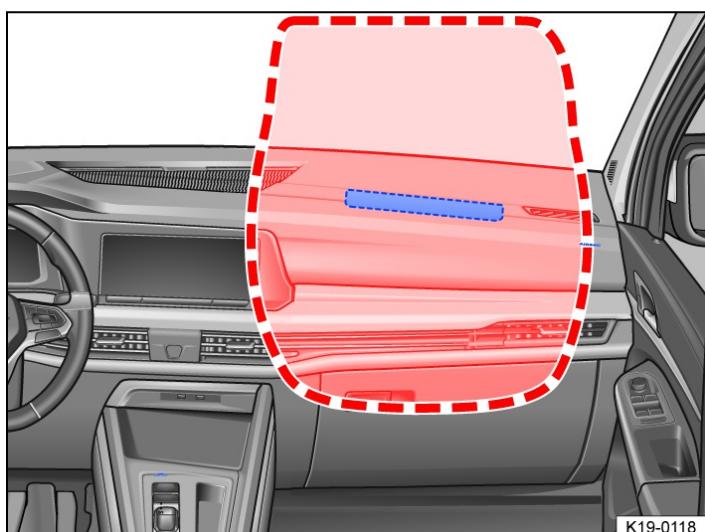


Fig. 2 Location and deployment zone of the front passenger front airbag.

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the

head and chest in the event of a severe frontal collision. The curtain airbags on both sides are also triggered in the event of certain types of frontal collision.

Always keep as far away from the front airbag as possible ([→ Sitting position](#)). This allows the front airbags to inflate fully when triggered, thus providing maximum protection.

The front airbag for the driver is located in the steering wheel [→ Fig. 1](#) and the front airbag for the front passenger is located in the dash panel [→ Fig. 2](#). The airbag locations are identified by the text "AIRBAG".

The areas inside the red lines are covered by the front airbags when deployed (deployment zone). You must never leave or attach any objects in these areas [→ !\[\]\(5ce670b29500345973e564b628718938\_img.jpg\)](#). Any factory-fitted accessories will not be struck if the driver and front passenger front airbags are deployed.

### DANGER

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

- Always leave the deployment zones of the front airbags clear.
- Never attach any objects, such as drink or telephone holders, to the covers of the airbags or anywhere in the airbag deployment zone.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and 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.
- Do not stick anything on or cover the steering wheel airbag unit and the surface of the dash panel in the deployment zone of the front passenger front airbag or modify these components in any way.

### WARNING

The front airbags are deployed in front of the steering wheel [→ Fig. 1](#) and dash panel [→ Fig. 2](#).

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

## Switching the front passenger front airbag on and off

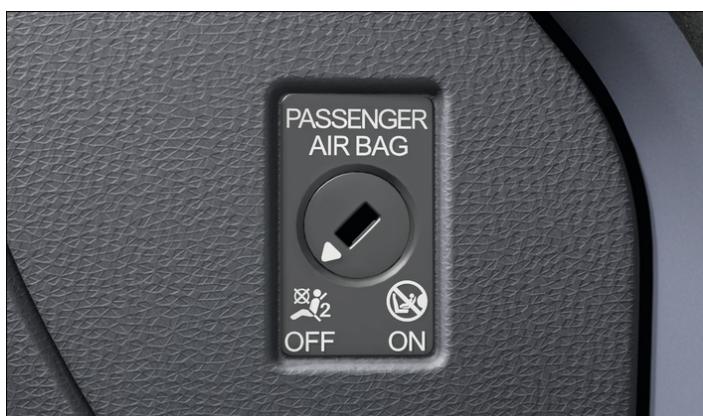


Fig. 1 In the dash panel on the front passenger side: key-operated switch for deactivating and activating the front airbag on the front passenger side

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

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

## Switch on the front passenger front airbag

1. Deactivate the vehicle's drive system.
2. Open the door on the front passenger side.
3. Remove the manual key from the vehicle key.
4. Insert the key bit of the manual key into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point → .
5. Turn the manual key without using force to the position  **ON**.
6. Remove the manual key from the key-operated switch and insert it back into the vehicle key → .

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

7. Close the door on the front passenger side.
8. Check that the yellow PASSENGER AIR BAG  **OFF** indicator lamp in the roof console does *not* light up when the ignition is switched on ([→ Indicator lamp for standard airbag system](#)).

## Switch off the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Remove the manual key from the vehicle key.
4. Insert the key bit of the manual key into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point → .
5. Turn the manual key without using force to the position  **OFF**.
6. Remove the manual 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 in the roof console lights up continuously when the ignition is switched on ([→ Indicator lamp for standard airbag system](#)).

## Confirmation that the front passenger front airbag has been deactivated

A deactivated front passenger front airbag is indicated only by the PASSENGER AIR BAG  **OFF** indicator lamp lighting up yellow continuously in the roof console ([→ Indicator lamp for standard airbag system](#)).

If the yellow PASSENGER AIR BAG  **OFF** indicator lamp does not light up continuously or lights up together with the yellow  indicator lamp in the instrument cluster display, no child restraint system must be fitted on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

### DANGER

Observe important safety instructions for the front passenger front airbag ([→ Child seats](#)).

### DANGER

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

- In order to avoid damage to the airbag system, switch the front passenger front airbag on and off only when the ignition is switched off.
- It is the driver's responsibility to ensure that the key-operated switch is set to the correct position.

- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger seat.
- Switch the front passenger front airbag back on again as soon as the rear-facing child seat on the front passenger seat is no longer being used.

### **WARNING**

Do not leave the manual key inserted in the key-operated switch while the vehicle is in motion.

- Vibrations in the vehicle could cause the manual key to turn in the key-operated switch, which could then activate the front passenger front airbag.
- The front passenger front airbag could then accidentally inflate, leading to serious or fatal injuries.

### **NOTICE**

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

### **NOTICE**

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

## Side airbags

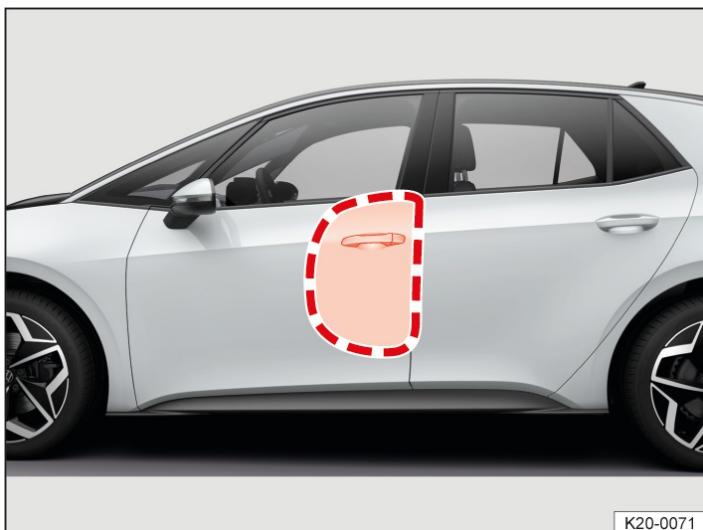


Fig. 1 In the interior on the left-hand side of the vehicle:  
side airbag deployment zone.

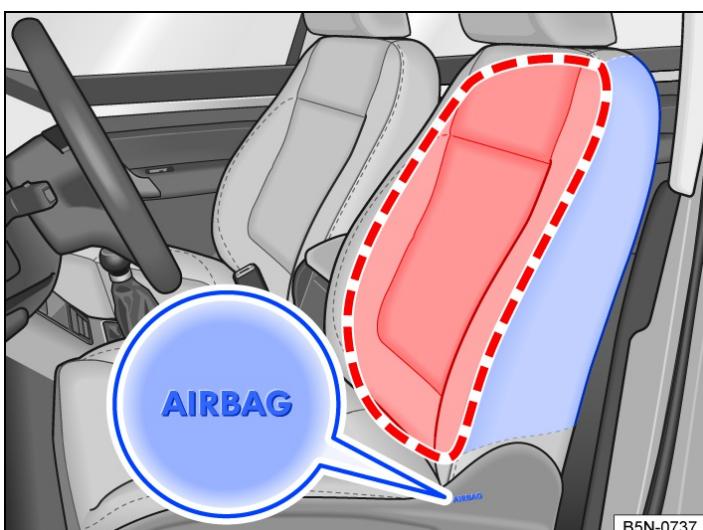


Fig. 2 On the side of the front seat: location and deployment zone of the side airbag.

Side airbags are installed for the front seats.

The side airbags for the front seats are located in the outer backrest padding of the driver seat and front passenger seat → *Fig. 2*, → *Fig. 1*.

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

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

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

#### **WARNING**

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

- Always leave the deployment zones of the side airbags clear.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and other passengers in the vehicle also keep to this rule.
- 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.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the side airbag may not be able to inflate once triggered.

#### **WARNING**

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

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

## Curtain airbags



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

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

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

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

The curtain airbags will be triggered on both sides if the vehicle rolls over or in the event of a frontal or side collision.

In rollovers, side collisions and certain types of frontal collision, the curtain airbags reduce the risk of injury for the vehicle occupants on the front seats and rear outer seats.

#### **WARNING**

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

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

## Centre airbag

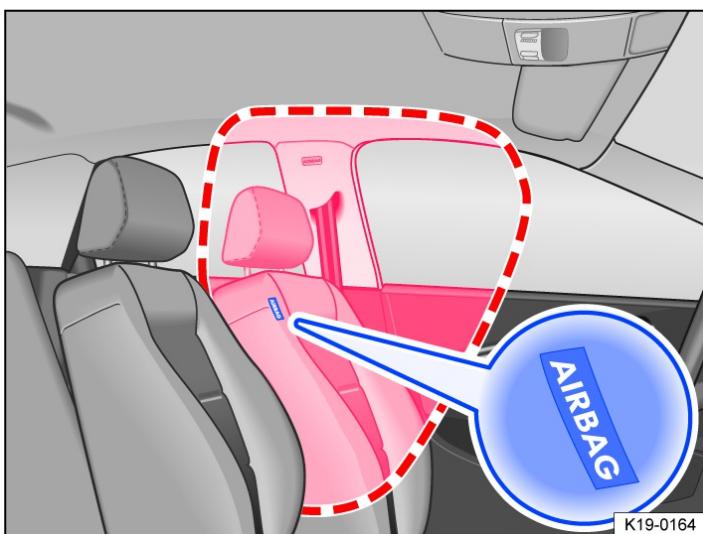


Fig. 1 In the inner backrest padding of the driver seat:  
centre airbag.

The centre airbag is installed for the front seats and is located in the inner backrest padding of the driver seat.

The location of the centre airbag is indicated by the "AIRBAG" label → *Fig. 1*.

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

The centre airbag is triggered in the event of a side collision and vehicle rollover and thus reduces the risk of injury to the vehicle occupants.

### **⚠ WARNING**

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

- Always leave the deployment zones of the centre airbag clear.
- Never secure any items to the cover or in the deployment zone of the centre airbag.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and other passengers in the vehicle also keep to this rule.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the centre airbag may not be able to inflate once triggered.

### **⚠ WARNING**

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

- Never remove the front seats from the vehicle or alter any components of these seats.

- If too much pressure is applied to the backrest side bolsters, the centre airbag may not be triggered correctly, may not trigger at all, or may trigger accidentally.
- Have any damage to the original seat covers or around the seams of the centre airbag unit repaired immediately by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

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

Note the following:

- Child seats are classified into groups depending on the size, age and weight of child for which they are designed.
- Various securing systems are used to secure child seats in the vehicle.

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

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

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

### **WARNING**

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

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

### **NOTICE**

Please observe the notes and information for vehicles with N1 approval ([→ N1 approval](#)).

# Types of child seat

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

## Standards for child seats

The regulations ECE

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

- Weight class.
- Size class.
- Approval category (universal, semi-universal, vehicle-specific or i-Size)
- Approval number.

On child seats that are approved under regulation ECE

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

## Child seat weight classes



Fig. 1 Example illustrations of child seats.

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

- Weight class 0/0+: group 0/0+ or 0/1 rear-facing infant carriers → *Fig. 1* are the best option for the period from birth to about 18 months.
- Weight class 1: group 1 (up to about 4 years old) and group 1/2 (up to about 7 years old) with an integral belt system are the best for children over the relevant weight limit.
- Weight classes 2/3: groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat routing and side padding, and so provide better protection than booster seats with no backrest. Volkswagen therefore recommends the use of child seats with a backrest. Group 2 child seats are for children up to the age of about 7, group 3 child seats for children more than around 7 years old.

When using a Group 2 child seat, use the fourth anchorage point of the child seat, if available, for the seat belt.

Please observe the instructions for use of the child seat.

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

## Child seat approval categories

Child seats can be classified as "universal", "semi-universal" "or vehicle-specific" (all in accordance with regulation ECE

R 44) or "i-Size" (in accordance with regulation ECE R 129).

- Universal: child seats with "universal" approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must be additionally secured using a strap over the top of the vehicle seat (top tether).
- Semi-universal: "semi-universal" approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with "semi-universal" approval come with a type list. The seats should only be used in vehicles that are included on this list.
- Vehicle-specific: child seats with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. These child seats also come with a type list.
- i-Size: child seats classified as "i-Size" must conform to the installation and safety requirements prescribed in regulation ECE

R 129. Contact the child seat manufacturer to find out whether child seats are approved for this vehicle, and if so which ones, in accordance with i-Size.

## Installing and using child seats

### 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 child seat manufacturer's instructions → .
- 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.
- Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
- When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position ([→ Front seat, mechanical](#)).
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position ([→ Sitting position](#)).
- The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle .

## Airbag sticker



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



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

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

- On the driver sun visor and in some cases on the front passenger sun visor → *Fig. 1*.
- On the B-pillar on the front passenger side → *Fig. 2*.

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

### Risks involved in carrying children on the front passenger seat

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

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

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

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

#### DANGER

Observe the important safety instructions for the front passenger front airbag ([Airbag system](#)).

## DANGER

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

- Never secure a rear-facing child seat on the front passenger seat if the front passenger front airbag is activated.
- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated, you must not use rear-facing child seats.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

## WARNING

Child seats present a risk of injury if incorrectly installed.

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

## WARNING

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

- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

## WARNING

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

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

## Securing systems

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

### Overview of securing systems

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

The seat has two rigid attachment arms. The attachment arms engage in ISOFIX attachment points between the seat and the backrest ([→ Child seat with ISOFIX or i-Size](#)). Atop tether or a support bracket may sometimes be used in addition to the ISOFIX anchor points described above.

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

Additional securing points:

- Top tether: the strap at the top of the child seat is routed over the rear seat backrest and hooked to an anchor ring on the back of the rear seats ([→ Child seat with top tethered](#)). Top tether anchor points are marked with an anchor symbol.
- Support foot: some child seats are supported by a support foot resting on the floor of the vehicle. This support foot helps prevent the child seat tipping forward in a crash. Child seats with a support foot can only be used on the front passenger seat and the outer rear seats → .

## Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

- Infant carrier or rear-facing child seat: ISOFIX *and* support foot.
- Front-facing child seat: ISOFIX *and* top tether and possibly also support foot.

### WARNING

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

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

## Applies only in Australia:

### WARNING

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

## Securing a child seat with ISOFIX/i-Size

### Quick guide to ISOFIX and i-Size installation

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

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

Group	Orientation of the child seat	Size class /ISOFIX class	Front passenger seat		Outer seats on the rear bench seat
			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
Group 0+: up to 13 kg	Rear facing	E/R1			
		D/R2	X	IL-SU	IL-SU
		C/R3			
Group 1: 9 to 18 kg	Rear facing	D/R2	X	IL-SU	IL-SU
		C/R3			
		B/F2			
Group 2: 15 to 25 kg	Forward facing	B1/F2X	IL-SU, IUF	X	IL-SU, IUF
		A/F3			
		-	IL-SU	X	IL-SU
Group 3: 22 to 36 kg	Forward facing	-	IL-SU	X	IL-SU
		-			
		-			
i-Size child restraint system	Rear facing	-/R2	X	i-U	i-U
	Forward facing	-/B2, F2X	i-U	X	i-U
Booster seat	Forward facing	-/B2, B3	i-B	X	i-B

- Size class: the size class shown corresponds to the permissible weight range of the child using the seat. The size class is indicated on the ECE approval label for child seats with "universal" or "semi-universal" approval. A size class indication is affixed to the child seat.
- X: seat not suitable for securing an ISOFIX or i-Size child seat in this group.
- IL-SU: seat suitable for installing an ISOFIX child seat with "semi-universal" approval. Refer to the vehicle list supplied by the child seat manufacturer.
- IUF: seat suitable for installing an ISOFIX child seat with "universal" approval.
- i-U: seat suitable for installing a front-facing or rear-facing i-Size child seat with "universal" approval.
- i-UF: seat suitable for installing a front-facing i-Size child seat with "universal" approval.
- i-B: seat suitable for installing a forward-facing ISOFIX booster seat of Group 2/3 as well as a forward-facing i-Size child seat for children with a height of 100 – 150 cm (approximately 39 – 59 inches).

## Installing child seats with ISOFIX/i-Size

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

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

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



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

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

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

## Securing child seats with the top tether



Fig. 1 In the luggage compartment: attached top tether.



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



Fig. 3 In the backrest of the Top sports seat on the passenger side: opening for the top tether (schematic diagram).

**1** Opening for the top tether.

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

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

1. Observe the instructions ([Child seats](#)).
2. Push the head restraint on the vehicle seat all the way up or remove it.
3. Position the child seat in the centre of the seat cushion.

4. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows ( $\rightarrow$  *Child seat with ISOFIX or i-Size*). The child seat must click and audibly securely into place.
5. Remove the luggage compartment cover if necessary.
6. Only applies to the Top sports seat: Feed the top tether through the opening in the backrest  $\rightarrow$  Fig. 3 (1).
7. Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding anchor ring labelled "Top Tether".
8. Tighten the top tether so that the top of the child seat rests against the rear seat backrest.

### WARNING

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

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

### 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 anchor rings in the luggage compartment behind the rear seat backrest.

## Securing a child seat using the seat belt

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

Group	Child's weight	Front passenger seat		Seats on the rear bench seat
		Front passenger front airbag activated	Front passenger front airbag deactivated	
Group 0	up to 10 kg	x		u
Group 0+	up to 13 kg	x		u
Group 1	Rear facing	x		u
	Forward facing	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 ( $\rightarrow$  *Child seats*).

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

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

## Making you and your vehicle safe

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

### Checklist

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.
2. Depress and hold the brake pedal.
3. Switch on the hazard warning lights ([→ Driver side](#)).
4. Switch on the electronic parking brake ([→ Electronic parking brake](#)). The vehicle's drive system is deactivated.
5. Deactivate the vehicle's drive system ([→ Deactivating the vehicle's drive system](#)). The red indicator lamp  lights up in the digital instrument cluster.
6. Take your foot off the brake pedal.
7. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Take all vehicle keys with you. Observe the country-specific regulations concerning high-visibility waistcoats.
8. Place the warning triangle in position to draw the attention of other road users to your vehicle.
9. Seek expert assistance if necessary. Volkswagen recommends using the Volkswagen emergency service.

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

Comply with the important information on towing ([→ Tow-starting or towing](#)).

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

- When traffic ahead suddenly slows down or you reach the tail end of a traffic jam to warn vehicles behind you.
- When there is an emergency.
- If the vehicle breaks down.
- When the vehicle is being towed.

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

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

#### **WARNING**

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

- Stop the vehicle as soon as possible and when safe to do so.
- Park the car at a safe distance from moving traffic.
- Switch on the hazard warning lights.

- Never leave other persons alone in the vehicle, particularly children or people requiring assistance. This applies in particular when the doors are locked. People locked in the vehicle may be subjected to very high or very low temperatures.

## **WARNING**

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

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

## **NOTICE**

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

-  The 12-volt vehicle battery will discharge if the hazard warning lights are left on over a long period of time – even when the ignition is switched off.
-  Depending on the vehicle equipment, the brake lights flash in quick succession if you brake sharply or initiate full braking at a speed of more than 80 km/h (about 50 mph). This provides an especially conspicuous warning for the following traffic. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph). Once the vehicle starts to accelerate, the hazard warning lights will switch off again.

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

### Checklist of what to do after an accident

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

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

### Checklist of what to do in the event of a fire

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

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

## **⚠ WARNING**

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

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

## **⚠ WARNING**

In the event of a fire, an explosion and leaking hazardous substances can cause serious injuries.

- Never remain in the vicinity of a burning vehicle.

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

— When the high-voltage battery is deactivated, go to a correspondingly qualified workshop to have the high-voltage battery serviced. Volkswagen recommends using a Volkswagen dealership.

## Emergency equipment

### First-aid kit

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

The first-aid kit must comply with legal requirements.

- 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 equipment, the warning triangle may be located in the boot lid.

1. With the boot lid open, grasp the warning triangle at the recess and turn by 90° towards the front of the vehicle.
2. Remove the warning triangle through the opening.
3. Return the warning triangle to its holder after use.

The warning triangle must comply with legal requirements.

### High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

## Fire extinguisher

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

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

### WARNING

In the event of a sudden driving or braking manoeuvre or accident, loose objects could be flung through 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.

## Legally required eCall Emergency System



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



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

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

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

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

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

## Indicator lamp for the legally required eCall Emergency System

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

- Indicator lamp does not light up: emergency call is not available.
- Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: emergency call is deactivated.
- Indicator lamp lights up red continuously: system error. Emergency call is restricted or not available.
- Indicator lamp lights up green: emergency call is available, system ready for operation in the vehicle.
- Indicator lamp flashes green: emergency call is active.

### WARNING

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

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

## Initiating an emergency call manually

1. Briefly press on the button cover and fold open the button cover.
2. Press the button for the legally required eCall Emergency System → *Fig. 2* for a few seconds.

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.

## Automatic emergency call

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

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

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

## Integrated battery

The integrated battery ensures that the legally required eCall Emergency System remains available for some time if the 12-volt vehicle battery is disconnected or faulty.

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

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

## Data transmission

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

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

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

The transmitted data includes the following:

- 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 or around 328 ft)
- Vehicle identification number (VIN).
- Type of vehicle drive.
- Vehicle type.
- Type of trigger (automatic or manual)
- Type of call.
- Direction in which the vehicle was moving when the emergency call was triggered.
- Time of collision.
- Reliability of positioning data.
- Data record version.
- Counter of data strings transferred per call.
- Determined number of passengers.

-  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 is not possible to make an emergency call.

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

## **Legally required eCall Emergency System restricted**

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

The function of the legal emergency call system eCall is only available to a limited extent. It is not possible to make an emergency call.

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

## Functions of the vehicle key

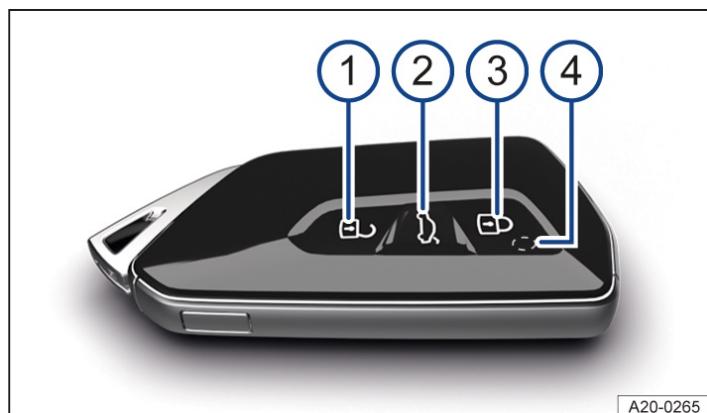


Fig. 1 Vehicle key.

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

### **WARNING**

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

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

### **NOTICE**

Protect the key from moisture and excessive vibration.

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

## Spare key

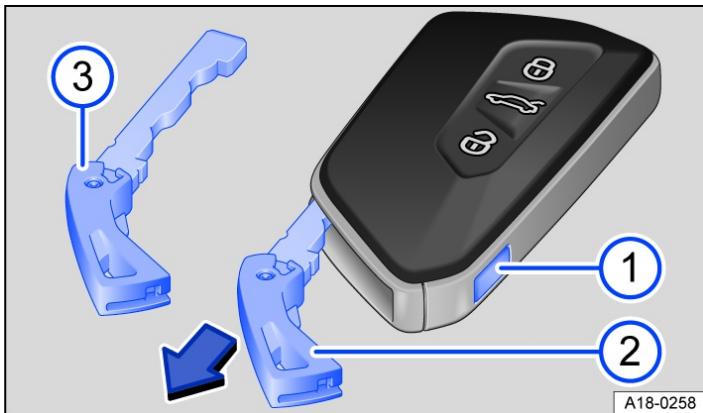


Fig. 1 Vehicle key: releasing the spare key.

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

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

Possible uses:

- Manually locking and unlocking the vehicle ([Vehicle key](#)).
- Switch the childproof lock on and off ([Childproof lock, mechanical](#)).

## Changing the button cell

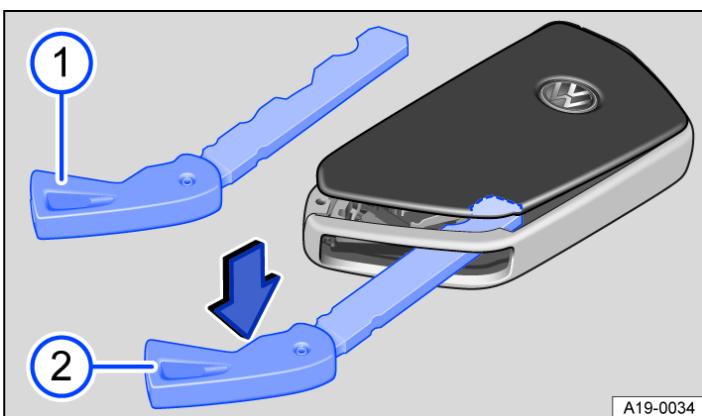


Fig. 1 Vehicle key: opening battery compartment cover.

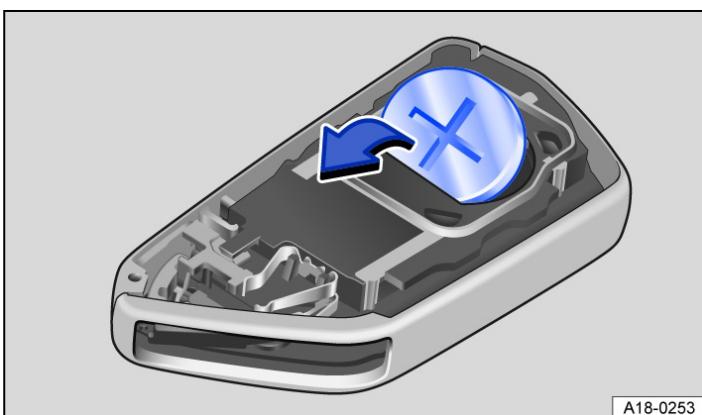


Fig. 2 Vehicle key: replacing the button cell.

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

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

### **DANGER**

If button cell batteries are swallowed or get into the wind pipe, this can 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.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cells out of the reach of children.

### **NOTICE**

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

- Pay attention to the correct polarity when inserting the battery.

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 The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries ([→ Used battery disposal](#)). We recommend having this service carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Synchronising the vehicle key

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

### Synchronising the vehicle key

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

Or:

1. Remove the manual key ([→ Vehicle key](#)).
2. If necessary, remove the cover of the driver door handle ([→ Doors](#)).
3. Press the  button on the vehicle key.
4. Unlock the vehicle using the manual key.
5. Open the driver door. If the vehicle has an anti-theft alarm, this will be triggered immediately ([→ Anti-theft alarm](#)).
6. Switch on the ignition.

*Please note:* to switch on the ignition, place the vehicle key in the drink holder or the stowage compartment in the centre console ([→ Engine start](#)).

The synchronisation process is complete.

# Troubleshooting

## Vehicle cannot be locked or unlocked

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

Or: the central locking system has switched 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 pressing the button, the button cell in the vehicle key has to be replaced ([→ Vehicle key](#)).

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

## Introduction to the topic

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

## Unlocking or locking the vehicle with Keyless Access

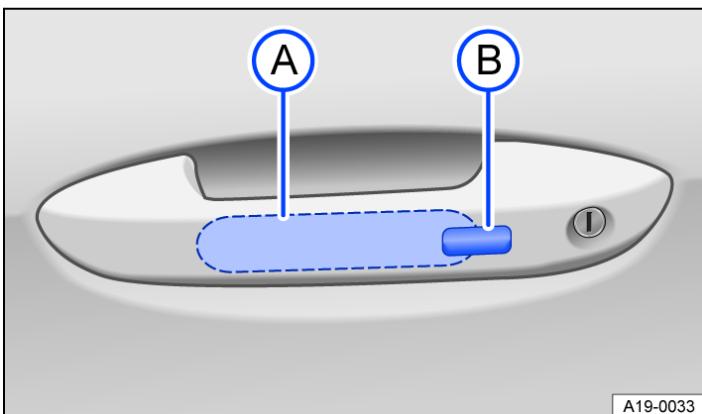


Fig. 1 In the door handle: sensors.

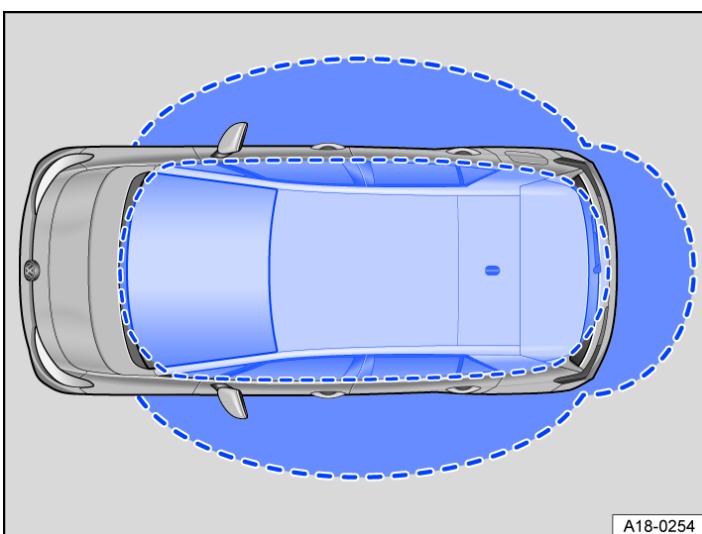


Fig. 2 Keyless Access: operating ranges.

### Configuring Keyless Access

The behaviour of the keyless access locking and starting system Keyless Access can be set in the Vehicle menu in the Infotainment system.

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

### Unlocking the vehicle

1. Touch the sensor → *Fig. 1* A on the inside of the door handle. All turn signals flash *twice*.

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

### Unlocking the vehicle when approaching

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

- The vehicle is unlocked if the vehicle key is detected within the operating range → *Fig. 2*. All turn signals flash *twice*.

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

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

## Locking the vehicle

1. Park the vehicle.
2. Touch the sensor → *Fig. 1* B on the outside of the door handle. All turn signals flash once.

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

## Unlocking the boot lid

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

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

## Temporarily deactivating Keyless Access

The Keyless Access unlocking function can be deactivated temporarily:

1. Lock the vehicle with the  button on the vehicle key.
2. Touch the sensor on the outside of the door handle → *Fig. 1* B once within 5 seconds. Do not put your hand around the door handle when doing this. Keyless Access is now temporarily deactivated.
3. Check deactivation by waiting for at least ten seconds and then pull the door handle again. It should not be possible to open the door.

When the vehicle is next unlocked, it can be unlocked electronically with the vehicle key only. Keyless Access is reactivated the next time the vehicle is unlocked → .

## Permanently deactivating Keyless Access

Keyless Access can be permanently deactivated in the Infotainment system → .

### NOTICE

When Keyless Access is deactivated, depending on equipment, the sensor-controlled opening and closing of the boot lid is also deactivated even if the function is active in the vehicle menu.

## Troubleshooting

### Keyless Access does not work

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

1. Clean the sensors.

### All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

## Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

- The vehicle is not unlocked or locked for an extended period.
- A sensor has been triggered an excessive number of times.

Activating sensors again:

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

### NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within the operating range. If at least one window is open and the sensors in a door handle are continuously activated, all windows will close. All windows could open if the jet of water or steam is moved away from the door handle sensor surfaces briefly and then moved back again ([→ Keyless Access](#)).

-  If the message Error: Keyless Access system appears in the ID. Cockpit, malfunctions can occur in the Keyless Access system. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
-  The Keyless Access function may not work properly if the vehicle key is subject to interference from another radio signal, e.g. mobile telephone in the direct vicinity, or is covered by another object such as an aluminium case. If there is no vehicle key in the vehicle or if it is not detected, a corresponding message will be shown in the ID. Cockpit.

## Introduction to the topic

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

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

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

A symbol in the ID. Cockpit indicates if one or more doors are not closed properly.  Do not drive on! Open the door in question and then close it again.

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

### WARNING

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

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Open or close the doors only when there is no-one in the movement path of the doors.

### WARNING

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

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

### WARNING

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

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

### WARNING

Careless locking of the doors can cause serious injuries.

- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- The central locking system locks all doors. Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.
- Never leave children or people requiring assistance alone in the vehicle. All doors can be locked from the inside using the central locking button. This may mean that people lock themselves in the vehicle. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.

### NOTICE

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

### NOTICE

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

## Indicator lamp in the driver door

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

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

## Automatic locking and unlocking

Depending on the vehicle equipment, the settings for central locking can be made in the vehicle settings menu in the Infotainment system.

### Automatic locking (Auto Lock)

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

### Automatic unlocking (Auto Unlock)

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

- The electronic parking brake is engaged and the ignition is switched off.
- Or: the door release lever has been operated. This applies at speeds up to 15 km/h(9 mph).
- Or: in an accident where the airbags have been triggered ([→ Doors](#)).



Automatic unlocking gives emergency responders access to the vehicle.

## Central locking touch panel

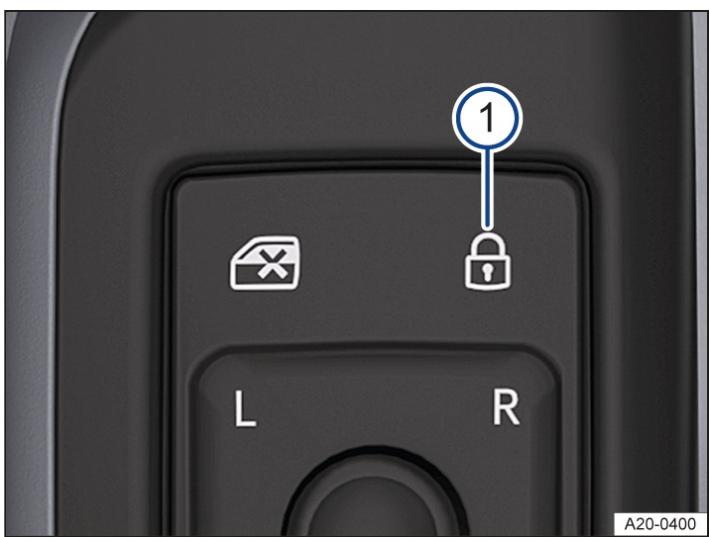


Fig. 1 In the driver door: central locking touch panel.

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

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

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

- The  indicator lamp in the touch panel lights up yellow when all doors are closed and locked → Fig. 1 1.
- The anti-theft alarm will not be activated ([Anti-theft alarm](#)).

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

If the driver door is open, it will not be locked.

## Manually closing the front passenger door and rear doors

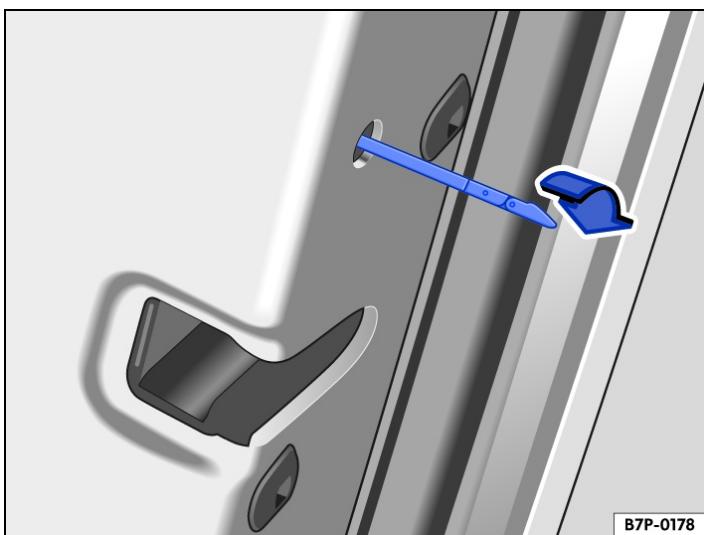


Fig. 1 In the front edge of the rear right-hand door:  
locking the vehicle manually with the spare key (variant 1).



Fig. 2 In the front edge of the rear right-hand door:  
locking the vehicle manually with the spare key (variant 2).

The front passenger door and the rear doors can be locked manually. The anti-theft alarm is not activated in this case (*→ Anti-theft alarm*).

1. Open the door.
2. If necessary, remove the rubber seal  from the front edge of the door → Fig. 1.
3. Insert the spare key in the vertical slot and turn → Fig. 1 or → Fig. 2.
4. Secure the rubber seal again if necessary.
5. Check that the door is locked.
6. Have the vehicle checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

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

 The doors can be unlocked and opened from the inside by pulling the door release handle.

## Childproof lock

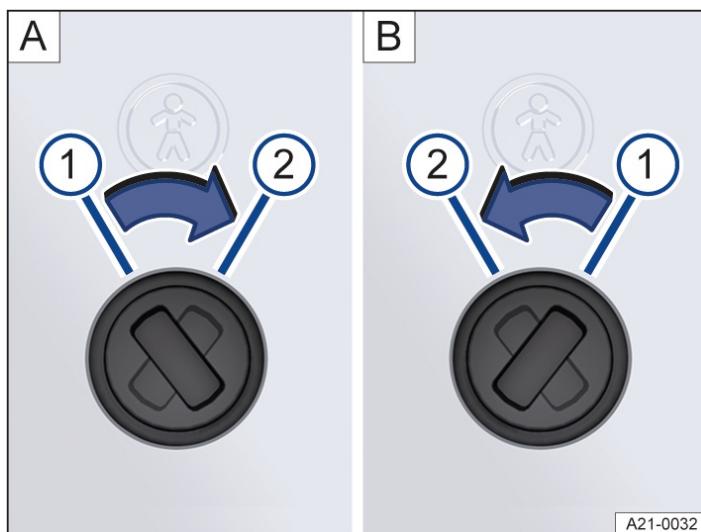


Fig. 1 Childproof lock: **A** rear left door, **B** rear right door.

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

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

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

### Switching the childproof lock on and off

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

#### **⚠ WARNING**

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

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

# SAFELOCK

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

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

## Deactivating SAFELOCK

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

- Press the  button on the vehicle key again within 2 seconds.
- Touch the sensor on the outside of the door handle again within 2 seconds.
- Switch on the ignition.
- Or: deactivate the interior monitoring system and the anti-tow alarm ([→ Interior monitoring system and anti-tow alarm](#)).

Depending on the equipment level, temporarily deactivate the interior monitoring and the anti-tow alarm in the Vehicle Settings menu in the Infotainment system before locking the vehicle ([→ Interior monitoring system and anti-tow alarm](#)).

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

The following applies when SAFELOCK is deactivated:

- The vehicle can be unlocked and opened from the inside using the door release lever.
- The anti-theft alarm is active ([→ Anti-theft alarm](#)).
- The interior monitoring and anti-tow alarm are deactivated ([→ Interior monitoring system and anti-tow alarm](#)).

### WARNING

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

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

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

# Troubleshooting

## Indicator lamp lights up continuously

The red LED in the vehicle door flashes at short intervals and then lights up continuously.

There is a fault in the locking system.

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

## Turn signals do not flash

If the turn signals do *not* flash as confirmation when you lock the vehicle:

- At least one of the doors, the boot lid or the bonnet is not closed.

## Vehicle locks itself automatically

The vehicle locks again automatically after approximately 45 seconds if one of the following conditions applies:

- The vehicle was unlocked but not opened.
- The ignition was not switched on.
- The boot lid was not opened.
- The vehicle was unlocked by means of the lock cylinder.
- The vehicle was locked with the control button in the vehicle interior.

## Response when locking the vehicle with a second vehicle key

The vehicle key inside the vehicle is disabled for activating the vehicle's drive system as soon as the vehicle is locked from outside with a second vehicle key. Press the  button on the inside vehicle key in order to release it for activating the vehicle's drive system ([Activating the vehicle's drive system](#)).

## Locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. Depending on the extent of the damage, the vehicle can be locked as follows after an accident.

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

### NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within the operating range. If at least one window is open and the sensors in a door handle are continuously activated, all windows will close ([Keyless Access](#)).

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



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

## Anti-theft alarm

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

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

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

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

### When does the system trigger an alarm?

- When a door that was unlocked mechanically with the vehicle key is opened.
- When the bonnet is opened.
- When the boot lid is opened.
- When an invalid vehicle key is used.
- If there is movement inside the vehicle(in vehicles with interior monitoring) ([→ Interior monitoring system and anti-tow alarm](#)).
- If the vehicle is lifted or towed(vehicles with anti-tow alarm) ([→ Interior monitoring system and anti-tow alarm](#)).
- If the vehicle is transported on a car ferry or by rail(vehicles with anti-tow alarm or interior monitoring) ([→ Interior monitoring system and anti-tow alarm](#)).
- If the 12-volt vehicle battery is disconnected.
- If the rear window is broken.

### Switching off the alarm

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

*Please note:* To switch on the ignition, place the vehicle key in the area provided for the vehicle key when performing an emergency start ([→ Engine start](#)).

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

# Interior monitoring system and anti-tow alarm

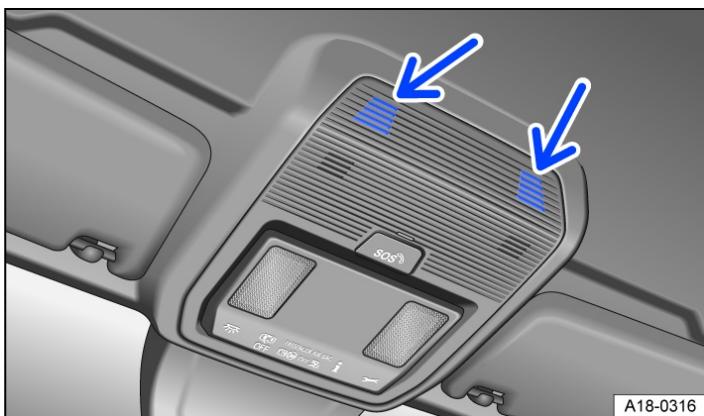


Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

The interior monitoring system triggers an alarm if movement is detected in the interior of a locked vehicle → *Fig. 1*.

The anti-tow alarm will be triggered if the vehicle is lifted.

## Switching on the interior monitoring system and anti-tow alarm

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

Depending on the equipment, the function of interior monitoring may be impaired if a load guard is used.

## Temporarily switching off the interior monitoring system and anti-tow alarm

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

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

To avoid false alarms, deactivate interior monitoring and the anti-tow alarm in the following situations:

- If any people or animals are to remain in the vehicle interior for a short period.
- If the vehicle is to be loaded onto another vehicle, transported or towed away.
- If the vehicle is to be parked in a car wash or a two-storey garage.

## Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if the vehicle is completely closed. Observe the legal requirements. A false alarm can be triggered in the following situations:

- If one or more windows are fully or partially open.
- If lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.
- If the vibration alarm of a mobile telephone is switched on.

 Permanent deactivation of interior monitoring and the anti-tow alarm is not possible.

 If doors or the boot lid are still open when the anti-theft alarm is activated, only the anti-theft alarm is activated. Interior monitoring and the anti-tow alarm are not activated until all doors and the boot lid are closed.

 SAFELOCK is also deactivated when the interior monitoring system and anti-tow alarm are switched off ([→SAFELOCK](#)).

## Introduction to the topic

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

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

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

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

### WARNING

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

- Therefore the boot lid should only be opened or closed when you are sure that nobody is in its path.
- Always check that the boot lid is properly closed after closing it. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads, e.g. bicycles, are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid as necessary or remove the load from the surface.
- Close and lock the boot lid and all vehicle doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

### WARNING

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

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

### WARNING

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

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

### WARNING

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

### NOTICE

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

### NOTICE

Never use the rear window wiper or the rear spoiler to fix or hold a load. This may result in damage that causes the rear wiper or rear spoiler to be torn off.

# Opening and closing the boot lid

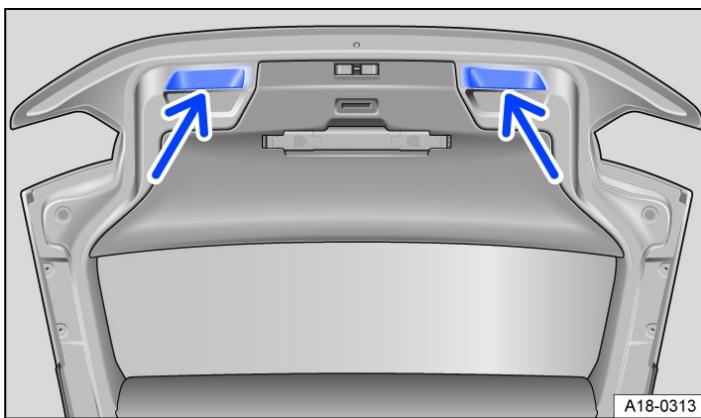


Fig. 1 Open boot lid: handle recesses for closing the boot lid.

## Opening the boot lid

1. To unlock the boot lid, press the  or  button on the vehicle key.
2. Press on the top of the Volkswagen badge and lift up the boot lid.

## Closing the boot lid

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

The boot lid will also be locked when the doors are locked.

A corresponding display in the ID. Cockpit indicates if the boot lid is open or not closed properly.

The boot lid is locked automatically when the vehicle is moving.

### WARNING

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

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

 If the boot lid is not opened within a few minutes after unlocking, it automatically locks again.

## Unlocking the boot lid manually

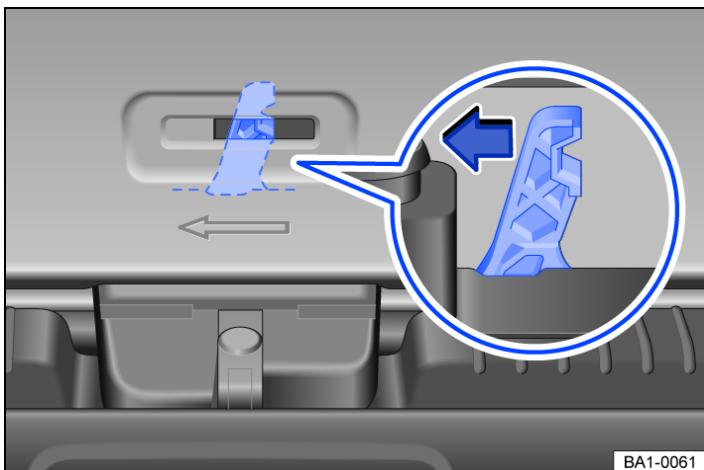


Fig. 1 In the luggage compartment: service opening in the boot lid.

### Unlocking the boot lid manually

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

# Troubleshooting

## **Boot lid cannot be opened or closed**

- Check whether the boot lid is blocked by an obstacle. The boot lid can be moved by hand. You will need to use more force than usual.
- The drive switches off automatically in order to prevent overheating if the boot lid is operated too frequently within a short space of time. Until the drive has cooled off, increased effort may be required to open and close the boot lid by hand.
- The boot lid must be closed by hand if the 12-volt vehicle battery or fuse is disconnected or faulty.

## **All turn signals flash four times**

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

## **Boot lid is stiff**

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

1. Guide the boot lid further upwards by hand.

# Opening and closing windows

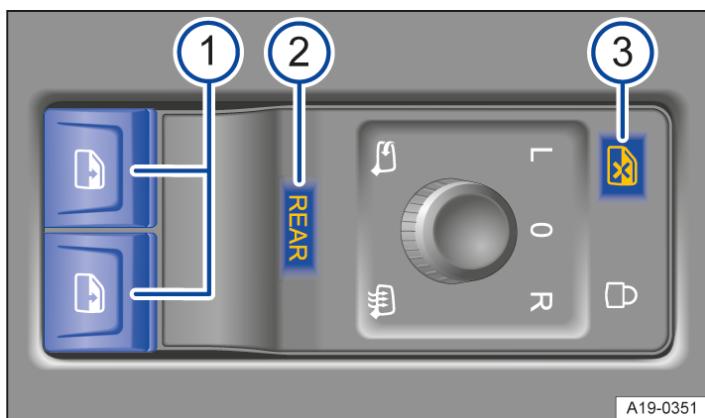


Fig. 1 In the driver door: buttons for the front and rear electric windows

- 1 Buttons for electric windows.
- 2 Touch panel **REAR** for activating operation of the rear electric windows and convenience opening and closing.
- 3 Control button for deactivating the electric window buttons in the rear doors.

As the default setting, electric windows in the front doors can be operated with the buttons → Fig. 1 1.

## Opening windows

1. Press the button.

## Closing windows

1. Pull the button.

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.

## Deactivating the electric window buttons in the rear doors

1. Operate the touch panel → Fig. 1 3.

The touch panel function light is deactivated when the electric window buttons in the rear doors are deactivated.

## Using the REAR touch panel

- Press the touch panel → Fig. 1 2 briefly to activate operation of the electric windows in the rear doors. The touch panel function light lights up when operation of the electric windows in the rear doors is activated.
- Press the **REAR** touch panel briefly again to activate operation of the electric windows in the front doors.

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

## One-touch opening and closing

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

### One-touch closing

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

### One-touch opening

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

### Stopping the one-touch function

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

## Convenience opening and closing

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

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

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

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

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

Or: *in vehicles with the keyless locking and starting system Keyless Access*: place your finger on the locking sensor in the door handle for a few seconds until the windows are closed. The vehicle key must also be within the operating range.

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

Or: remove your finger from the sensor.

A valid vehicle key must be located within close range. Once all windows and the glass roof have been closed, all turn signals will flash *once* as confirmation.

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

### WARNING

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

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated using

the safety button so that they cannot be opened or closed.

## **NOTICE**

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle. Correct operation of the controls also cannot be guaranteed.

-  One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
-  Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

## **Electric window roll-back function**

The roll-back function for the electric windows can reduce the risk of injuries when the windows are closing.

If the window is not able to close because it is stiff or because of an obstruction, the window will immediately open again → .

1. Check to see why the window has not closed.
2. Try to close the window again.

If the window closing process is interrupted again, the roll-back function will be disabled for a few seconds.

If the window still cannot be closed, the window stops where it is. To close the window without the roll-back function, press the button again within a few seconds → .

## **Closing windows without roll-back function**

1. Attempt to close the window again within a few seconds by holding the button. The roll-back function is deactivated in the process.  
If the closing procedure takes longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.
2. Go to a correspondingly qualified workshop if the window still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

## **WARNING**

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

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

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

# 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, grease etc. can impede the functioning of the touch panel. Make sure that the touch panels are always dry and clean.

## Adjusting the steering wheel position

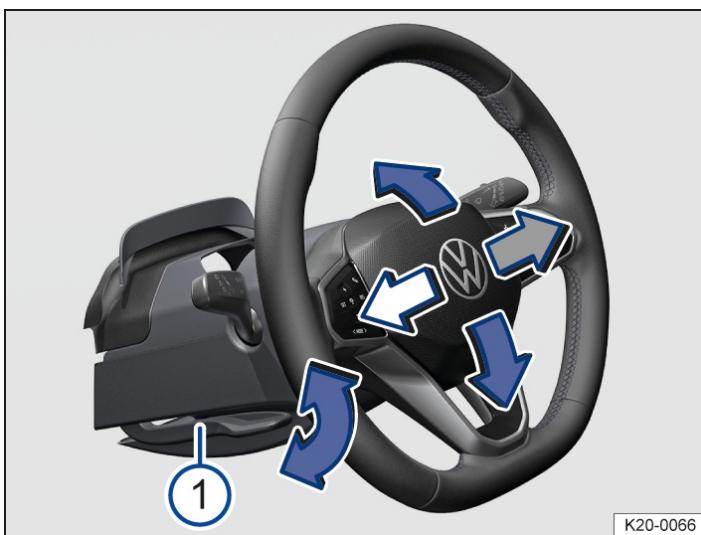


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).



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

Adjust the steering wheel position before setting off and only when the vehicle is stationary → .

1. Push down the lever → *Fig. 1* 1.
2. Adjust the steering wheel so that you can hold it with both hands at its outer edge at the *9 o'clock and 3 o'clock positions* with your arms slightly bent → *Fig. 2*.
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

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.
- 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. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm (approximately 4 inches). If your build makes it impossible to fulfil this requirement then you must contact a correspondingly qualified workshop so they can make any necessary modifications. Volkswagen recommends using a Volkswagen dealership.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When a front airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

### WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.

- 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 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.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The areas for adjusting and locking the seats must not be soiled.

### WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

### WARNING

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

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

### NOTICE

Sharp edges can damage the seats.

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

## Mechanically adjusting the front seat

The following section contains a description of all possible controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the front passenger seat.

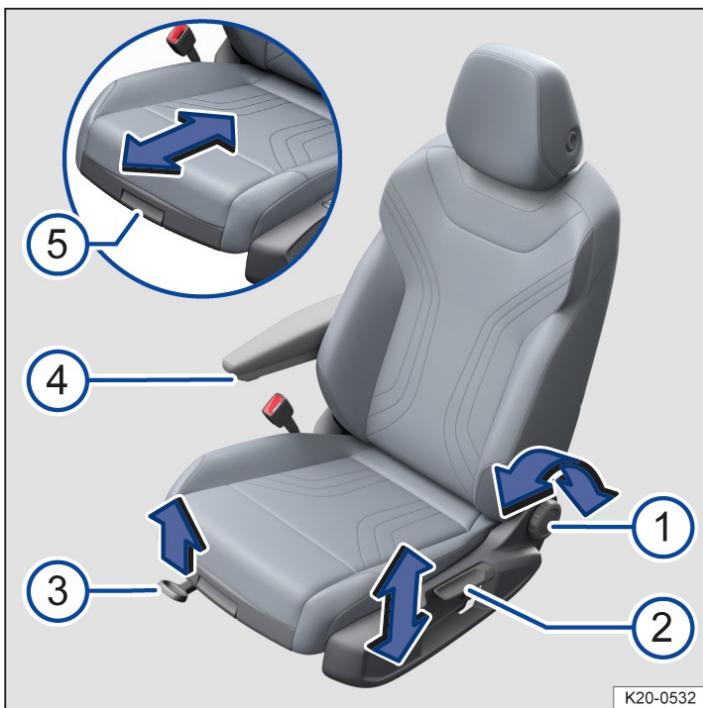


Fig. 1 Driver's seat: controls

- 1 Take your weight off the backrest and turn the handwheel to adjust it.
- 2 Move the lever up or down, several times if necessary, to adjust the seat height.
- 3 Pull the lever to push the front seat forwards or backwards. The front seat must engage after you release the lever!
- 4 Press the button at the side or bottom to adjust the armrest up or down.  
If the armrest is not in use, it can be folded up without pressing the button.
- 5 Only for electric seats, depending on equipment:  
Raise the handle to slide the seat cushion forwards or backwards.

## Electrically adjusting the front seat

The controls are mirrored for the front passenger seat.

The seat may have a combination of mechanical and electrical controls.

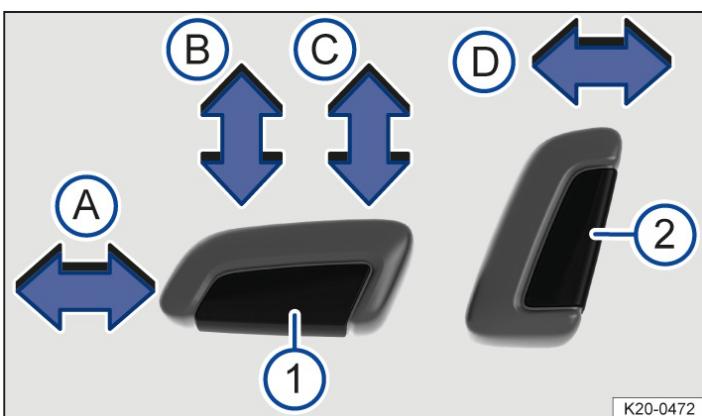


Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

- 1 A Slides the seat forwards or backwards.
- 2 B Adjusts the angle of the seat cushion.
- 3 C Raises or lowers the seat.
- 4 D Adjusts the angle of the backrest.

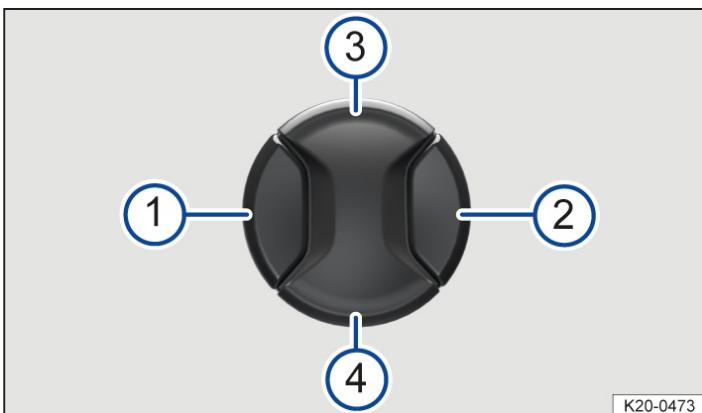


Fig. 2 Switch on the driver seat: adjusting the lumbar support.

- 1 Adjust the curve of the lumbar support forwards.
- 2 Adjust the curve of the lumbar support backwards.
- 3 Adjust the curve of the lumbar support upwards.
- 4 Moves the curve of the lumbar support down.

### **⚠ WARNING**

Careless or unsupervised use of the electric front seats can result in severe injuries.

- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

## NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion. Do not apply point loads to the backrest in any way.

-  It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.
-  Activating the electric drive will interrupt the seat adjustment procedure.

## Introduction to the topic

The following section describes the options for adjusting the rear seats. Always ensure that your sitting position is correct ([→ Sitting position](#)).

### WARNING

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

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

### WARNING

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

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

### WARNING

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

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

## NOTICE

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

## NOTICE

Sharp edges can damage the seats.

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

## Folding the backrest of the rear bench seat forwards and backwards

The rear seat backrest is split. Each part of the rear seat backrest can be folded down to increase the size of the luggage compartment.

### Folding rear seat backrest forwards with the release button



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

1. Push the head restraint all the way down.
2. Pull the release button → Fig. 1 1 forwards and fold the rear seat backrest forwards at the same time.

The respective section of the rear seat backrest is unlocked when you can see the red marking → Fig. 1 2.

### Folding back the rear seat backrest

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

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

#### WARNING

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

- While folding the rear seat backrest forward, always make sure that no people or animals are in its path.
- Never fold the rear seat backrest forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the rear seat backrest.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the rear seat backrest forwards and backwards.
- Ensure that each rear seat backrest engages securely, otherwise the seat belts for the rear seats will not offer maximum protection. This applies to the centre seat of the rear bench seat in particular. If a seat is occupied and the corresponding rear seat backrest has not clicked securely into place, the seat occupant and rear seat backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- The rear seat backrest has not engaged properly if you can see a red marking → Fig. 1 2. Always make sure that the red mark is never visible when the rear seat backrest is in the upright position.
- If the rear seat backrest is folded forwards or is not engaged securely into place, passengers (adults and children) must not use these seats.

#### NOTICE

Damage to the vehicle or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an uncontrolled way or without due care.

- Before folding the rear seat backrests forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not collide with the front seats.
- Before folding down the rear seat backrest, always make sure that there are no objects located in its path.

## Introduction to the topic

The following section describes the options for adjusting and removing the head restraints. Always ensure that your sitting position is correct ([→ Sitting position](#)).

Every seat is fitted with a head restraint. The head restraints are approved specifically for the respective seat and must not be installed at any other seat in the vehicle.

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

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

### Correct head restraint adjustment

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

### Head restraint adjustment for shorter people

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

### Head restraint adjustment for taller people

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

#### **WARNING**

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

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.
- Adjust the head restraint according to your height if a person is sitting on the seat.
- Never adjust the head restraint when the vehicle is in motion.

#### **NOTICE**

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

## Adjusting head restraints

### Adjusting the height of the front head restraint



Fig. 1 Front head restraint: adjusting (illustration).

1. While pressing the → Fig. 1 1 button, push the head restraint up or down in the direction of the arrows.

The head restraint must securely engage in the top position or other intermediary position. In the lowest position, where the guide pin is completely inserted into the guide rail, the head restraint does not engage properly.

### Adjusting the height of the rear head restraint

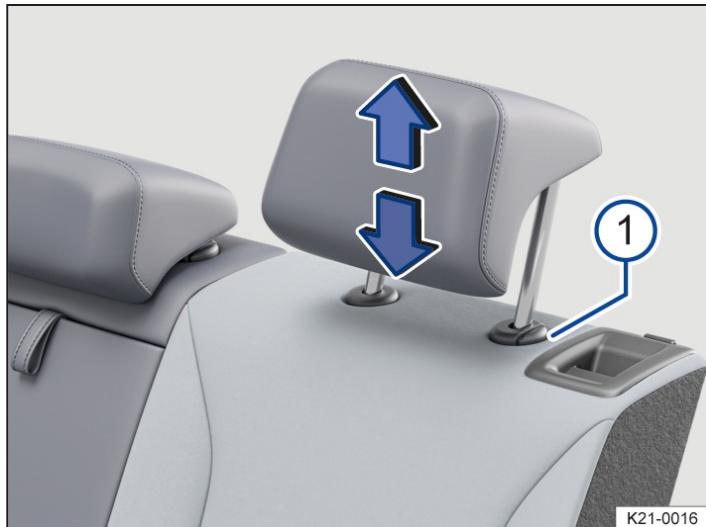


Fig. 2 Rear head restraint: adjusting (illustration).

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



Fig. 1 Front head restraint: removing.

## Removing the front head restraints

1. If necessary, lower the head restraint.
2. To release the head restraint, feel for the recess in the marked area on the rear side and press it in the direction of the arrow → *Fig. 1* 1.
3. Pull the head restraint out in the direction of the arrow → *Fig. 1* 2.

## Fitting the front head restraints

1. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
2. Push the head restraint down until the guide pins click into place.
3. Adjust the head restraint so a correct sitting position can be assumed.



Fig. 2 Rear head restraint: removing (illustration).

## Removing the rear head restraints

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



Fig. 1 Rear fold-out centre armrest(illustration).

### Rear centre armrest

There may be a fold-out centre armrest in the backrest of the middle seat of the rear bench seat.

- To *fold it down*: pull the loop in the direction of the arrow → *Fig. 1*.
- To *fold it back*: fold the centre armrest upwards in the opposite direction of the arrow → *Fig. 1* and push it into the backrest as far as it will go.

Do not use the middle seat on the rear bench seat to transport passengers when the centre armrest is folded down.

#### WARNING

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

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

## Massage function



Fig. 1 In the lower area of the driver seat: button for massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support(massage intensity) can be individually adjusted in three levels during operation by repeatedly pressing the corresponding switch ([→ Front seat, electric](#)).

### Switching the massage function on or off

To switch on, press the  button in the seat control panel. To switch off, press the  button again.

The massage function is switched off automatically after approximately 10 minutes.

#### **WARNING**

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

## Switching turn signals on and off

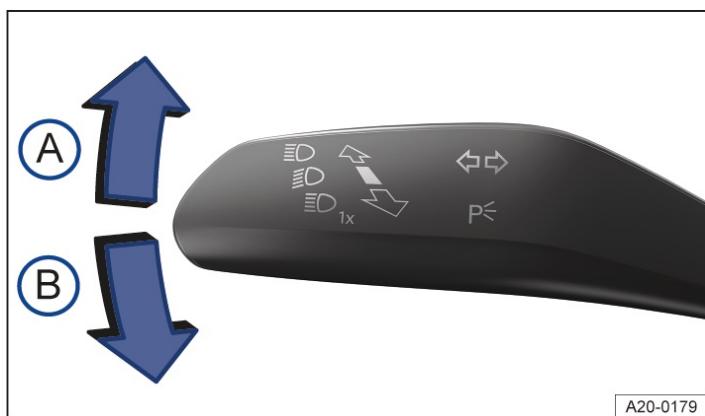


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

- (A) Right turn signal ➡.
- (B) Left turn signal ⬅.

1. Switch on the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position → *Fig. 1*:
3. Return the turn signal and main beam lever to the basic position in order to switch off the turn signal.

Go to a suitably qualified workshop and have the vehicle checked if the acoustic signal does not sound when a turn signal is switched on. Volkswagen recommends using a Volkswagen dealership.

### Convenience turn signal

To operate the convenience turn signal, push the turn signal and main beam lever up or down to the point where you meet resistance and then release the lever. The turn signal flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

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

#### **WARNING**

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

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

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

## Switching lights on and off



Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting.

### Switching lights on

1. Switch on the ignition.
2. Tap the  button as often as required until the corresponding indicator lamps light up:



The dipped beam headlights are switched on. The indicator lamp lights up green.



Automatic lighting control: dipped beam is switched on or off depending on the brightness level  ([→ Exterior drive lighting](#)).



Side lights switched on, the indicator lamp lights up green. The automatic lighting control **AUTO** is activated as from a speed of around 10 km/h (6 mph).



Light switched off. The automatic lighting control **AUTO** is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (0.062 miles) has been driven.

### Switching off the lights

1. Switch off the ignition.



The orientation lighting can be switched on ([→ Orientation lighting](#)).



Side lights or continuous parking light on both sides of the vehicle switched on. The indicator lamp lights up green.



Light switched off.

### Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the daytime and are switched on each time the ignition is switched on (if brightness is detected).

## WARNING

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

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch on dipped beam when it is dark or raining and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

## WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

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

## WARNING

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

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

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

## Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on ([→ Dipped beam](#)):

- Switching on the rear fog light: press button . The indicator lamp in the button lights up. The indicator lamp  also lights up yellow in the instrument cluster.
- Press the button again to switch off the rear fog light.

 If the rear fog light is switched on with switched-off lights , switched-off side lights  or switched-on automatic headlights **AUTO**, the dipped beam headlights will be switched on independently of the ambient brightness level.

## 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 only be switched on when the ignition is switched on:

- Switching on the  poor weather light: Press the  button (*→ Dipped beam*). The indicator lamp in the button lights up green. In addition, the  indicator lamp lights up for a few seconds in the instrument cluster.
- Press the button again to switch off the poor weather light.

 If the poor weather light is switched on with switched-off lights  OFF, switched-on side lights  or switched-on automatic headlights  AUTO, the dipped beam headlights will also be switched on regardless of the ambient brightness level.

# Light functions

## Side lights

When the side lights  are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and the buttons in the dash panel. The automatic lighting control is activated from a speed of around 10 km/h (6 mph).

## Automatic lighting control **AUTO**

When the automatic lighting control 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 lights up yellow.

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](#)).

## Cornering light

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

## Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road. The dynamic cornering light only works when the automatic lighting control **AUTO** is switched on and at speeds above approximately 10 km/h (6 mph).

## 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.

When the exit lighting ("Coming home" function) is switched on, no acoustic signal will be given as a reminder that a light is still switched on when leaving the vehicle.

## Switching main beam on and off

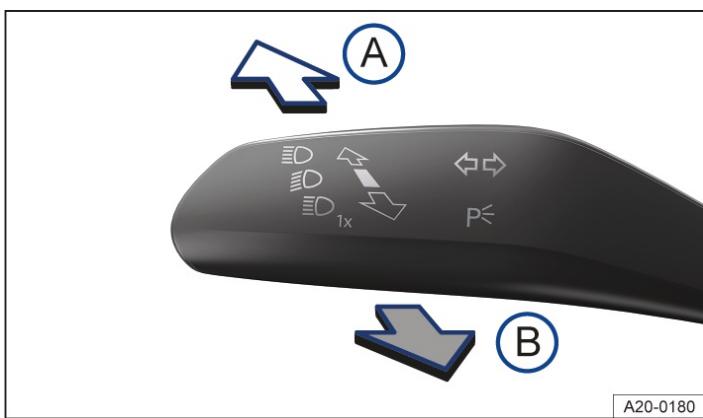


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

1. Switch on the ignition and dipped beam.
2. Move the turn signal and main beam lever from the centre position to the following position → Fig. 1:
  - (A) Main beam switched on.
  - (B) Operate the headlight flasher or switch off the main beam. The *headlight flasher* comes on for as long as the lever is pulled.

When the main beam or headlight flasher are switched on, the blue indicator lamp lights up in the instrument cluster.

### Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available ([→ Main-beam control \(static\)](#)) ([→ Main-beam control \(dynamic\)](#)).

#### WARNING

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

## Main-beam control

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

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

### **Switching on main-beam control**

1. Switch on the ignition and automatic lighting control **AUTO**.
2. Push the turn signal and main beam lever forwards from its basic position.

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

### **Switching off main-beam control**

- Switch off automatic lighting control **AUTO**.
- Or: main-beam control switched on and active: pull back the turn signal and main beam lever.
- Or: main-beam control switched on and not active: tap the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.
- Or: switch off the ignition.

### **System limits**

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

- In badly lit towns that the system cannot recognise as towns.
- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.
- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is faulty or the power supply is interrupted.

#### **WARNING**

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- The main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations.
- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be

impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

## NOTICE

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

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

## Advanced main-beam control

Advanced main-beam control provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other 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. Advanced main-beam control normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

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

Advanced main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).

### Switching on advanced main-beam control

1. Switch on the ignition and automatic lighting control **AUTO**.
2. Push the turn signal and main beam lever forwards from its basic position.

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

### Switching off advanced main-beam control

- Switch off automatic lighting control **AUTO**.
- Or: main-beam control switched on and active: pull back the turn signal and main beam lever.
- Or: main-beam control switched on and not active: tap the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.
- Or: switch off the ignition.

## System limits

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

- In badly lit towns that the system cannot recognise as towns.
- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.
- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is faulty or the power supply is interrupted.

### **WARNING**

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

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

### **NOTICE**

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

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

## Switching parking lights on and off

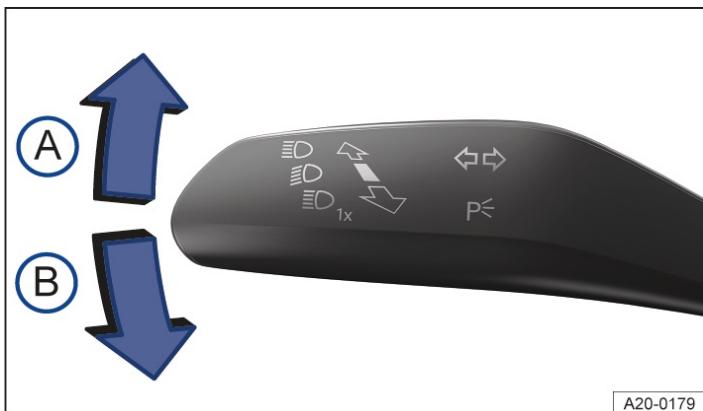


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

### Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up.

1. Switch off the ignition.
2. Move the turn signal and main beam lever from the centre position to the following position → *Fig. 1*:
  -  Right-hand parking light  is switched on.
  -  Left-hand parking light  is switched on.

### Continuous parking light on both sides of the vehicle

Both headlights light up with side lights as well as parts of the tail light clusters if continuous parking light on both sides of the vehicle is switched on:

1. Switch on the side lights .
2. Switch off the ignition.
3. Lock the vehicle from outside.

## Automatic switch-off of side lights and parking lights

The vehicle detects a weak 12-volt battery and switches off the side lights or parking lights in good time so that the vehicle's drive system can still be activated – however, at the earliest after two hours.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated → .

### **WARNING**

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

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

## Entry and exit lighting (orientation lighting)

The entry and exit lighting lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The entry and exit lighting is controlled automatically by a light sensor.

### Switching on entry lighting

— Unlock the vehicle when the automatic lighting control  is switched on and the light sensor detects *darkness*.

### Switching off entry lighting

- Automatically after the switch-off delay.
- Or: lock the vehicle.
- Or: tap the  button as often as required until the setting  is displayed in the instrument cluster.
- Or: switch on the ignition.

### Switching on exit lighting

1. Switch off the ignition.

The exit lighting is switched on when the automatic lighting control  is switched on and the light sensor detects *darkness*.

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

### Switching off exit lighting

- Automatically after the set switch-off delay has elapsed.
- Or: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.
- Or: tap the  button as often as required until the setting **OFF** is displayed in the instrument cluster.
- Or: switch on the ignition.

## Adjusting entry and exit lighting

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

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the Convenience light settings menu:

- Classic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off simultaneously.

- Dynamic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.

## Headlight range control

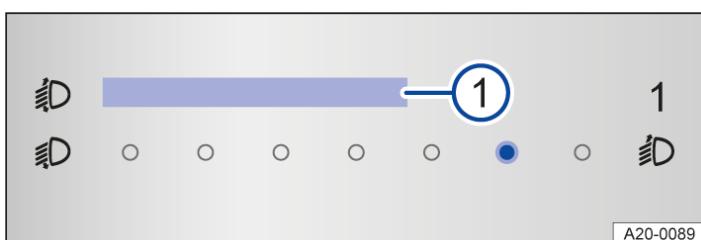


Fig. 1 In the Infotainment system: touch slider for headlight range control.

Headlight range control can be used to adjust the light cone of the dipped beam headlights to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled → .

Depending on the vehicle equipment, the headlight range can be adjusted in the Infotainment system → *Fig. 1*.

## Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

1. Tap the **Vehicle** function button.
2. Tap the **Headlights** function button to open the menu option **Headlight range control** → *Fig. 1* 1.
3. Tap the required position (typical vehicle load level).

---

### Setting in the Infotainment system

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**0**

Front seats occupied and luggage compartment empty.

**2**

All seats occupied and luggage compartment empty.

**4**

All seats occupied and luggage compartment fully loaded.

**6**

Only the driver seat occupied and luggage compartment fully loaded.

## Dynamic headlight range control

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

### WARNING

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

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

### WARNING

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

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

## Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with advanced main-beam control or dynamic cornering light may dazzle oncoming traffic ([→ Main-beam control \(dynamic\)](#), [→ Exterior drive lighting](#)). For this reason, the headlight alignment of vehicles with this equipment can be

Vehicle

adjusted in the Infotainment system in the **settings** menu (travel mode) ([→ Vehicle settings menu](#)).

Adjustment of the headlights is not necessary on vehicles without advanced main-beam control and without dynamic cornering light.



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

# Troubleshooting

## Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required ([→ Exterior lighting](#)).
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required ([→ Exterior lighting](#)).
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic headlight control (**AUTO**) is switched on, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Dynamic cornering light

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

## Instrument and switch lighting

The brightness of the instrument and switch lighting and the basic brightness level of the Head-up Display 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 will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

# Interior and reading lights, background lighting



Fig. 1 In the roof console: touch-sensitive reading lights.

Tap the corresponding symbol:

---

-  Switch interior lights on or off or dim lights.
-  Function switched off: the interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the ignition is switched off.

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## Touch-sensitive reading lights with manual dimming function

There are touch-sensitive reading lights in the roof console and above the rear seat row → Fig. 1. The individual reading lights can be switched on or off by tapping the light surface.

To activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

## Luggage compartment lighting

The luggage compartment lighting is switched on or off when the boot lid is opened or closed.

## Background lighting

The background lighting provides indirect light in the various areas of the vehicle interior.

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the Background lighting menu in the Infotainment system (→ *Vehicle settings menu*). If the setting Auto is selected, the colour of the background lighting changes depending on the driving profile setting.

-  The lights switch off when the vehicle is locked or after a few minutes once the ignition has been switched off. This prevents the 12-volt battery from discharging.

## Operating the wiper lever

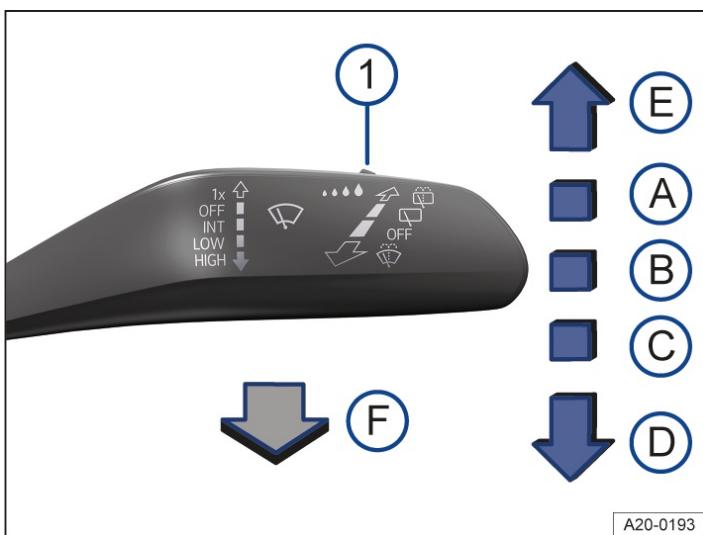


Fig. 1 On the right-hand side of the steering column:  
operating the windscreen wipers.



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

The wipers function only when the ignition is switched on, the driver and front passenger doors are closed and the bonnet or boot lid are closed. Move the wiper lever to the desired position → **⚠**:

- (A) **OFF** Wipers switched off.
- (B) **INT** Interval wipe for the windscreen or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.
- (C) **LOW** Slow wiping.
- (D) **HIGH** Fast wiping.
- (E) **1x** Flick wiper – short wiping. Press and hold the lever for longer to wipe more quickly.
- (F) **W** Automatic wipe/wash for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.
- (1) **INT** Switch for interval stages(vehicles without rain and light sensor)or adjusting the sensitivity of the rain and light sensor.
- (G) **INT** Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.
- (H) **W** Automatic wipe/wash for cleaning the rear window with the lever pushed.

### **⚠** WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

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

## **WARNING**

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

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

## **NOTICE**

Before setting off and before switching on the ignition, always check the following to avoid damage to the windows, wiper blades and wiper motor:

- The wiper lever is located in the basic position.
- Snow and ice have been removed from the wiper blades and windows.
- Wiper blades that have become frozen onto the glass have been carefully loosened. Volkswagen recommends using a de-icer spray for this.

## **NOTICE**

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

-  When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.
-  If the driver or front passenger door is opened when the vehicle is stationary, the windscreen wipers will move to their initial position and will be switched off. If the door is closed within a few seconds or the wiper lever is moved, the wipers will be switched back on again.
-  If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen ([→ Wiper blades](#)).

## **Wiper function**

### **Automatic activation of the rear window wiper**

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).

### **Heated washer jets**

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

## Rain and light sensor



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

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

### Activating and deactivating the rain and light sensor

Push the lever to the desired position → Fig. 1:

- Position **A** - the rain and light sensor is deactivated.
- Position **B** - the rain and light sensor is activated, automatic wipe when necessary.

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

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

### Adjusting the sensitivity of the rain and light sensor

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

- Switch to the right – high sensitivity.
- Switch to the left – low sensitivity.

#### **WARNING**

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers.

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

# Troubleshooting

## Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible ([→ Washer fluid](#)).

## Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain and light sensor operation.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Changes in the response of the rain and light sensor

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

- Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.
- Insects: insects hitting the windscreen surface can cause the wipers to be activated.
- Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.
- Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage ([→ Vehicle care, exterior](#)).
- Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

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

## General safety notes

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

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

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

### **WARNING**

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

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

### **WARNING**

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

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

### **WARNING**

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

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

### **NOTICE**

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

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

## Interior mirror

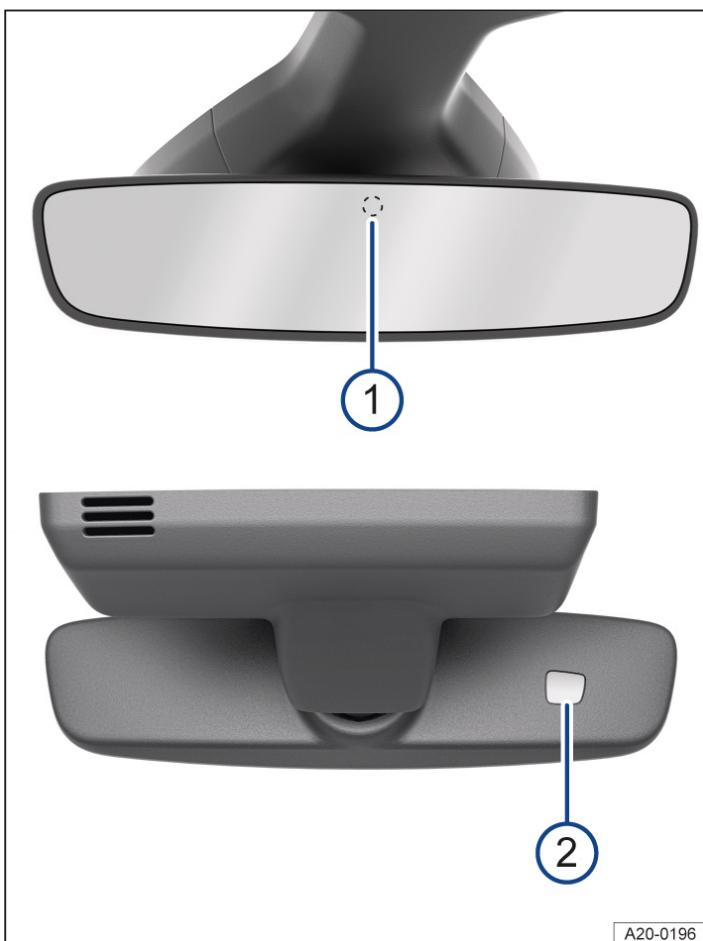


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

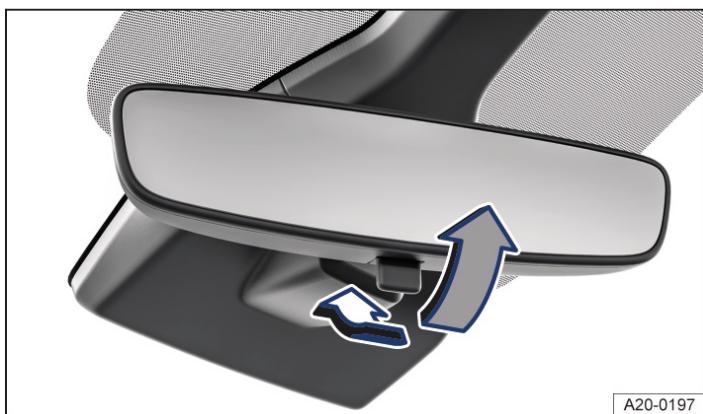


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

### Automatic anti-dazzle interior mirror

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

The interior mirror dims *automatically* depending on the values measured.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → **⚠**.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

## Manual anti-dazzle interior mirror

- Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.
- Pull the lever back to select the anti-dazzle function → *Fig. 2*.

### WARNING

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

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

## Exterior mirrors



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

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

1. Switch on the ignition.
2. Turn the rotary knob in the driver door until the desired symbol lights up → *Fig. 1*.
3. Press the rotary knob to the front, rear, right or left in the direction of the arrow to adjust the exterior mirror.

---

 Fold exterior mirrors into the body electrically → .

 Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below +20°C (+68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.

---

**L** Adjust the left-hand exterior mirror.

---

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

---

**R** Adjust the right-hand exterior mirror.

The selected function is active as long as the corresponding symbol lights up.

## Activating the exterior mirror functions

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

### Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

1. Turn the rotary knob to position **L**.
2. Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
3. Correct the adjustment of the right exterior mirror if necessary: turn the rotary knob to position **R** and adjust the right exterior mirror.

### Folding in the exterior mirrors while parking

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

If the rotary knob for the electrically adjustable exterior mirrors is in the position **0**, the exterior mirrors remain folded in.

### Storing and activating front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Select reverse gear.
3. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.
4. Put the gearbox into neutral.
5. Switch off the ignition.
6. 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 (9 mph) or when the rotary knob is turned to another position.

#### **WARNING**

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

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

#### **NOTICE**

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

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

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

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

## Sun visors

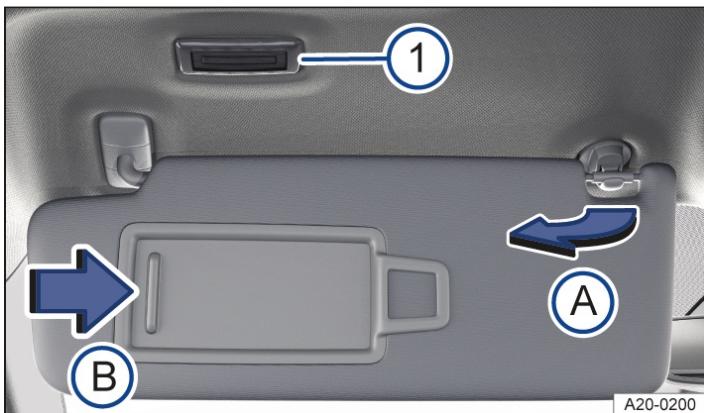


Fig. 1 In the front headliner: sun visor.

### Adjustment options for the driver and front passenger sun visors:

- Folded down over the windscreen.
- Pulled out of the bracket and swung over towards the door → Fig. 1 A.

### Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover → Fig. 1 B, the lamp → Fig. 1 1 lights up.

#### WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

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

 In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12-volt battery from discharging.

## Sun blind in the glass roof



Fig. 1 In the roof: function button for controlling the sun blind.

The electric sun blind functions when the ignition is switched on and can be opened and closed via the function button in the headliner or the vehicle settings in the Infotainment system.

### Opening and closing the sun blind

#### *Opening the sun blind:*

- One-tap function: swipe forwards over the function button → *Fig. 1*. The one-tap function is interrupted by tapping the function button.  
Manual operation: swipe forwards over the function button and hold until the desired position is reached.

#### *Closing the sun blind:*

- One-tap function: swipe backwards over the function button → *Fig. 1*. The one-tap function is interrupted by tapping the function button.  
Manual operation: swipe backwards over the function button and hold until the desired position is reached.

### Roll-back function for the sun blind

The roll-back function can reduce the risk of injuries when closing the sun blind → . The sun blind will open again automatically if it is unable to close because it is stiff or obstructed.

1. Check to see why the sun blind has not closed.
2. Try to close the sun blind again.
3. The sun blind will open again immediately if it is still unable to close because it is stiff or obstructed. After opening, the sun blind can be closed again within a short period of time without the roll-back function.
4. If the sun blind still cannot be closed, close it without the roll-back function.

### Closing the sun blind without the roll-back function

1. If the sun blind still cannot be closed, swipe to the rear over the function button within 5 seconds and hold → *Fig. 1* until the sun blind is fully closed.

The sun blind will now close without the roll-back function.

2. Please go to a correspondingly qualified workshop if the sun blind still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

If you let go of the function button during the closing procedure, the sun blind will open automatically.

## **Touch panel reacts differently than expected**

Moisture, dirt, grease etc. can impede the functioning of the touch panel. Make sure that the touch panels are always dry and clean.

### **⚠ WARNING**

Closing the sun blind without the roll-back function can cause serious injuries.

- Always take care when closing the sun blind.
- Ensure that nobody obstructs the path of the sun blind, especially if the roll-back function is not active when it is closed.
- The roll-back function does not prevent fingers or other body parts from being pressed against the roof frame and sustaining injury.

## **Introduction to the topic**

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

The air conditioning system will work most effectively if the vehicle interior is kept closed. Opening the windows and glass roof to provide fresh air may accelerate cooling down the vehicle if high temperatures have built up in the vehicle interior.

## **Display of active functions**

Illuminated symbols on the sensor buttons indicate that the function is switched on.

Colour-coded function buttons display an activated function in the climate settings on 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 .

## **Seat-related air conditioning**

The air conditioning is controlled in relation to the occupied seats in order to keep the energy consumption of the air conditioning system as efficient as possible. If a seat is not occupied, Eco can be displayed instead of the temperature in the air conditioning block in the Infotainment system.

If a person is seated while wearing a seatbelt and the vehicle's drive system is active, the vehicle detects the occupied seat.

### **⚠ WARNING**

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows.
- Only set off once all windows are clear.

- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

#### NOTICE

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

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

#### NOTICE

If the air conditioning system does not work, switch it off immediately to avoid secondary damage. Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Overview of functions

Some functions of the air conditioning system and menus in the Infotainment system depend on the vehicle equipment.

### In the Infotainment system

 Open the air conditioning settings in the Infotainment system.

### In the Infotainment system: upper screen edge

 Switch the air conditioning system on and off.

### In the Infotainment system: lower screen edge

 Select temperature. Depending on the equipment level, you can set the temperature directly in the Infotainment system or use the touch sliders beneath the Infotainment system. The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

 Adopt temperature settings of driver side for all seats.

 Switch the seat heating on and off (*→ Seat heating*).

### In the Infotainment system: Classic Climate menu

 The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. The blower speed in automatic mode can be controlled via the climate profiles. Automatic mode switches off when the blower speed is adjusted manually.

 Adjust the blower speed.

 Switch air recirculation mode on and off (*→ Air recirculation mode*).

 The air is cooled and dehumidified in cooling mode.

 **MAX A/C** Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

 Switching the steering wheel heating on and off ([→ Steering wheel heating](#))

 Direct air towards upper body.

 Direct air into the footwell.

 Direct air onto the windscreen.

## In the Infotainment system: Smart Climate menu

Automatic mode is also switched on if aSmart Climate is activated. The Smart Climate functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.

 Clear the windscreen of ice and misting.

 Direct warm air into the footwell.

 Direct warm air onto the steering wheel.

 Direct cold air into the footwell.

 Direct fresh air from the outside into the vehicle interior.

 Briefly increase the heating output.

 Briefly increase the cooling system output.

## In the Infotainment system: Air Care menu

**Air Care** The enhanced air filter with activated carbon in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior ([→ Air recirculation mode](#)).

## In the Infotainment system: settings

— Switches automatic air recirculation mode on ([→ Air recirculation mode](#)).

Settings on vehicle start:

1. To automatically switch on the seat heating or steering wheel heating after activation of the vehicle's drive system depending on the outside temperature, tap the respective function button.

## In the Infotainment system: Stationary air conditioning menu

 Open the Stationary air conditioning menu in the Infotainment system ([→ Stationary air conditioning](#)).

## Air recirculation mode

## Tap panel next to the multifunction steering wheel

 Switch rear window heating on and off with the vehicle's drive system activated.

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

 The defrost function of Climatronic clears the windscreens of ice and condensation.

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

### NOTICE

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

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

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

## Switching the air recirculation mode on and off

1. Tap  on the Infotainment system.

2. Tap  on the Infotainment system.

## Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Tap  on the Infotainment system.

2. Switch automatic air recirculation mode on or off with  Automatic air recirculation.

## Air Care – Climatronic with enhanced air filter with activated carbon

The enhanced air filter with activated carbon in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

When Air Care is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent the vehicle occupants becoming tired.

1. Tap  on the Infotainment system.

2. Switch the Air Care function on or off via  Active.

## Air recirculation mode switches off automatically

Air recirculation mode switches itself off automatically if one of the following conditions is met → :

- The defrost function is switched on.
- A sensor detects that condensation might form on the vehicle's windows.

### WARNING

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

accidents and serious injuries.

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

#### NOTICE

Do not smoke in the vehicle when the air recirculation mode is switched on. The smoke can leave a residue on the evaporator of the cooling system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

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

## Seat heating

When the vehicle's drive system is activated, the front seats can be electrically heated in three settings.

### Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system:

- At the highest temperature setting, all three displays under  or  on the Infotainment system are coloured red.

### Operating the seat heating

1. Tap  on the Infotainment system.
2. Tap  or  at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Tap  or  repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap  or  repeatedly until the symbol is coloured grey.

Or: to switch the seat heating on or off, tap the touch slider for the driver or front passenger side under the Infotainment system with two fingers.

### Seat heating switches on and off automatically.

The most recent temperature setting for the driver seat is activated automatically if you activate the vehicle's drive system again within approximately 10 minutes. If the front passenger seat is occupied, the most recent temperature setting for the front passenger seat is also switched on automatically.

If the front passenger leaves the seat when the seat heating is switched on and the vehicle's drive system is activated, the seat heating of the front passenger seat will be switched off automatically. The display in the Infotainment system turns grey after around 2 seconds. If the front passenger returns to the seat when the vehicle's drive system is still activated, the seat heating of the front passenger seat will be switched on again automatically.

If the seat heating switches off automatically, you can switch on the seat heating again manually if required even if the front passenger seat is not occupied.

### When should the seat heating not be switched on?

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

- A person with reduced sensitivity to pain or temperature is sitting on the seat → .
- The seat is not occupied.
- The seat is fitted with a protective cover.

- A child seat is installed on the seat.
- The seat cushion is damp or wet.
- The temperature in the vehicle interior or the outside temperature is above +25°C(77°F).

#### **WARNING**

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

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

#### **WARNING**

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

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

#### **WARNING**

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

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

#### **NOTICE**

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

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

## **Steering wheel heating**

The steering wheel heating can function only when the vehicle's drive system is activated.

### **Temperature settings of the steering wheel heating**

The steering wheel heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under  on the Infotainment system are coloured red.

### **Operating the heated steering wheel**

1. Tap  on the Infotainment system.
2. Open the Classic Climate menu tab.
3. Tap  to switch on the steering wheel heating at the highest temperature setting.

4. To adjust the temperature setting, tap  repeatedly.
5. To switch off the steering wheel heating, tap  repeatedly until the symbol is coloured grey.

## **Steering wheel heating switches on automatically**

The most recent temperature setting is switched on automatically if you activate the vehicle's drive system again within approximately 10 minutes.

## **Steering wheel heating switches off automatically**

The steering wheel heating switches itself off automatically if one of the following conditions is met:

- The power consumption is too high.
- There is a fault in the steering wheel heating system.

## **Troubleshooting**

### or **CO<sub>2</sub> concentration in the vehicle interior air too high**

The indicator lamp lights up red or yellow.

The message Health risk! High CO<sub>2</sub> concentration. Open windows! or Health risk! CO<sub>2</sub> too high. Open all windows immediately! may be displayed on the instrument cluster display.

1. Open all windows immediately.
2. Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **Air conditioning system not working correctly or CO<sub>2</sub> concentration cannot be measured**

The indicator lamp lights up yellow.

The message Air conditioning system not working correctly. Visit workshop. may be displayed in the instrument cluster display.

1. Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **Cooling mode cannot be switched on or its function is restricted**

Cooling mode  begins to function as soon as the driver seat is occupied.

- Switch on the blower.
- Check the fuse of the air conditioning system .
- Replace enhanced air filter with activated carbon .
- If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **The heating and fresh air system cannot be switched on or its function is restricted**

1. Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Condensation on the windows

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

1. Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance ([→ Vehicle care](#)).
2. Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.
3. Switch on the defrost function ([→ Heating, ventilation, cooling](#)).

## The wrong unit of temperature has been set

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

## Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate through the stationary air conditioning when it is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

## Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

## Introduction to the topic

With the stationary air-conditioning, the vehicle interior can be cooled, ventilated or heated when stationary. In winter, operation of the system allows ice, condensation and a thin covering of snow to be cleared from the windscreen. The stationary air conditioning is supplied with power via the main socket or via the vehicle's high-voltage battery.

The stationary air conditioning system can be programmed and managed in the Infotainment system or via an app on your mobile telephone.

### NOTICE

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

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

 The range of the vehicle will be reduced if you operate the stationary air conditioning without a connected charging cable. At extreme outside temperatures, the heating or cooling output of the stationary air conditioning may not be sufficient to achieve the set desired temperature.

# Operating the stationary air conditioning system

Depending on the vehicle equipment, the stationary air conditioning can be operated without plugged-in charging connector. When the charging connector is not inserted, the stationary air conditioning will be supplied with energy from the high-voltage battery.

The stationary air conditioning only functions with the charging connector unplugged if the high-voltage battery is sufficiently charged. The stationary air conditioning will not start if the charge level of the high-voltage battery on the digital instrument cluster is in the reserve range ([→ Charge level display and range](#)).

## Opening the Stationary air conditioning menu in the Infotainment system

1. Switch on the ignition.
2. Tap the home button .
3. Tap .

## Setting desired temperature

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Set the desired temperature by means of  and .

## Immediate air conditioning of stationary vehicle

1. Switch off the ignition.
2. Tap  in the exit menu in the Infotainment system ([→ Exit menu](#)).

The vehicle is air conditioned for around 30 minutes. The function will then switch off automatically.

Alternatively, the vehicle can be air conditioned before a desired departure time ([→ Stationary air conditioning](#)).

## Switching off the stationary air conditioning

1. Activate the vehicle's drive system.

## The stationary air conditioning switches off automatically

- After around 30 minutes if the vehicle is air conditioned with the ignition switched off.
- After around 15 minutes if the vehicle's drive system was not activated after a programmed departure time.
- If the charge level of the high-voltage battery is too low ([→ Timer-controlled charging](#)).



Operating noises can be heard if the stationary air conditioning is switched on.

# Programming the stationary air conditioning system

The stationary air conditioning can be programmed for your planned departure time in the Infotainment system. You can program the desired temperature of the vehicle interior at the planned departure time of the vehicle.

On the basis of the desired temperature, the vehicle calculates the time at which the stationary air conditioning must be switched on in order to achieve the desired temperature at the departure time. The maximum running time of the stationary air conditioning before the departure time is around 60 minutes.

## Air conditioning the vehicle before departure

1. Open the Stationary air conditioning menu.
2. Tap  to open the timer menu.
3. Set the planned departure time.
4. To switch on the timer, tap the checkbox.

The earliest programmed departure time is shown in the exit menu in the Infotainment system and can be switched on or off there ([→ Exit menu](#)).

## Stationary air conditioning with convenience consumers

If the vehicle is air conditioned before departure, convenience consumers such as seat heating and heated rear window can also be switched on automatically before the departure time. The convenience consumers depend on the vehicle equipment.

1. Open the Stationary air conditioning menu.
2. Tap .
3. Select the seats whose convenience consumers should be switched on additionally to the stationary air conditioning.

Only the selected seats will be climatised before departure.

4. To switch on the windscreen heating before the departure time, activate the function Automatic window heating.

The maximum operating time of the convenience consumers before the departure time is around 10 minutes.

## Air conditioning the vehicle after charging the high-voltage battery

The vehicle can be air conditioned before a planned departure time if the vehicle's high-voltage battery is charged with alternating current (AC) or direct current (DC). You can adjust this setting in the charging settings in the Infotainment system ([→ Timer-controlled charging](#)).

## Air conditioning of vehicle after unlocking

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Tap the checkbox Air condition vehicle after unlocking.

As soon as you open the door, the vehicle is air conditioned for 5 minutes.

## Checking programming

The next activated timer and the set functions are shown in the Infotainment system when the ignition is switched off.

## Pedals



Fig. 1 In the footwell: pedals.

- 1 Accelerator
- 2 Brake pedal

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

### ⚠ WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

### ⚠ WARNING

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

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

### ⚠ WARNING

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

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

### 💡 NOTICE

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

# Driving economically

Adopting the right driving style can reduce consumption, damage to the environment, and wear and tear to the electric drive, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

## Think ahead when driving

The range will decrease if you do not adopt a steady driving style. 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.

## Using brake energy recuperation

The vehicle will "coast" if the Eco Assistance function is deactivated in the Infotainment system and position D is selected and the accelerator is not pressed.

The vehicle will perform brake energy recuperation automatically if the Eco Assistance function is activated in the Infotainment system and position D is selected and the accelerator is not pressed. It will adapt itself to the driving situation and external conditions such as vehicles in front and speed limits. The energy of the rolling vehicle is used to charge the high-voltage battery ([→ Brake energy recuperation](#)). The vehicle is braked as a result.

A high level of recuperation will take place if the accelerator is not pressed in position B ([→ Driving mode selection for electric vehicles](#)).

Recuperation is also increased if the brake pedal is pressed.

## Avoid full throttle

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. This will reduce the range of the vehicle. Never drive the vehicle at top speed.

## Have your vehicle serviced on a regular basis

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

## Observe the correct tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres and thus reduces the range of the vehicle. 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](#))

## Do not drive with unnecessary loads in the vehicle

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

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

## Save electrical energy

Convenience consumers such as the air conditioning system or window heating require energy from the high-voltage battery.

If you want to increase the range of the vehicle:

- Set a warmer interior temperature in summer and a lower temperature in winter. Air the vehicle before starting your journey at high outside temperatures.
- In the event of external power supply, use the stationary air conditioning ([→ Stationary air conditioning](#)).
- Switch off all convenience features that are not needed.

### WARNING

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

-  Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.
-  Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

## Information on the brakes

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

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

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. The braking force must be higher than can be decelerated by recuperation in order to apply the brake pads. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → .

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → . The braking force must be stronger than that which recuperation can retard in order to grind off the salt layer by applying the brake pads. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → .

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Engage N position when performing these braking operations so that recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → .

### WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a correspondingly qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using a Volkswagen dealership.

### WARNING

New brake pads will not have the optimal braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km(200 miles) and must first be "run in". A reduced braking effect can be increased by applying more pressure to the brake pedal.
- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

### WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill, the brakes are placed under particular strain and become hot very quickly.
- Reduce your speed before driving down a long, steep gradient and select a higher energy recovery level. This will make use of the electric drive braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

### WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Carefully test the brakes.
- Always carry out a few careful braking operations to dry the brakes and clean off any coating of ice and salt when visibility, weather, road and traffic conditions permit.

 Regularly perform a visual check of the thickness of the front brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using a Volkswagen dealership.

 When the front brake pads are checked, the brake pads in the drum brakes on the rear axle should also be checked at the same time. This check is performed through an inspection hole on the rear of the drum. A sealing plug must be removed for this purpose. Volkswagen recommends using a Volkswagen dealership.

## Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

- Stow all items of luggage securely.
- Accelerate particularly cautiously and carefully.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.
- If applicable, observe the information about driving with a bicycle carrier *(→ Provision for bicycle carrier)*.

### WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Engage the rear seat backrests securely.

## NOTICE

Do not carry large quantities of liquid in the vehicle interior. Leaking liquids can get into the plug connections of the orange high-voltage cables. This can cause damage to the electrical system and to the high-voltage battery.

## Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open boot lid must be secured properly and suitable measures taken.

Driving with an open boot lid increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This considerably reduces the possible range of the vehicle. Volkswagen does not recommend driving with the boot lid open due to the resulting reduction in range.

## WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Stow all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users. Observe the legal requirements.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

## NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

## Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

- The water level must be no higher than the lower edge of the vehicle body → *Driving through water on roads*.
- Do not drive faster than walking speed.
- Never stop the vehicle, reverse or deactivate the vehicle's drive system while in water.
- Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

### **WARNING**

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Carry out careful braking manoeuvres to dry and de-ice the brakes. Ensure that you do not endanger any other road users or violate any legal requirements when doing so.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

### **NOTICE**

If you drive through water, parts of the vehicle, such as the electric drive, running gear and vehicle electrics, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

## Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad temporarily or for a short period, all relevant information and instructions should be followed.

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

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The scope of servicing and the type of servicing could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

Due to different legal regulations, it is possible that charging at mains sockets will be permitted only with reduced charging current in other countries. The charging cable limits the charging current corresponding to the infrastructure used. The lower value is used for charging if the settings differ ([→ Charging cable](#)).

Due to different technical standards, charging at charging stations in another country may not be possible or may be possible only using a suitable charging cable. Consult a Volkswagen dealership for further information.

### NOTICE

- Volkswagen is not responsible for any vehicle damage caused by inadequate servicing work or lack of Genuine Parts.
- Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

# Troubleshooting

## Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

 Do not drive on!

1. Inform a correspondingly qualified workshop and have the brake system checked. Volkswagen recommends using a Volkswagen dealership.

## Brake pad wear indicator

The indicator lamp lights up yellow.

Front brake pads are worn.

1. Go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

# Functions of the electric drive

## Power output of the electric drive

The maximum torque of the electric drive is available immediately when you depress the accelerator pedal.

## Brake energy recuperation

When the vehicle brakes, electrical energy is generated by the electric drive and then stored in the high-voltage battery ([→ Brake energy recuperation](#)). This will also occur to a certain extent when the vehicle is rolling to stop when in overrun mode or travelling downhill.

The higher the charge level of the high-voltage battery, the lower the recuperation and thus also the engine braking effect. No brake energy recuperation occurs and therefore no engine braking effect is available once the high-voltage battery is fully charged → .

Brake energy recuperation can be displayed in the ID. Cockpit or on the Infotainment system screen.

## Crawling function

The crawling function allows you to drive forwards or backwards slowly at a speed of around 5 km/h (3 mph) without pressing the accelerator.

The crawling function is automatically activated when:

- The vehicle's drive system is activated and the D/B position or reverse gear R is selected.

The crawling function is deactivated:

- The position switch is in N position and the electronic parking brake is switched on.

### WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when reversing.

### WARNING

Unintentional vehicle movements can cause serious injury.

- Hold the vehicle by the foot brake if the vehicle's drive system is activated and the position D/B or reverse gear R is engaged.

### WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect from recuperation, to the point where no engine braking effect may be generated at all.

- Reduce your speed before driving down a long, steep gradient.
- Slow the vehicle using the vehicle brake when driving down a long, steep gradient.

## Brake energy recuperation

When the vehicle is braked, and when the vehicle is in overrun mode or driving downhill, electrical energy is generated via the electric drive and stored in the high-voltage battery. The electric drive then acts as a generator and creates an engine braking effect. This procedure is known as brake energy recuperation.

The extent of the engine braking effect varies depending on the position ([→ Driving mode selection for electric vehicles](#)). If there is a high level of brake energy recuperation, the brake lights on the vehicle can also light up. The higher the charge level of the high-voltage battery, the lower the recuperation and thus the engine braking effect effected. No brake energy recuperation occurs and therefore no engine braking effect occurs when the high-voltage battery is completely charged. If the vehicle detects that the road conditions do not allow the wheels to reliably contact the road surface, recuperation and thus the engine braking effect will be reduced automatically. The power display provides information about the availability of brake energy recuperation and the engine braking effect ([→ Power display](#)).

The vehicle performs brake energy recuperation in different ways depending on the selected position and on the settings in the Infotainment system:

Position **D** engaged and Eco Assistance deactivated: no brake energy recuperation.

Position **D** engaged and Eco Assistance activated: automatic brake energy recuperation. The energy recovery level is selected automatically depending on the navigation data and traffic situation.

Position **B** engaged: high brake energy recuperation

The vehicle also performs recuperation when the brake pedal is pressed.

## Eco Assistance

The Eco Assistance function helps the driver to use the engine braking effect of the vehicle efficiently. It selects the energy recovery level depending on the navigation data and traffic situation.

The Eco Assistance function can be switched on and off in the vehicle settings in the Infotainment system.

## Driving down hills

When driving down hills, you should drive in position **B** if possible.

Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

### WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect, to the point where no engine braking effect may be generated at all. This puts more strain on the vehicle brake.

- Never fully charge the high-voltage battery at high elevations, e.g. at the top of a pass, in order to facilitate a braking effect by means of recuperation when driving downhill.
- Reduce your speed before driving down a long, steep gradient.
- Slow the vehicle using the vehicle brake when driving down a long, steep gradient.

# Troubleshooting

## **Deactivation of the drive is imminent**

Charge level of the high-voltage battery very low and reduced drive power

The indicator lamp lights up during vehicle operation.

The indicator lamp lights up red.

A text message is shown in the instrument cluster. An acoustic warning is given.

The vehicle is about to break down in traffic

The vehicle can still be emergency-started twice ([→ Engine start](#)) and moved a short distance at a speed of up to 7 km/h (4 mph).

Convenience functions of the air conditioning are restricted.

1. If traffic conditions permit, drive to the side of the road and park the vehicle safely or drive to the charging station if possible.

The indicator lamp will go out when the power is increased again.

## **Vehicle operation not possible**

The temperature of the high-voltage battery is too low.

The indicator lamp lights up before the vehicle is started.

The indicator lamp lights up red.

A text message is shown in the instrument cluster. An acoustic warning is given.

Low power can lead to the vehicle breaking down in traffic.

Only manoeuvring operation (up to 7 km/h (4 mph)) possible.

Convenience functions of the air conditioning are restricted.

- Charge the high-voltage battery when the charge level is low .
- If a departure is planned in cold weather, Volkswagen recommends performing stationary air conditioning of the vehicle beforehand ([→ Stationary air conditioning](#)). The high-voltage battery is also heated when this takes place. This increases the vehicle power available immediately after the vehicle's drive system is activated.

Observe the behaviour of the power display in the instrument cluster.

The indicator lamp will go out when the power is increased again.

## **Power restricted**

The indicator lamp lights up yellow.

A text message is shown in the instrument cluster. An acoustic warning is given.

The power is significantly reduced and may decrease further.

Convenience functions of the air conditioning are restricted .

1. Charge the high-voltage battery when the charge level is low.

At very cold or hot outside temperatures, the high-voltage battery is heated or cooled respectively during driving.

The vehicle power will increase again after some time.

Observe the behaviour of the power display in the instrument cluster.

The indicator lamp will go out when the power is increased again.

## Switching the ignition on and off

Some vehicle functions are already activated when the driver approaches the vehicle with the vehicle key.

### Switching on the ignition

1. Press the starter button once. The starter button is located on the left of the steering column.

Or: depress the brake pedal.

### Switching off the ignition

1. Press the starter button once when the ignition is active and the vehicle is stationary.

Or: leave the vehicle when the vehicle is stationary and the electronic parking brake is switched on.

The ignition will also be switched off if the brake is not pressed when the vehicle is stopped and the driver opens the belt buckle of the driver seat when the electronic parking brake is switched on.

### Automatic ignition switch-off

If the ignition is switched on and the driver moves away from the vehicle carrying the vehicle key, the ignition switches off automatically after a short time. If the bonnet is opened when the ignition is switched on, the ignition will not be switched off automatically. The electronic parking brake already switches itself on automatically when the driver leaves the vehicle.

If no valid vehicle key is detected in the vehicle interior after the ignition is switched off, it is no longer possible to activate the vehicle's drive system without a valid vehicle key. A corresponding text message is shown in the ID. Cockpit.

#### **WARNING**

Unintentional vehicle movements can cause serious injury.

- If the position switch is operated when the ignition is switched on, the vehicle's drive system will be activated immediately under certain conditions ([→ Activating the vehicle's drive system](#)).

#### **WARNING**

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

- Always take all vehicle keys with you every time you leave the vehicle. Children or third parties could lock the vehicle, activate the vehicle's drive system, switch on the ignition or operate electrical equipment such as the electric windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

#### **NOTICE**

The ignition can be switched on and the vehicle's drive system activated only if there is a valid vehicle key in the vehicle.

# Activating the vehicle's drive system

## Requirements for activating the vehicle's drive system

The vehicle's drive system can be activated when the following conditions are fulfilled:

- The high-voltage battery is sufficiently charged.
- There is no charging cable connected.
- The temperature of the high-voltage battery is within the operating range.
- There is a valid vehicle key in the vehicle.
- Seat belt is fastened.

## Activating the vehicle's drive system

1. Select the driving mode position with the brake pedal depressed ([→ Driving mode selection for electric vehicles](#)). Activation of the vehicle's drive system is indicated by visual and acoustic signals.
2. Repeat the procedure if the vehicle's drive system cannot be activated. If necessary, perform an emergency start ([→ Engine start](#)).

### WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when reversing.

## Deactivating the vehicle's drive system

The actions should only be carried out in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle ([→ \*Parking\*](#)).
3. Switch on the electronic parking brake ([→ \*Driving mode selection for electric vehicles\*](#)).
4. Observe information in the ID. Cockpit .

### WARNING

When leaving the vehicle, always ensure that the electronic parking brake is switched on and that all doors, windows, the boot lid and bonnet are completely closed and locked.

## Leaving the vehicle when the vehicle's drive system is active

If the vehicle is left after stopping with the vehicle's drive system activated and a position selected, the ignition and drive will switch off automatically under certain conditions.

This protects the vehicle from unauthorised use.

The electronic parking brake ([→ Electronic parking brake](#)) is switched on automatically.

If you subsequently want to continue driving, the ignition must be switched back on again ([→ Starter button](#)), e.g. by pressing the brake pedal, and the vehicle's drive system must be activated again ([→ Activating the vehicle's drive system](#)). Observe any instructions shown in the ID. Cockpit.

### Automatically switching on the side lights

If the headlights are switched on at the time the ignition is automatically deactivated, the side lights are switched on either until the vehicle is locked or for no more than about 15 minutes.

#### WARNING

When leaving the vehicle, always ensure that the electronic parking brake is switched on and that all doors, windows, the boot lid and bonnet are completely closed and locked.

## Electronic immobiliser

The immobiliser helps to prevent the vehicle's drive system from being activated and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

Thus the vehicle's drive system can be activated only when a Volkswagen Genuine Vehicle Key with the correct code is used. Coded vehicle keys are available from a Volkswagen dealership.

 The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

## Electronic engine sound

The electronic engine sound is a sound that warns other road users about approaching electric vehicles.

The electronic engine sound is switched on when the vehicle's drive system is activated.

When driving quickly, the electronic engine sound is gradually faded out.

### WARNING

The volume and audibility of the electronic engine sound may be restricted by snow or heavy soiling in the area of the front grille. This could result in accidents.

- Before the start of every journey, check the area of the front grille for heavy soiling and clean it if necessary.
- You should always expect that the vehicle will not be heard by other road users in spite of activated electronic engine sound.

# Troubleshooting



Fig. 1 In the centre console: emergency start function.

## **There is a fault in the electric drive or high-voltage vehicle electrical system**

The indicator lamp lights up yellow.

A corresponding text message is displayed in the ID. Cockpit.

There is a fault in the electric drive or high-voltage vehicle electrical system.

1. Have the electric drive checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

You can continue to drive.

## **No valid vehicle key recognised**

A corresponding display is shown in the ID. Cockpit.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

1. Place the vehicle key in the drink holder or stowage compartment in the centre console → *Fig. 1*.
2. Depress the brake pedal or press the starter button.

The ignition is switched on.

## **The vehicle's drive system cannot be deactivated**

The vehicle's drive system cannot be deactivated.

In this case it is necessary to perform an emergency switch-off procedure:

1. Bring the vehicle to a stop.
2. Press the starter button twice within a few seconds or press and hold once.

The vehicle's drive system is deactivated and the ignition is switched off.

## **Electronic engine sound is not working**

The indicator lamp lights up and an acoustic signal sounds.

A corresponding text message is displayed in the ID. Cockpit.

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

You can continue to drive.

## **The vehicle's drive system cannot be activated**

A corresponding message will be displayed in the ID. Cockpit if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek correspondingly qualified expert assistance.

## **Position switch**



Fig. 1 Position switch with button for the electronic parking brake (arrow).

The vehicle has one forwards D/B and one reverse gear R.

The position switch has a button  for the electronic parking brake. To change from neutral position N to a driving position, switch on the ignition, depress the brake pedal and turn the position switch in the desired direction → Fig. 1:

### **D – Standard forward driving position**

The electric drive is in the Normal program (automatic brake energy recuperation when Eco Assistance is activated ([→ Brake energy recuperation](#))).

### **B – High brake energy recuperation**

High brake energy recuperation in overrun ([→ Brake energy recuperation](#)).

### **△ – Changing position**

It is possible to change between the positions D and B by turning the position switch forward *once* from the position D/B → Fig. 1. The position switch always returns to its initial position. Turning the switch *forward* once more switches back to D position.

## – Electronic parking brake

The drive wheels are locked mechanically. Switch on only when the vehicle is *stationary*.

## – Neutral

The electric drive is in the neutral position. No force is transmitted to the wheels and the braking effect of the electric drive is not available.

## – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

### Driving down hills

Brake energy recuperation should be used if possible when driving down hills ([→ Brake energy recuperation](#)).

### Stopping and pulling away on uphill gradients

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function ([→ Auto Hold function](#)).

When you stop the vehicle on an uphill gradient with a selected position, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. Release the brake pedal only when you pull away.

#### WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never depress the accelerator when selecting a position.

#### WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Always adapt your driving style to the traffic.
- If you switch off TCS, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

#### WARNING

If the vehicle is left unattended with the vehicle's drive system is active, it may lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle's drive system is active.
- Always switch off the ignition. The electronic parking brake is switched on automatically.
- When you park or leave the vehicle, always ensure that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.
- Hold the vehicle by the foot brake if the vehicle's drive system is activated and the position D/B or R is engaged.
- Never select reverse gear when the vehicle is in motion.

## Troubleshooting

## NOTICE

- If you stop the vehicle on an incline while a position is selected, do not attempt to stop it from rolling back by depressing the accelerator. Depress the brake pedal to avoid putting an unnecessary load on the electric drive.
- Never allow the vehicle to roll in positionN, particularly if the vehicle's drive system is not activated.

## Electric drive overheated

The warning lamp lights up red.

The electric drive is overheated.

A corresponding text message is shown on the ID. Cockpit.

 Stop the vehicle immediately!

1. Stop the vehicle as soon as it is safe and possible to do so and park in the open air.
2. Deactivate the vehicle's drive system.  
Do not add coolant.
3. Seek correspondingly qualified expert assistance.

## and No brake energy recuperation possible

The indicator lamps light up yellow.

Fault in brake energy recuperation.

The range can be limited.

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

## NOTICE

The electric drive will be damaged if you allow the vehicle to roll for an extended period or at high speed with the ignition switched off, the electric drive switched off or discharged 12-volt vehicle battery. The vehicle can be towed only subject to certain conditions [\(→ Towing\)](#).

## Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

### The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering functions only when the vehicle's drive system is activated.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

### Electronic steering column lock

The steering column is locked electronically:

1. Stop the vehicle, switch on the electronic parking brake .
2. When the ignition is active, press the starter button once.

Or: open the driver door. The ignition is switched off when the door is opened. The steering column is locked.

## Counter steering assistance

Counter steering assistance provides the driver with steering assistance in some critical driving situations. Additional steering power helps the driver when counter steering → .

### **WARNING**

Steerability is greatly reduced by a heavy steering wheel if the power steering is not working, and this can cause loss of control of the vehicle, accidents, serious injuries and death.

- The power steering only functions when the vehicle's drive system is activated.

### **WARNING**

In conjunction with the ESC, counter steering assistance provides the driver with assistance when steering in some critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.

### **NOTICE**

Switch on the ignition when the vehicle is towed so that the turn signals, horn, wipers and window washer system can be used.

## Troubleshooting

### **Steering fault**

The warning lamp lights up or flashes red.

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

 **Do not drive on!**

1. Seek correspondingly qualified expert assistance.
  - If the warning lamp lights up red, the steering may be stiff because the electromechanical steering has failed.
  - If the warning lamp flashes red, it is not possible to unlock the steering column.
  - The vehicle should not be towed away on its own four wheels.

### **Steering fault**

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Activate the vehicle's drive system once again and drive a short distance slowly.
2. If the indicator lamp remains lit, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The indicator lamp flashes:

1. Turn the steering wheel to and fro.
2. Switch the ignition off and then on again.
3. Observe any messages in the ID. Cockpit.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek correspondingly qualified expert assistance.

## Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

### **Vehicles with adaptive chassis control (DCC)**

The adaptive chassis control (DCC)

) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. DCC incorporates the chassis tuning of the selected driving profile.

## Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

### **WARNING**

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Drive with your full attention and with responsibility.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

1. To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

## Selecting the driving profile on the touch panel of the Infotainment system

1. Tap the  touch panel.
2. To select driving profiles, tap the  touch panel again or tap the desired driving profile in the Infotainment system.

## Displaying information on the driving profile

1. To display further information on the selected driving profile, tap  in the Infotainment system.

## Selecting the Individual driving profile

1. Tap the  touch panel repeatedly until theIndividual driving profile is selected.
2. To open the Individual menu, tap .

## Characteristics of the driving profiles

- ❖ Eco: switches the vehicle into economical mode and helps you to drive the vehicle in an energy-saving manner.
- ❖ Comfort: the driving profile corresponds to the basic setting of the vehicle systems and leads to a comfort-oriented vehicle setup. It is suitable for everyday use, for example.
- ❖ Sport: this setting gives you a sporty driving feeling.
- ❖ Individual: you can adapt individual vehicle systems according to your personal wishes.

## Standard behaviour of the driving profiles and vehicle systems

The Comfort driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

### **Behaviour of the driving profiles when the ignition is switched off and on**

If you switch the ignition off and then back on again, the previously selected driving profile remains active.

### **Behaviour of the Drive vehicle system when the ignition is switched off and on**

The settings of the Drive vehicle system are reset to the settings of the Comfort driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

You can switch the Drive vehicle system to the desired driving profile again:

- Select the desired driving profile again.

# Troubleshooting

## Fault in the adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: damper may be displayed on the instrument cluster display.

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

## **The driving profiles or vehicle systems do not behave as expected.**

1. Note the standard behaviour of the driving profiles and vehicle systems ([\*→ Driving profile selection\*](#))

# Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

## Speed range

The CCS

is available when driving forwards at speeds from around 20 km/h (15 mph).

## Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

## Displays

When the CCS

is switched on, the instrument cluster display shows the stored speed and the status of the CCS:



switched on, system control active.



switched on, system control not active.

If no speed is stored, the instrument cluster display shows--- instead of the speed.

## Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Use the brake energy recuperation of the electric drive on extended downhill stretches.

This will relieve the load on the brakes.

### WARNING

#### The use of the CCS

can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Never use the CCS
  - in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
  -
- Never use the CCS
  - when driving offroad or on unpaved road surfaces.
  -
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch CCS off after use to avoid unintentional speed control.
- 
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

# Operating the Cruise Control System (CCS)



Fig. 1 Lefthand 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  button.

The CCS

stores and regulates the current speed.

## Setting the speed

You can adjust the stored speed during speed control by the CCS

:

+ 1 km/h (1 mph):

Gently press the  button.

- 1 km/h (1 mph):

Gently press the  button.

+ 10 km/h (5 mph):

Strongly press the  button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):

Strongly press the  button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

## Cancelling control

1. Briefly press the  button.

Or: depress the brake pedal.

The speed remains stored in the memory.

## Resuming control

1. Press the  button.

The CCS

resumes operation with the stored speed and regulates the speed again.

## Switching off

1. Press and hold the  button.

The CCS

is switched off and the stored speed is deleted.

## Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

- Speed limiter.
- Adaptive Cruise Control (ACC).

1. Press the  button or swipe over the button.

2. Swipe to the left or right to select the desired system.

3. Press the  button.

## Troubleshooting

### Fault in the cruise control system

Malfunction. The indicator lamp lights up yellow.

- Switch off CCS
- and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Control is interrupted automatically

- The vehicle has exceeded the stored speed for an extended period.
- No gear is engaged for forward travel.
- Brake support systems, e.g. TCS or ESC, have performed an intervention.
- The vehicle was braked by Front Assist.
- If the problem persists, switch off CCS
- and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

# Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

## Speed range

The speed limiter is available when driving forwards at speeds from around 30 km/h (around 20 mph).

## Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

## Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:

 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. Use the brake energy recuperation of the electric drive on extended downhill stretches.

This will relieve the load on the brakes.

### WARNING

Always switch off the speed limiter after use to avoid unintentional speed regulation.

- The speed limiter does not relieve the driver of his responsibility for the speed of the vehicle. Do not drive at full throttle if this is not necessary.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

# Operating the speed limiter



Fig. 1 Lefthand side of the multifunction steering wheel.

## Switching on

1. Press the  button.

The speed last set is stored. The system is not yet active.

## Starting control

1. While driving, press the  button.

The current speed is stored as the maximum speed.

## Setting the speed

You can adjust the stored speed:

- + 1 km/h (1 mph):  
Gently press the  button.
- 1 km/h (1 mph):  
Gently press the  button.
- + 10 km/h (5 mph):  
Strongly press the  button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- 10 km/h (5 mph):  
Strongly press the  button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

## Cancelling control

1. Press the  button.

The speed remains stored in the memory.

## Resuming control

1. Press the **RES** button.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

## Switching off

1. Press and hold the  button.

The speed limiter is switched off and the speed is deleted.

## Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

- Cruise Control System.
- Adaptive Cruise Control (ACC ).

1. Press the **MODE** button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the **MODE** button.

## Troubleshooting

### **LIM** Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Control is interrupted automatically

- ESC is switched off.
- The brakes have overheated. Allow the brakes to cool down and check their functionality again.
- If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

## Introduction to the topic

The speed limiter with predictive control automatically adapts a maximum speed that you have stored to detected speed limits.

The speed limiter with predictive control is an extension of the speed limiter and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The speed limiter with predictive control is dependent on the vehicle equipment and is not available in all countries.

### WARNING

The intelligent technology used in the speed limiter with predictive control cannot overcome the given physical limits, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the speed limiter with predictive control can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

 Please also observe the safety-relevant information on the speed limiter ([→ Speed limiter](#)).

## Limits of predictive control

In addition to the system limits of the Dynamic Road Sign Display , the speed limiter with predictive control has the following additional, system-related limits:

- The speed limiter with predictive control detects only road signs that show a speed limit.
- Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
- The speed limiter with predictive control is not available for detected speed limits below around 30 km/h (around 20 mph). A corresponding text message is shown on the instrument cluster display in this case.

## Activating predictive control

You can activate the speed limiter with predictive control in the Assist systems menu of the Infotainment system.

# Driving with predictive control

1. Switch on the speed limiter and start control ([→ Speed limiter](#)).
2. Activate predictive control.

 A message will be displayed on the instrument cluster display as soon as the system detects a speed limit on the route. The detected speed is stored as the new desired speed.

## Cancelling speed adaptation

- Press the  button.  
Or: release the accelerator pedal twice and then press it again.  
The last-stored speed is resumed again.
- Press the  button.  
The current speed is adopted.
- Press the  button.  
The system is switched to passive mode.

## Adjusting the announced speed

- + 1 km/h (1 mph):  
Gently press the  button.
- 1 km/h (1 mph):  
Gently press the  button.
- + 10 km/h (5 mph):  
Strongly press the  button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- 10 km/h (5 mph):  
Strongly press the  button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

If you adjust the announced speed excessively, predictive control will be terminated.

-  If a speed limit is detected, the predictive control function will adjust the stored speed even if the speed limiter is not regulating.
-  If the current speed significantly exceeds a speed limit detected by the Dynamic Road Sign Display function, a warning will appear on the instrument cluster display.
-  When you join a motorway, the recommended speed will automatically be stored as the desired speed.

## Troubleshooting

### **A message is displayed that the predictive speed limiter is currently not available or is not available in your country**

1. If this message is displayed for an extended period and the predictive speed limiter is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



Depending on the malfunction, additional information may be displayed in the vehicle status [→ Digital instrument cluster \(Pro\)](#).

# Eco Assistance

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent recommendations on the instrument cluster display.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

## Driving with Eco Assistance

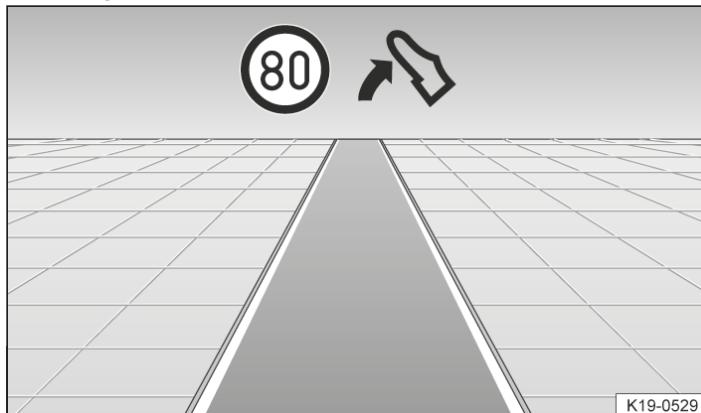


Fig. 1 Eco Assistance display (illustration).

When you approach a speed limit or a road section that you need to take into account when driving on the route, the symbol and information on the type of event will be displayed on the instrument cluster display.

As soon as you take your foot off the accelerator, the vehicle will adapt brake energy recuperation and the driving speed, depending on the selected driving profile and distance to the event.

 When the system is active, Eco Assistance can also increase brake energy recuperation without displaying a message. This may be the case if you take your foot off the accelerator when there is a vehicle in front, for example. Here, brake energy recuperation is adapted to the vehicle in front without any message being displayed.

You can override Eco Assistance at any time by accelerating.

### WARNING

The system uses brake energy recuperation to reduce the vehicle speed and does not activate the vehicle brake.

- Be ready to brake at all times if the deceleration is not sufficient.

## Displays

The following symbols are displayed on the instrument cluster display, depending on the driving situation:

 Take your foot off the accelerator.

 Junction ahead.

 Motorway exit.

 Roundabout ahead.

 Left-hand bend.

 Right-hand bend.

 Speed limit with dynamic speed display.

 The symbols displayed may differ depending on vehicle equipment. Symbols may be altered or upgraded by a system update.

## Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

The Eco Assistance function will be automatically deactivated temporarily in the following cases:

- The vehicle is in gear selector position B.
- The Sport driving profile is activated.
- When driving with Adaptive Cruise Control(ACC) (ACC ) or cruise control system (CCS).

 However, Eco Assistance displays may still be shown, depending on the situation and driving behaviour.

Eco Assistance will be activated again when the reason for deactivation is no longer present if the function is switched on in the Infotainment system.

### WARNING

The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Road signs on the road and traffic regulations always have priority over driving recommendations.

## Introduction to the topic

The Adaptive Cruise Control(ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

### Does the vehicle have ACC?

The vehicle is equipped with ACC

if you can adjust settings for ACC in the Assist systems menu in the Infotainment system.

### Speed range

You can set the speed between 20 km/h(15 mph) and the maximum speed.

### Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, cruise control will be interrupted while you are accelerating and then resumed.

### Driver intervention prompt

 If automatic deceleration by the ACC

system is not sufficient or the system limits have been reached, the ACC system will request you to also brake by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

## Radar sensor

ACC

detects driving situations using a radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 160 m (around 520 ft).

### WARNING

#### The intelligent ACC

technology cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the ACC can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC offroad or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.
- Be prepared to control the speed yourself at all times.

## Special driving situations

### Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, ACC

can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead (depending on equipment and not available in all countries).

### Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC

will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If ACC

does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Overtaking assistance is not available in all countries.

### Stop-and-go traffic

ACC

can brake the vehicle to a standstill and keep it stationary. ACC remains active and the instrument cluster display shows ACC ready to start for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off (depending on the vehicle equipment level and not available in all countries).

Extending or reactivating readiness to drive:

1. Press the **RES** button.

Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

1. Press the **RES** button.

Or: depress the accelerator briefly.

ACC

remains inactive in the following cases:

- The vehicle is stationary for several minutes.
- A vehicle door is opened.
- The vehicle's drive system is deactivated.

#### **⚠ WARNING**

If the message ACC ready to start is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

### **Inside Overtaking Prevention System**

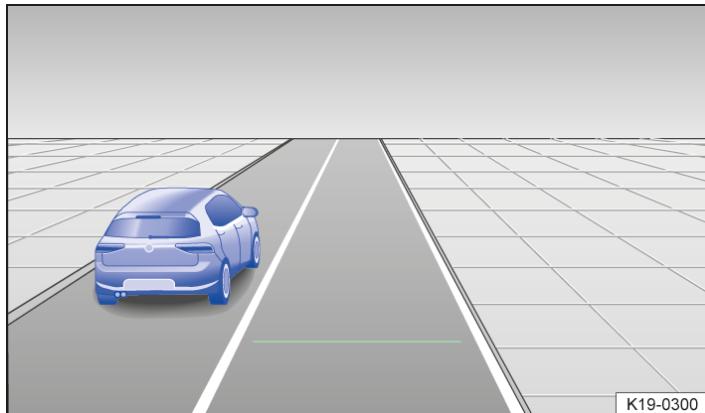


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

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 speeds of around 80 km/h (around 50 mph), but is not available in all countries.

### **Limits of the ACC**

#### **When not to use the ACC**

ACC

Is not suitable for use in the following driving situations due to the system limitations. Cancel control ([Adaptive Cruise Control \(ACC\)](#)):

- Driving in heavy rain, snow or heavy spray.
- Driving through road works, tunnels or toll stations.
- Driving on winding roads, e.g. mountain roads.
- Driving offroad.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Driving on roads with loose chippings.
- Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are

driving more slowly in the overtaking lane.

## **WARNING**

If you use ACC

in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

## **Delayed response**

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving ([→ Adaptive Cruise Control \(ACC\)](#)).

## **Objects that cannot be detected**

ACC

detects only vehicles that are moving in the same direction or stationary. The following are not detected:

- Persons.
- Animals.
- Crossing or oncoming vehicles.
- Other stationary obstacles.

## **Stationary vehicles**

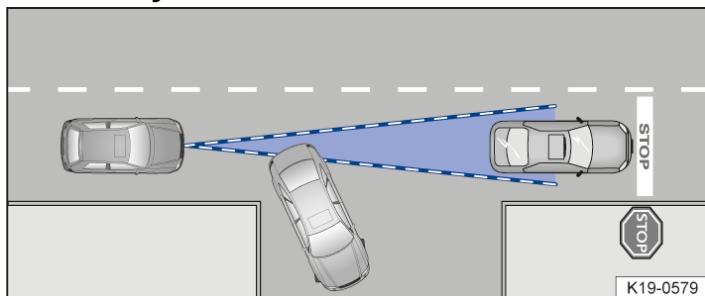


Fig. 1 Turning and stationary vehicle.

ACC

reacts to stationary vehicles to a limited extent up to a speed of 60 km/h (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.

If a stationary vehicle is hidden behind a vehicle that has been detected by ACC

and this vehicle turns off the road or changes lane, ACC may react to the stationary vehicle → *Fig. 1*.

## **Bends**

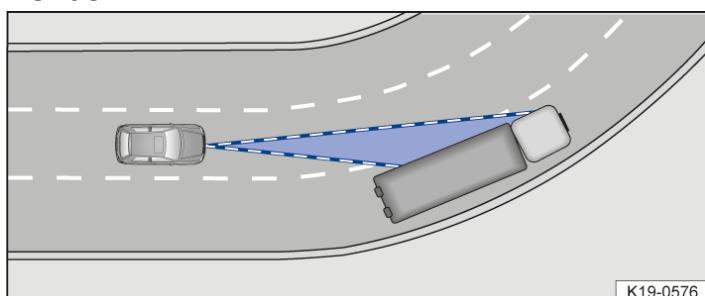
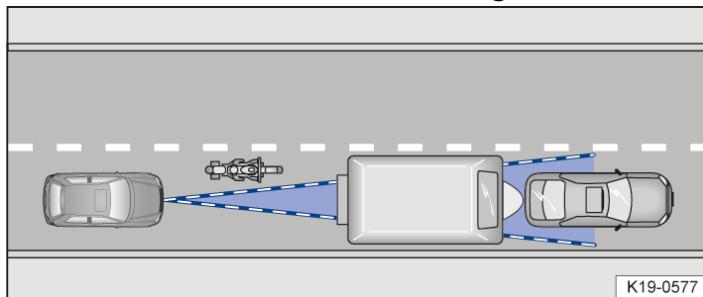


Fig. 2 Driving through bends.

The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles

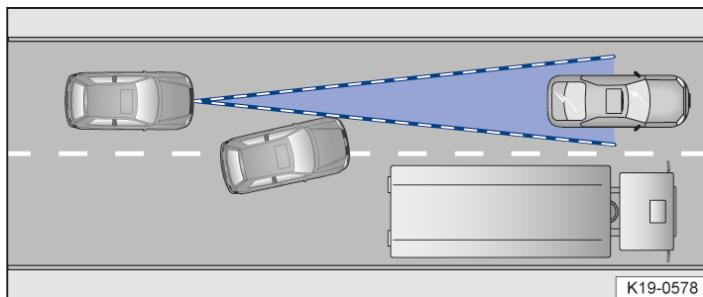
driving ahead not detected in tight bends → *Fig. 2*.

## Vehicles outside the sensor range



K19-0577

Fig. 3 Narrow vehicle.



K19-0578

Fig. 4 Vehicle changes lane.

## ACC

may not react or may react with a delay or with an unwanted response in the following driving situations:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → *Fig. 3*.
- Vehicles that change into your lane directly in front of your vehicle → *Fig. 4*.
- Vehicles with bodies or attachments that project beyond the vehicle.

## Switching the ACC on and off



Fig. 1 Lefthand 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  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 maximum speed (when driving faster than the limit).

In addition, the traction control system (TCS)  
) is activated and ESC Sport is deactivated.

The following indicator lamps light up, depending on the driving situation:

 ACC

has taken control; no vehicle detected ahead.

 ACC

has taken control; vehicle detected ahead.

When ACC

is not active, the indicator lamps light up grey.

## Cancelling control

1. Briefly press the  button.

Or: depress the brake pedal.

The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS)  
) is deactivated.

## Resuming control

1. Press the  button.

ACC

adopts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

## Switching off

1. Press and hold the  button.

The set speed is deleted.

## Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

- Cruise control system
- Speed limiter

1. Press the **MODE** button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the **MODE** button.

## Setting the ACC

### Setting the distance

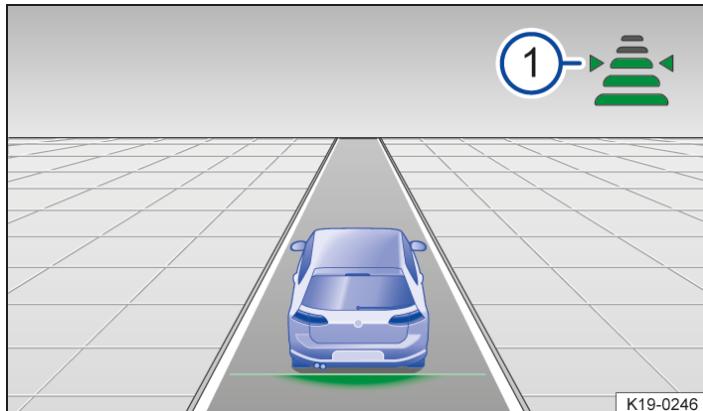


Fig. 1 On the instrument cluster display: set distance **1**, ACC is controlling distance (illustration).

You can set the distance in five steps from very small to very large:

1. Press the **MODE** button.
2. Press the **+** or **-** button or swipe vertically over the button area from **MODE** to **+** or **-**.  
Or: press the **MODE** button repeatedly until the required distance is selected.

The instrument cluster display shows the chosen setting → *Fig. 1* **1**. Please observe any country-specific requirements for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.

### Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

- + 1 km/h (1 mph):  
Gently press the **+** button.
- 1 km/h (1 mph):  
Gently press the **-** button.
- + 10 km/h (5 mph):  
Strongly press the **+** button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- 10 km/h (5 mph):  
Strongly press the **-** button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

#### **WARNING**

If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle

in front and your own vehicle is so great that the braking action of ACC is insufficient, you are in danger of colliding with the vehicle in front. The braking distance is also longer in rain and winter road conditions.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Speed and distance control are overridden when you press the accelerator. The ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

## Setting the system behaviour

You can influence how sportily ACC

reacts:

- Vehicles with driving profile selection: Set preferred driving profile .
- Vehicles without driving profile selection: Select the desired gearbox program in the Assist systems menu of the Infotainment system.

## Troubleshooting

### ACC not available

The indicator lamp lights up yellow.

- The radar sensor is dirty. Clean the radar sensor [\(→ Vehicle care\)](#).
- The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor [\(→ Vehicle care\)](#).
- The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.
- The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible [\(→ Repairs and technical modifications\)](#).
- Fault or malfunction. Deactivate and reactivate the vehicle's drive system.
- Paint work or structural modifications were carried out on the front of the vehicle.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### The ACC does not function as expected

- The radar sensor is dirty. Clean the radar sensor [\(→ Vehicle care\)](#).
- The system limits have been exceeded [\(→ Adaptive Cruise Control \(ACC\)\)](#).
- The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Control cannot be started

Make sure that the following conditions are met:

- The brake lights on the vehicle are working.

- The brakes lights on the electrically connected bicycle carrier are in working order.
- ESC
  - is not performing a control intervention.
- The brake pedal is not depressed.

## Unusual noises during automatic braking

This is normal and is not a fault.

## Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

## Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension of ACC

and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

## Reaction to the end of a traffic jam

Vehicles with V2X technology (depending on vehicle equipment and not available in all countries) interact with other vehicles in their vicinity. As a result, your vehicle can be informed about a traffic jam ahead and can reduce speed early on.

Prerequisites:

- V2X is activated in the Infotainment system.
- The reaction to the end of a traffic jam is activated in the Infotainment system ([→ Predictive cruise control system](#)).

### WARNING

The intelligent technology of predictive cruise control cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by predictive cruise control tempt you into taking any safety risks. Careless or unintentional use of predictive cruise control can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

Please also observe the safety-relevant information on  
ACC

## Limits of predictive cruise control

In addition to the system limitations of the Dynamic Road Sign Display function and ACC

, the predictive cruise control function has the following additional, system-related limitations:

- The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.
- Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.
- Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
- The predictive cruise control system cannot perform control at speeds below the minimum speed ([→ Adaptive Cruise Control \(ACC\)](#)).

## Activating predictive cruise control

You can separately set the events to which the vehicle should react in the Assist systems menu of the Infotainment system:

- Reaction to the road layout.
- Reaction to permitted speeds.
- Reaction to the end of traffic jams.

If you have activated at least one event, predictive cruise control will also be switched on automatically when ACC is switched on.

# Driving with predictive cruise control

## Displays

A message will be displayed on the instrument cluster display as soon as the system detects a speed limit or will reduce the speed due to the course of the road ahead. This message indicates the reason and the speed to which your vehicle will be regulated.

 Speed regulation due to speed limit.

 Speed regulation due to cancellation of the speed limit.

 Speed regulation due to a roundabout.

 Speed regulation due to a junction.

 Speed regulation due to the road layout.

 Speed regulation due to the end of a traffic jam.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to the road layout, the vehicle will subsequently accelerate back up to the previously stored speed.

Announced speeds for driving through bends depend on the driving profile .

## Cancelling speed adaptation

During the announcement:

1. Press the **RES** button.

During control intervention:

1. Press the **SET** button.

## Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

+ 1 km/h (1 mph):

Gently press the **+** button.

- 1 km/h (1 mph):

Gently press the **-** button.

+ 10 km/h (5 mph):

Strongly press the **+** button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):

Strongly press the **-** button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

If you adjust the announced speed excessively, predictive cruise control will be terminated.

 If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if ACC

is deactivated. However, speed regulation will not take place.

 When a speed limit is lifted on a motorway, the recommended speed will automatically be stored as the desired speed. However, if a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

## Troubleshooting

### **A message is displayed that predictive cruise control is currently not available or is not available in your country**

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 Depending on the malfunction, additional information may be displayed in the vehicle status [Vehicle settings menu](#).

# Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also provide assistance for braking and taking avoiding action and can also automatically brake the vehicle.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

## Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

- Pedestrian Monitoring.
- Cyclist Monitoring.
- Swerve support.
- Oncoming vehicle braking when turning.

The listed functions are automatically active (if present) when Front Assist is switched on.

## Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

- Vehicles.
- Bicycles and motorcycles.
- Pedestrians.

## Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic steering interventions by steering in the opposite direction.

## Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

## Detection of the driving situation

Front Assist detects driving situations by means of a camera located in the upper area of the windscreen and a radar sensor in the front of the vehicle.

### WARNING

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range [↳ Autonomous](#)

### **Emergency Braking (Front Assist)**

- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about what systems your vehicle has, please enquire at a correspondingly qualified workshop before starting your journey. Volkswagen recommends using a Volkswagen dealership.

## Warning levels and braking intervention

### Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

- Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)
- Reaction to bicycles and motorcycles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)
- Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

### Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

- Type of object.
- Direction of travel of the object.
- Speed of the object.
- Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

### Distance warning

 Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

### Advance warning

 Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

### Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

## Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

## Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

## Limits of Front Assist

 Front Assist is not available or its functions are restricted immediately after the vehicle is started. The indicator lamp lights up in the instrument cluster display during this time.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

## Delayed response

If the camera or radar sensor is exposed to environmental conditions that impair functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving [\*\(→ Autonomous Emergency Braking \(Front Assist\)\)\*](#).

## Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
- Vehicles that change into your lane directly in front of your vehicle.
- Vehicles with bodies or attachments that project beyond the vehicle.
- Oncoming vehicles or vehicles crossing your path.
- Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.
- Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.
- When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

## Function limitations

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

- In tight bends.
- Driving in heavy rain, snow, fog or heavy spray.
- Driving in multi-storey car parks and tunnels.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Reversing.
- If ESC is performing a control intervention or faulty.
- If the radar sensor or camera window is dirty, covered or damaged.
- If several brake lights on the vehicle are faulty.

- If there is a fault in several brake lights on a bicycle carrier with an electrical connection to the vehicle.
- If the vehicle accelerates hard or the accelerator is fully depressed.
- In complex driving situations, e.g. at traffic islands.
- In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
- When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
- When driving into and out of tunnels.
- If there is a fault in Front Assist.

## Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off → :

- If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.
- If the vehicle is being towed or is loaded onto another vehicle.
- If add-on parts cover the radar sensor or camera.
- If the camera or the radar sensor is faulty.
- After external force on the radar sensor, e.g. after a rear-end collision.
- If the windscreen is damaged in the area of the camera window.
- In the event of multiple unwanted interventions.

### **WARNING**

Failure to switch off Front Assist in the situations mentioned can result in accidents and serious injuries.

## Swerve support

The swerve support function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and supports you with a corrective steering intervention as long as you steer.

### Speed range

Swerve support is available in a speed range from around 30 km/h (20 mph) up to around 150 km/h (90 mph).

### Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental limits of Front Assist ([→ Autonomous Emergency Braking \(Front Assist\)](#)).

## Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

### Speed range

The oncoming vehicle braking when turning function is available up to around 15 km/h (around 9 mph).

### Limits

The oncoming vehicle braking when turning function is available only if you indicate, have turned the steering wheel and have therefore started the turning manoeuvre. After changing from right-hand traffic to left-hand traffic or vice versa, the oncoming vehicle braking when turning function is available only after 30 minutes or more.

The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental limits of Front Assist ([→ Autonomous Emergency Braking \(Front Assist\)](#)).

# Operating Front Assist

Front Assist and all the included functions(country-dependent) are automatically switched on when you switch on the ignition.

 However, Front Assist is not available or only partially available as long as the indicator lamp is on.

Volkswagen recommends that Front Assist and all the included functions(country-dependent) are switched on at all times. Exceptions [\(→ Autonomous Emergency Braking \(Front Assist\)\)](#).

## Switching on and off

You can switch Front Assist on and off manually and view the activation status.

In the Infotainment system:

1. Open the vehicle settings.
2. Switch Front Assist on or off in the corresponding submenu.

  If you switch off Front Assist, all the included country-dependent functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

## Adjusting included country-dependent functions

You can make further settings when Front Assist is switched on:

1. Switch the desired function on and off in the Assist systems menu of the Infotainment system.

You can also set the warning time for the advance warning.

# 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 and a text message is also displayed.

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.
- The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.
- The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible ([→ Repairs and technical modifications](#)).
- Paint work or structural modifications were carried out on the front of the vehicle.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Front Assist does not function as expected or is triggered unnecessarily several times**

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The system limits have been exceeded ([→ Autonomous Emergency Braking \(Front Assist\)](#)).
- Low sun or darkness.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Touch panels react differently than expected**

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

1. Always keep the touch panels clean and dry.

## Introduction to the topic

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera behind the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

### Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (35 mph) within the system limits (system status active).

#### WARNING

The intelligent technology used in the lane keeping system cannot overcome physical limitations, and functions only within the limits of the system. Always take care when using the lane keeping system otherwise you could cause accidents or injuries. The system is not a substitute for the full concentration of the driver and their steering.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.

# Limits of the lane keeping system

## Road lane marking that are not detected or not detected correctly

The lane keeping system cannot recognise all road lane markings correctly. The lane keeping system may not perform a control intervention if road lane markings are not detected. Be prepared to steer at all times.

Poor road surfaces, road structures or objects, reflections or dazzle effects on the road surface may be incorrectly interpreted as road lane markings. Immediately override any undesired intervention by the system.

## Temporarily switching off the lane keeping system

In the following situations undesired intervention by the lane keeping system can occur or no control assistance is provided by the lane keeping system. This means that it is particularly important that the driver is attentive in these situations: Switch off the lane keeping system temporarily:

- If the driving style is very dynamic.
- In poor weather conditions and when driving on poor roads.
- Driving through road works.
- Over crests or through dips.
- When not driving on motorways or well-developed country roads.

### WARNING

Failure to switch off the lane keeping system in the situations mentioned can result in accidents and serious injuries.

## Lane keeping system not available

The system is not available under the following conditions (passive system status):

- The vehicle speed is under 55 km/h (approximately 30 mph).
- The lane keeping system has not detected a road lane marking.
- In tight bends.
- Temporarily if the driving style is very dynamic.
- When the turn signal is switched on before changing lane manually.
- If the driver oversteers a system intervention.
- The driver does not react to a driver intervention prompt.

# Driving with the lane keeping system

## Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can also switch the lane keeping system on and off in the Infotainment system ([→ Vehicle settings menu](#)) and view the current system status there.

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

The lane keeping system (Lane Assist) is also switched on when the semi-automated driving assistance (Travel Assist) is switched on.

 If there is a system fault, the lane keeping system can deactivate itself automatically.

## Displays

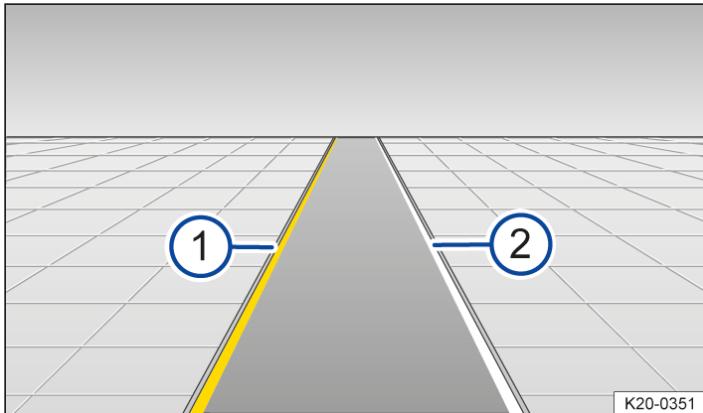


Fig. 1 On the instrument cluster display: lane keeping system displays.

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- 1 Yellow line: road lane marking detected. System is actively intervening on the indicated side.
- 2 White line: road lane marking detected. The system is ready to intervene on the side shown.

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With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dashed lane markings.

With some equipment levels, a display is also shown on the Head-up Display ([→ Head-up display](#)).

The following indicator lamps light up, depending on the driving situation:

 System is active and ready to perform control intervention.

 System intervention (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene on either side (passive system status) or is switched off.

 If the semi-automated driving assistance (Travel Assist) is actively performing a control operation, there is no steering intervention and the lane keeping system is not displayed.

## Driver intervention prompt

If there is no steering activity, the system prompts you to drive in the middle of your lane by means of acoustic warnings and a display on the instrument cluster.

If you do not react, the system will switch to passive state.

Depending on the vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Independently of steering activity, you will be additionally requested to drive in the middle of the lane again with a display on the instrument cluster display and with acoustic warnings if the corrective steering intervention takes place for an extended time.

## Steering wheel vibration

The following situations can lead to vibration of the steering wheel:

- The system can no longer detect a lane during a major steering intervention.

You can also select the option Vibration or Steering wheel vibration in the Assist systems menu of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when the lane keeping system is active.

## Troubleshooting

### Lane keeping system 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.
- The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible ([→ Repairs and technical modifications](#)).
- Fault or malfunction. Deactivate and reactivate the vehicle's drive system.
- If the problem persists, switch off the lane keeping system and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 It can take a few seconds before a system fault is detected after the ignition is switched on.

 If the lane keeping system is not available, Emergency Assist is also not available.

 If the lane keeping system is not available, Travel Assist is also not available.

### The system is not responding as expected

1. Do not attach any objects to the steering wheel.

### Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

# Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Travel Assist uses the same sensors as the Adaptive Cruise Control ACC

) and the lane keeping system(Lane Assist). You should therefore read the information onACC and Lane Assist carefully and observe the listed system limits and instructions.

## Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the  button is available on the multifunction steering wheel.

## Speed range

Travel Assist performs control as from around 20 km/h (around 15 mph), with extended operation for adaptive lane guidance from 0 km/h (0 mph). This speed range may differ depending on country.

## Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

## Displays

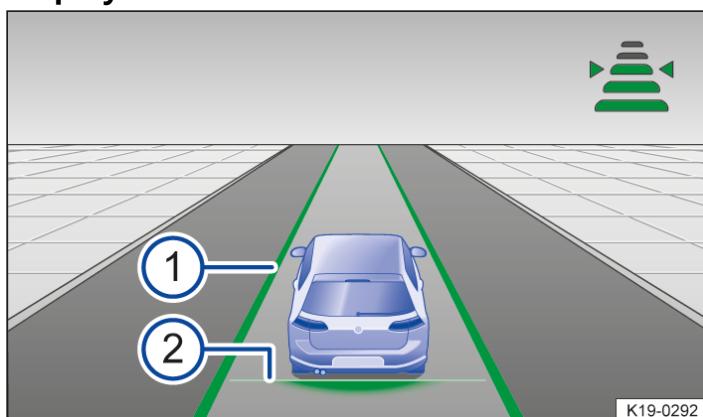


Fig. 1 On the instrument cluster display: active regulation displayed (illustration).

- 1 Adaptive lane guidance active.
- 2 Set distance.

With some equipment levels, a display is also shown on the Head-up Display ([→ Head-up display](#)).

With some equipment levels, additional details may also be shown on the instrument cluster display, e.g. dashed lane markings and vehicles driving in front.

Depending on the vehicle equipment, indicator lamps on the instrument cluster display show the status of Travel Assist:

-  Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

 Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.

## Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, depending on vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

### WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Observe the system limits and information on Adaptive Cruise Control ACC ) and the lane keeping system(Lane Assist).
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in the lane.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display.
- Be prepared to control the speed yourself at all times.

## Operating Travel Assist



Fig. 1 Lefthand side of the multifunction steering wheel.

## Switching on and starting control

1. Press the  button on the multifunction steering wheel.

The green indicator lamp  lights up in the instrument cluster display. A message is also displayed. Travel Assist maintains the current speed and the preset distance from the vehicle in front. At the same time, the vehicle is also kept in lane by steering movements if road lane markings are detected.

## Cancelling control

1. Briefly press the  button.  
Or: depress the brake pedal.  
The set distance remains stored.

## 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 ([→ Adaptive Cruise Control \(ACC\)](#)) or Lane Assist ([→ Lane keeping system \(Lane Assist\)](#)).
- Fault or malfunction. Deactivate and reactivate the vehicle's drive system.
- The system limits have been exceeded.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

### Take over steering

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

## Travel Assist switches off automatically

- Vehicles without Emergency Assist:  
You have released the steering wheel for an extended period of time.
- Fault or malfunction. Deactivate and reactivate the vehicle's drive system.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

dealership.

## Control is interrupted unexpectedly

You have activated the turn signal.

## Semi-automated vehicle assistance in a medical emergency (Emergency Assist)

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

Emergency Assist uses the same sensors as the Adaptive Cruise Control ACC

) and the lane keeping system(Lane Assist). Please read the information on ACC and Lane Assist carefully and observe the listed system limits and instructions.

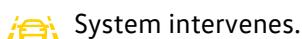
### Driver intervention prompt

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by acoustic warnings and by a braking jolt. A message is also displayed on the instrument cluster display and the volume of the Infotainment system is reduced.

Depending on equipment, the driver's belt is also tensioned simultaneously.

### System intervention

If the driver does not respond, the system can brake the vehicle and keep it in lane. The following indicator lamp lights up in the instrument cluster display:



You can override intervention at any time by steering, accelerating strongly or braking.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

- The hazard warning lights will be switched on after a short time.
- The vehicle horn will sound, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

- The electronic parking brake is switched on.
- The doors will be unlocked.
- The interior lighting will be switched on.
- An emergency call (eCall) will be made, depending on the vehicle equipment.

### Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

- Travel Assist or Lane Assist is switched on.
- The system has detected a road lane marking on both the right and left sides of the vehicle.



If there is a system fault, Emergency Assist can deactivate itself automatically.

 If the lane keeping system (Lane Assist) is not available, Emergency Assist is also not available.

## **Emergency Assist not available**

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, switch off Emergency Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Touch panels react differently than expected**

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

1. Always keep the touch panels clean and dry.

### **WARNING**

The intelligent technology used in Emergency Assist cannot overcome the physical limits specified, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor or the front camera are faulty, covered or have been displaced, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

### **WARNING**

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently to expected, cancel the intervention of Emergency Assist by accelerating strongly, braking or steering.
- Switch off the lane keeping system (Lane Assist).
- Do not use Travel Assist.
- Go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

## **Introduction to the topic**

The lane change assist system (Side Assist) provides assistance when checking for traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the wing mirrors.

## **System limits**

Use the lane change system only on surfaced roads.

The lane change system may interpret the traffic situation incorrectly in the following driving situations, for example:

- In tight bends.

- When driving in the middle of two lanes.
- When road lanes are of varying width.
- At crests in the road.
- In poor weather conditions.
- Where there are special roadside structures, e.g. high or offset crash barriers.

### WARNING

The intelligent technology used in the lane change system cannot overcome the physical limits specified, and functions only within the limits of the system. Do not let the increased convenience of the lane change system tempt you into taking any safety risks. Always take care when using the lane change system as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- 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.
- Always pay attention to what is happening around the vehicle.
- Never use the lane change system if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the display in the wing mirror in direct sunlight.

 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 the lane change system

### Switching on and off

You can switch the lane change system on and off in the Infotainment system.

1. Open the Assist systems menu.
2. Switch the lane change system on or off in the corresponding submenu.



Fig. 1 In the exterior mirror housing: visual displays of the lane change system.

When the lane change system is switched on, the yellow indicator lamp  in the exterior mirror lights up once briefly. This most recent system setting is retained even after the ignition has been switched off and on.

### Function

When switched on, the lane change system is active from a speed of around 15 km/h (9 mph). The lane change

system is deactivated at a vehicle speed below 10 km/h (6 mph).

The yellow indicator lamp  in the exterior mirror lights up in the following situations:

- If your vehicle is being overtaken.
- When overtaking another vehicle with a speed difference of up to approximately 15 km/h (9 mph). No display will be shown if the overtaking manoeuvre is much faster.

The yellow indicator lamp  flashes if a possible critical situation is detected when you indicate in the direction of the detected vehicle.

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

## **Lane change system "Side Assist Plus"**

If the vehicle is equipped with a lane keeping system (Lane Assist) and the system is switched on, the driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

## **Automatic deactivation**

The lane change system will switch off automatically if the radar sensors are permanently covered. This can, for example, be caused by a layer of ice or snow in front of the radar sensor.

A text message will be shown on the instrument cluster display.

If you use the factory-fitted bicycle carrier mount and have set up the necessary electrical connection, the lane change system switches off automatically. After you have disconnected the electrical connection, the lane change system is switched back on automatically.

## **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. The lane change system is not active during the setting procedure.

## **Troubleshooting**

### **Lane change system fault**

Fault or malfunction. The indicator lamp lights up yellow. The yellow central warning lamp  also lights up.

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

### **No sensor visibility, fault message, system switches itself off**

- Clean radar sensors and remove stickers or accessories from radar sensors ([→ Vehicle care, exterior](#)).
- Check for any visible damage.

### **The system is not responding as expected**

- The radar sensors are dirty ([→ Vehicle care, exterior](#)). The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

- The general conditions for system operation have not been met (→ *Lane change system (Side Assist)*).
- The radar sensors are covered by water.
- The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions.
- The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.
- The side windows have been retrofitted with tinted window films.

## Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

## Parking

### Parking the vehicle

#### WARNING

If the vehicle is not parked properly it can roll away even on a slight gradient. This can cause accidents and serious injuries.

- When parking, observe the specified order.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp  next to the gear display lights up red.

1. Depress and hold the brake pedal.
2. Switch on the electronic parking brake (→ *Electronic parking brake*). The vehicle's drive system is deactivated. The indicator lamp  next to the gear display lights up red.
3. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
4. Take your foot off the brake pedal.
5. Get out of the vehicle → . Watch out for other road users.
6. Take all vehicle keys with you and lock the vehicle.

#### WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could operate the position switch and switch off the electronic parking brake as a result. The vehicle could start to move.
- Never leave children, people requiring assistance or animals in the vehicle. Depending on the time of year, very high or very low temperatures can occur inside a closed vehicle.
- Always take all vehicle keys with you every time you leave the vehicle.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking space → .

#### NOTICE

The vehicle cannot be parked safely and can be damaged if the ground is uneven, sandy or muddy.

- Always park the vehicle on a firm, level surface.

#### NOTICE

Low-lying vehicle components such as the bumpers, spoiler and parts of the running gear can be damaged if the vehicle drives over objects protruding from the ground.

- Drive carefully over drives, ramps, kerbs, borders and dips.

## Operating the electronic parking brake



Fig. 1 On the driving mode selector:  button for the electronic parking brake.

### Switching on

1. When the vehicle is stationary, press the button for the electronic parking brake → *Fig. 1* .
- Or: the electronic parking brake is switched on automatically when the ignition is switched off.
-  The electronic parking brake is switched on when the indicator lamp next to the gear display lights up red.

The indicator **PARK** also lights up red on the instrument cluster display.

### Switching off

1. Press the brake pedal and select a driving position D, B, R or neutral position N.

The red indicator lamp  and the indicator **PARK** go out.

### Automatic switch-on if the driver does not leave the vehicle correctly

The electronic parking brake may switch on automatically if the system detects that you have not left the vehicle correctly → . The vehicle is also secured by the electronic parking brake in neutral position N.

#### WARNING

If not parked properly, the vehicle may roll away. This can cause accidents, serious injuries and damage to property.

- Always park the vehicle in the specified order ([→ Parking](#)).
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp  next to the gear display lights up red.

### Enabling rolling capability of the vehicle

If you do not want the electronic parking brake to be switched on automatically, e.g. in a car wash → , the rolling capability of the vehicle can be maintained.

Prerequisites:

- ✓ Vehicle is stationary.
- ✓ Brake is pressed.
- ✓ Neutral position N was engaged.

---

Establishing rolling capability:

1. Confirm the Establish roll mode message in the Infotainment system.  
Or: open the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Open the Brakes submenu.
3. Switch on function.

If rolling capacity is active, a corresponding text message is shown continually on the instrument cluster display. An acoustic warning may be given.

Ending rolling capability:

1. Press the  button. The electronic parking brake is switched on.  
Or: the ignition is switched off by pressing the starter button.

#### NOTICE

The electronic parking brake must not switch on automatically in a car wash. This could lead to the vehicle being damaged.

- Establish the vehicle's roll mode.

---

## Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake → !

1. Press and hold the  button.

The vehicle brakes strongly. An acoustic warning sounds at the same time.

#### WARNING

Incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Never use the electronic parking brake to brake the vehicle except in an emergency. The braking distance is considerably longer. Always use the foot brake.

---

## Troubleshooting

### Holding force is insufficient in the current situation

The indicator lamp  next to the gear display flashes red. The vehicle is stationary. A text message is additionally shown on the instrument cluster display.

The electronic parking brake is not completely engaged.

1. Park the vehicle in a different location or on a level surface and make sure that it cannot roll away.

### and / Electronic parking brake fault

The indicator lamp  next to the gear display in the instrument cluster flashes red. The instrument cluster display also shows the red brake warning lamp  or the yellow central warning lamp.

There is a system fault.

1. Engage a gear and then press the electronic parking brake button  again.

The vehicle is safely parked if the indicator lamp  is red and the indicator **PARK** appears without any other warning light in the instrument cluster.

1. If the yellow central warning lamp is still displayed, go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.
1. Or: if the red brake warning lamp  continues to be displayed, do not drive on!
2. Notify a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Button for the electronic parking brake faulty**

When the electronic parking brake button is pressed, the indicator lamp  next to the gear display flashes red.

The button for the electronic parking brake is faulty.

1. Switch off the ignition to switch on the electronic parking brake automatically.
2. Notify a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## / **Electronic parking brake fault**

The central warning lamp lights up yellow. The  symbol with a text message is additionally shown on the instrument cluster display.

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

## **The electronic parking brake is working but does not switch itself off**

- Charging connector is plugged in.
- The 12-volt vehicle battery is discharged ([Jump starting](#)).

## **Electronic parking brake makes noises**

Noises may be heard when the electronic parking brake is switched on and off.

If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and audible checks when the vehicle is parked.

## **Auto Hold function**

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.

### **Prerequisites**

- ✓ The driver door is closed.
- ✓ The vehicle's drive system has been activated.

If position N is selected, the Auto Hold function will not switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position → .

## Switching on

1. Open the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Switch on the Auto Hold function.

**AUTO HOLD** When the Auto Hold function is switched on, the indicator lamp in instrument cluster lights up grey.

Auto Hold is ready for use, but the car is not necessarily stopped → .

The Auto Hold function remains active when the vehicle's drive system is activated again.

## Keeping the vehicle stationary with the Auto Hold function

- Bring the vehicle to a standstill using the brake with the Auto Hold function switched on ([→ Parking](#)).
- Release the brake pedal → .

The vehicle will be kept stationary.

**AUTO HOLD** The indicator lamp in the instrument cluster lights up green when the Auto Hold function is active.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

## Switching off

- Switch off the Auto Hold function in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).

The Auto Hold function can only be switched off if the brake pedal is depressed → .

### WARNING

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp **AUTO HOLD** lights up green or  red on the instrument cluster display if the vehicle is to be held securely. The vehicle is being held by the Auto Hold function if the green indicator lamp is lit and by the electronic parking brake if the red warning lamp is lit.
- Never leave the vehicle while the vehicle is drive-ready and the Auto Hold function is switched on.
- The Auto Hold function cannot hold the vehicle in all hill start situations or brake it sufficiently on all slopes going downhill, e.g. if the ground is slippery or icy.

### NOTICE

Automatic switch-on of the electronic parking brake in a car wash can cause damage.

- Always switch off the Auto Hold function before driving into a car wash.

## Safety notes

### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

### **WARNING**

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.

### **NOTICE**

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

## **Limits of sensors and cameras**

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits → .

- Some objects may not be detected under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids → .
- The detection ranges of the parking systems have blind spots in which obstacles and people are not registered.
- In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow, as well as residue from cleaning agents or coatings ([→ Parking systems](#)).
- External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.
- Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.
- The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

 Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park to allow them to familiarise themselves with the systems and their functions.

## **Prerequisites**

### **Basic information**

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

- ✓ The doors and the boot lid are closed.
- ✓ Exterior mirrors are not folded in.
- ✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.
- ✓ The surrounding area has a flat surface.
- ✓ The vehicle does not have a heavy load at the rear or on one side.
- ✓ The vehicle is ready to drive.
- ✓ Brake support systems are switched on ([→ Brake support systems](#)).

 The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

## Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

- ✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.
- ✓ The distance when driving past the parking space should be around 1 metre (3 feet).

## Displays in the Infotainment system

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. **Do not drive on!**

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

## Menu for parking systems

1. Tap the  touch panel on the dash panel to open the parking systems menu in the Infotainment system.
2. Select the function.
3. If necessary, tap the  button to open additional settings.

## The following also applies to vehicles with Park Distance Control

 Switching Park Distance Control on and off ([Park Distance Control](#)).

 Switch to rear view camera system ([Rear view camera system](#)).

 Manoeuvre braking deactivated or faulty ([Automatic braking intervention](#)).

 Red-coloured image segment: close obstacle. Vehicle is at risk. Brake.

 Yellow-coloured image segment: obstacle in the vehicle path. Vehicle is at risk. Adjust the steering wheel angle.

 Grey-coloured image segment: obstacle outside the path of the vehicle or faulty sensor area.

 System fault in the monitored area (depending on equipment level). The colour may vary.

## The following also applies to vehicles with rear view camera system

 Switch to perpendicular parking mode ([Rear view camera system with parking modes](#)).

 Switch to crossing traffic parking mode ([Rear view camera system with parking modes](#)).

 Red line: boundary or vehicle safety clearance.

 Yellow lines: vehicle path depending on the steering angle.

 Green horizontal lines: boundaries.

USA and Canada: When the camera image of a parking system is switched on by engaging reverse gear, no function buttons are shown for safety reasons. These function buttons can be made visible again by tapping the  function button.

## The following also applies to vehicles with Area View

 Front perpendicular parking.

 Rear perpendicular parking.

 Front crossing traffic.

 Rear crossing traffic.

 Switch to trailer or offroad support (country-dependent) ([→ Rear view camera system](#)).

### NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

 In the camera image, the guiding 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.

 All of the reversing camera's guiding lines are hidden when the boot lid in which the camera is installed is opened.

## Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

### Braking functions

The following systems may be available depending on the vehicle equipment:

- Manoeuvre braking function of Park Distance Control ([→ Park Distance Control](#)).
- Emergency braking function of Rear Traffic Alert ([→ Rear Traffic Alert](#)).

### WARNING

Do not let the parking systems' automatic braking intervention tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.

- React appropriately to the warnings and driving recommendations of the parking systems.

## Prerequisites

- ✓ The vehicle speed does not exceed a maximum of around 10 km/h(6 mph) when manoeuvring.
- ✓ A parking system was switched on.

## What happens when an automatic braking intervention takes place?

The vehicle is braked to a standstill and then held for around two seconds if it encounters an obstacle.

1. Hold the vehicle with the foot brake after an automatic braking intervention.

## Switching automatic braking intervention on or off

Automatic braking intervention is activated or deactivated as soon as the driver switches a parking system on or off.

1. Or: tap the  function button for the settings on the Park Distance Control screen to temporarily deactivate or to reactivate manoeuvre braking.

## Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

1. Briefly press the accelerator to cancel the automatic braking intervention → .

The automatic braking intervention does not take place for an obstacle in the front area if Park Distance Control has been activated automatically when driving forwards ([→ Park Distance Control](#)).

## Special considerations when using a bicycle carrier

When a bicycle carrier is electrically connected, the following restrictions apply ([→ Bicycle carrier](#)):

- The manoeuvre braking function is deactivated automatically.

-  Switch off the parking system if automatic braking intervention occurs too frequently, for example when driving off-road.
-  If the vehicle has been braked by the manoeuvre braking function of Park Distance Control, the function is inactive for 5 metres in the same direction of travel or will be ready for use again after the gear or drive position has been changed.
-  After an emergency braking by the Rear Traffic Alert, 10 seconds must elapse before automatic braking intervention can take place again.

## Troubleshooting

### The parking system is not responding as expected

This could have various causes:

- The prerequisites for system operation are not met ([→ Parking systems](#)).
- The sensors or the camera are dirty or iced-up ([→ Vehicle care, exterior](#)).
- The camera lens is not clean and the camera image is unclear ([→ Vehicle care, exterior](#)).

- The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.
- The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.
- The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

## No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol and a grey image segment  in the Infotainment system. The parking system may be switched off completely.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether any of the causes described apply.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

The Park Distance Control system assists the driver when manoeuvring and parking.

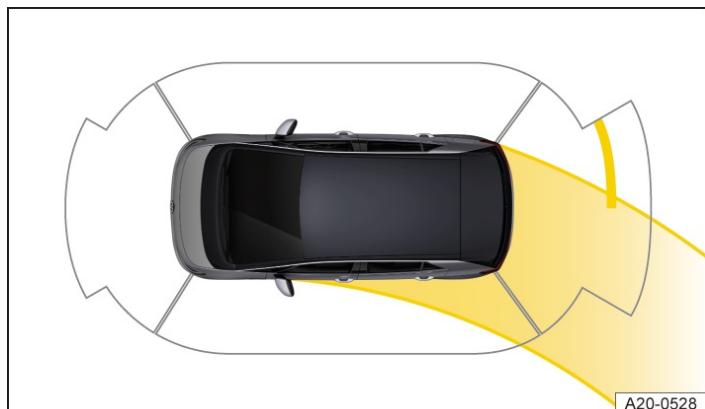


Fig. 1 Infotainment system: obstacle detection and steering wheel angle for Park Distance Control (illustration).

## Function

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle (*→ Front view*) (*→ Rear view*).

### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals → Fig. 1, → .

### NOTICE

## NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching ([→ Automatic braking intervention](#)).

## Park Distance Control settings

Park Distance Control settings can be adjusted in the menu for parking systems, e.g. automatic activation when driving forwards or manoeuvre braking.

1. Press the touch control for parking functions  ([→ Driver side](#)).
2. Tap the  function button.
3. Select setting.

## Special considerations when using a bicycle carrier

The rear and side sensors of Park Distance Control are not switched on if a bicycle carrier is electrically connected:

- No warnings are given for obstacles.
- The manoeuvre braking function is also automatically deactivated.

## Switching Park Distance Control on and off

### Switching on

1. Select reverse gear.

Or: operate the touch panel for parking functions  ([→ Driver side](#)). Then tap the  function button in the Infotainment system if necessary.

Or: the vehicle rolls backwards.

### Switching off

1. The vehicle drives forwards at a speed of more than 10 – 15 km/h(6 – 9 mph).

Or: tap the .

Or: operate the touch panel for parking functions .

The electronic parking brake is switched on.

## Automatic activation when driving forwards

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly.

1. Tap the  touch panel on the dash panel to open the menu for parking systems in the Infotainment system.
2. Switch the function on or off ([→ Parking systems](#)).

There is no further automatic activation if Park Distance Control is switched off by the driver.

Automatic activation is available again under the following conditions:

- The vehicle was accelerated to over a speed of around 15 km/h(9 mph) and then slowed down below this speed again.
- Or: the ignition was switched off and then back on again.

 If an obstacle is detected in front of the vehicle, the display on the Infotainment system is activated first. Acoustic signals are output additionally if the vehicle continues to approach the obstacle.

## Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

### Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines aid the view to the rear.

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

### Parking modes

With some equipment levels, the following screen displays are available:



Perpendicular parking:

Orientation lines provide support when reversing into a parking space at right angles to the road.



Crossing traffic:

Shows a wide-angle view of the area behind the vehicle and the side areas.

Also observe the information on the screen displays of the parking systems ([→ Parking systems](#)).

#### CAUTION

Vehicles with a swivelling Volkswagen badge: people can sustain crush injuries when the rear view camera system is extended.

- When engaging reverse gear, make sure that nobody is positioned directly behind the vehicle or can interfere with the function of the Volkswagen badge on the boot lid.

# Switching the rear view camera system on and off

## Switching on

1. Select reverse gear.

Or: operate the touch panel for parking functions . Tap the  function button in the Infotainment system if present.

## Switching off

1. The vehicle drives forwards at a speed of more than 15 km/h(9 mph).

Or: tap the  or  function button on the Infotainment system screen.

# Driving into a parking space (rear view camera system with parking mode selection)

## Parking mode: parking perpendicular to the road

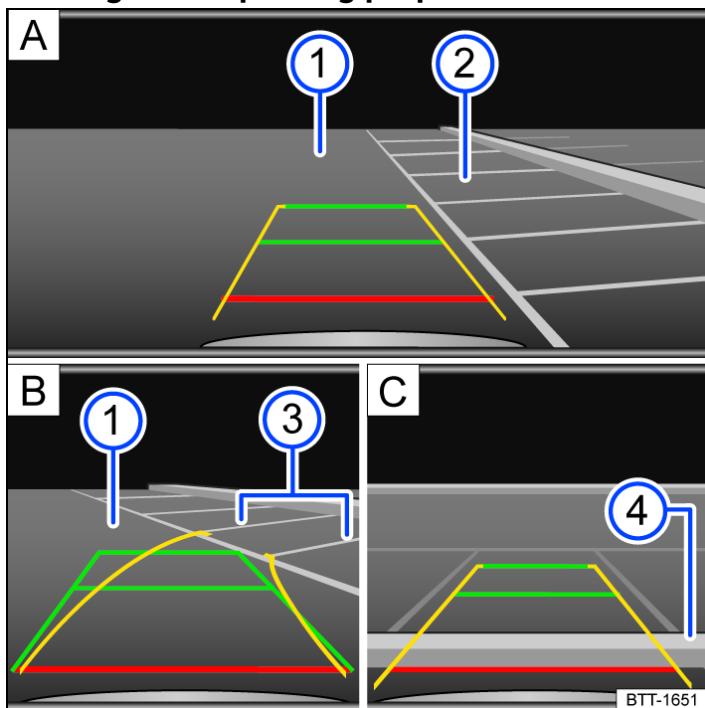


Fig. 1 Infotainment system: parking perpendicular to the road.

- [A] Choose parking space.
- [B] Drive towards the selected parking space.
- [C] Align the vehicle in the parking space.
- 1 Road.
- 2 Parking space.
- 3 Side limit of the parking space.
- 4 Rear limit of the parking space.

1. Before driving past the selected parking space, press the touch control for parking functions . If necessary, then tap the function button in the Infotainment system.
2. Tap the function button in the Infotainment system to select the parking mode.
3. Position the vehicle in front of the parking space → Fig. 1 A .
4. Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → Fig. 1 B .
5. Stop when the red line reaches the rear boundary → Fig. 1 C .

## Introduction to the topic

Area View shows the entire vehicle surroundings in real time. This function can help you to detect obstacles at an early stage in confusing situations.

### Function

The system uses several cameras to take images of the area around the vehicle which are then displayed on the Infotainment system screen → .

The Area View functions and displays may differ depending on the vehicle equipment, for example, if Park Distance Control is available and is also displayed.

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

## Switching on and off

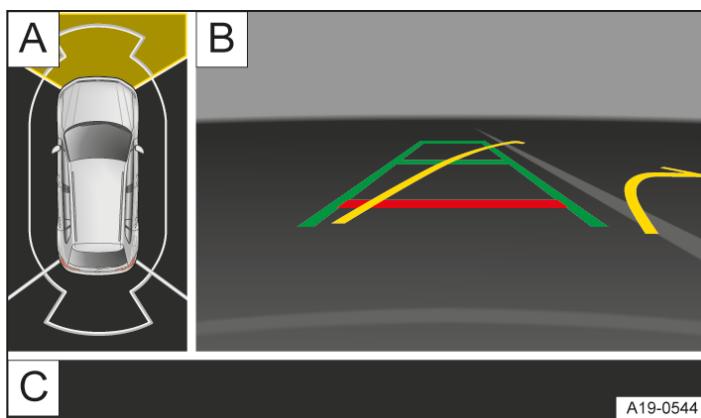


Fig. 1 Infotainment system: Area View in "front perpendicular parking" mode (illustration).

- Ⓐ Bird's eye view with selectable screen areas.
- Ⓑ Camera image.
- Ⓒ Area for the Area View function buttons.

### Switching on

1. Select reverse gear.

Or: operate the touch panel for parking functions . Then tap the function button on the Infotainment system screen.

### Switching off

1. Drive forwards faster than approximately 15 km/h(9 mph).

Or: tap the function button or on the Infotainment system screen.

Or: operate the touch panel for parking functions .

### Screen areas

Two screen areas are displayed on the Infotainment system:

- *Left screen* → Fig. 1 Ⓐ: the vehicle is shown in the bird's eye view. The view in the right area of the screen changes when you tap an individual area.
- *Right screen* → Fig. 1 Ⓑ: the individual camera images are displayed corresponding to the area selected in the left screen.

### Switching between the camera images

1. Tap the function buttons at the edge of the display → Fig. 1 Ⓒ to select a corresponding view.

Observe the information on the screen displays of the parking systems (*→ Parking systems*).

# Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

## ⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the traffic situation and the area around the vehicle.
- Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or rapidly approaching objects.

## Switching on and off

1. Press the touch control for parking functions 
2. Tap the  function button in the Infotainment system.
3. Switch Rear Traffic Alert on or off.

## Function

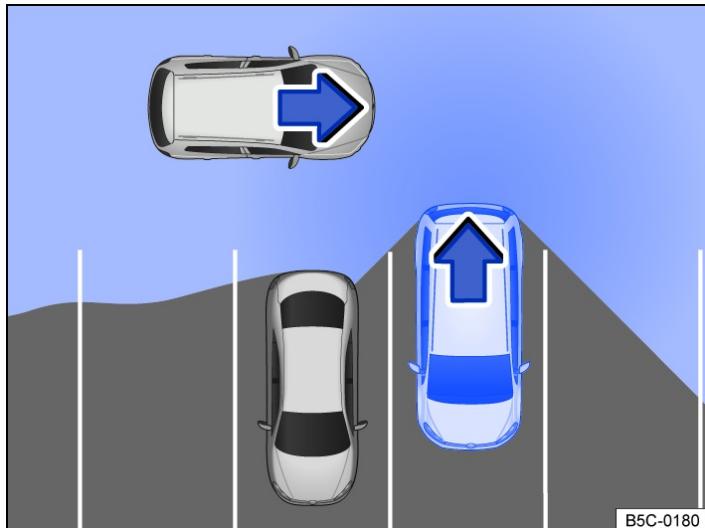


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

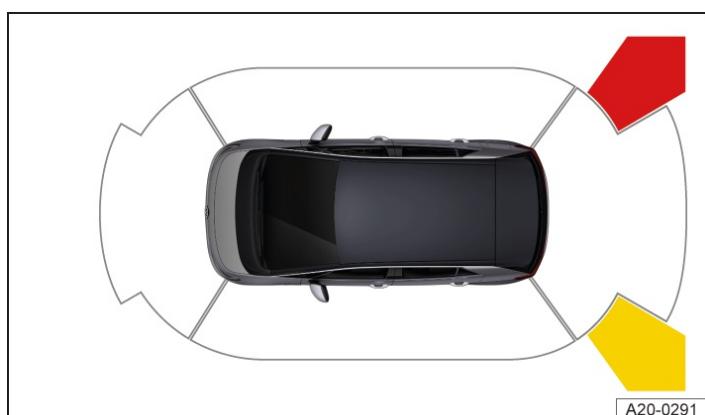


Fig. 2 Infotainment system: Rear Traffic Alert display.

Rear Traffic Alert functions using radar sensors in the rear bumper.

The system detects approaching and moving objects in the rear and side areas around the vehicle → Fig. 1 and warns

the driver about an obstacle → .

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system → *Fig. 2*.

The following indicator lamp is shown on the instrument cluster:

 Automatic braking intervention of Rear Traffic Alert.

Press the brake to hold the vehicle at a standstill.

An automatic braking intervention can take place if the driver does not react (*→ Automatic braking intervention*).

## Fault

If the Rear Traffic Alert system has a fault, the following indicator lamp will light up in the digital instrument cluster:

 The Rear Traffic Alert system has a fault, e.g. sensors are dirty or there is a system error.

## Special considerations when using a bicycle carrier

The Rear Traffic Alert is deactivated when a bicycle carrier is connected electrically.

## Information on brake support systems

These braking support systems can help the driver in critical driving or braking situations. The driver is responsible for driving safety → .

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

### WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

### — The ESC

, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres → .

### — If the ABS

fails, ESC, TCS and EDL will also cease to function.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up, there is a fault. Go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

### WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved.

- Have vehicle conversions and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable tyres. Driving stability depends on the tyre grip.

## Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability → . The indicator lamp flashes yellow.

## Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS

reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills → .

## Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered → .

## Brake Assist system

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation → .

## Electronic differential lock (EDL and XDS)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS

uses braking interventions to improve traction and keep the vehicle in lane.

## Automatic Post-Collision Braking System

The multicollision brake automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

---

## Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution (EBD)

) regulates the braking force between the front axle and the rear axle outside of any ABS regulation. This avoids excessive braking of the rear axle and keeps the vehicle stable during braking.

## Electromechanical brake servo

The electromechanical brake servo (EBS)

) supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver → . In the event of a braking intervention by a driver assist system, e.g. when ACC is performing a control intervention or during emergency braking, the brake pedal can move automatically.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still held by means of the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away ([→ Parking](#)).

### **WARNING**

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- If the brake servo is not functioning, the brake pedal must be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

## **Brake blending**

The brake blending function regulates between the braking action of the electric drive motor during energy recovery (brake energy recuperation) and mechanical braking by the driver.

## **Troubleshooting**

### **Electromechanical brake servo failure**

 Do not drive on!

Warning lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance immediately. Volkswagen recommends using a Volkswagen dealership.

### **Electromechanical brake servo fault**

Indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

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

### **Anti-lock brake system failure or fault**

Indicator lamp lights up yellow.

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

The vehicle can be braked without ABS

.

### **ESC fault**

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 15 - 20 km/h(9 - 12 mph) if necessary.
3. If the indicator lamp  continues to light up, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.

1. Continue to brake with the necessary force, and if necessary steer the vehicle.

### WARNING

If the brake warning lamp  lights up together with the indicator lamp , the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest suitably qualified workshop in order to have the brake system tested. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.
- The ABS

is not functioning correctly if the indicator lamp  does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without the ABS). The protection provided by the ABS is then no longer available. Go to a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

### WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg(approx. 5.5 lbs). Never leave any heavy, hard or sharp objects in the pockets.

### WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

### WARNING

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

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

### WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

### **WARNING**

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

### **NOTICE**

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

## Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.

### **WARNING**

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

### **NOTICE**

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before activating the vehicle's drive system.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

 Using electrical consumers with the electric drive activated and the ignition switched on will drain the 12-volt vehicle battery.

 With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

## Sockets in the vehicle



Fig. 1 In the luggage compartment on the right-hand side:  
fold-open 12-volt socket (illustration).

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on the type plates.

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total ([→ Sockets](#)).

The maximum power of a 12-volt socket in the vehicle is a total of 180 watts when the vehicle's drive system is activated.

### NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

# Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an Internet attack on vehicle functions, data and control units.

## What are connectivity components?

Control units for data transmission, interfaces, and media and diagnostic connections are connectivity components, via which information and data can be exchanged between the vehicle and external devices or the Internet. The connectivity components that are not included in all vehicles are, in particular:

- Diagnostic port.
- Control unit with embedded eSIM card (OCU).
- Mobile phone interface.
- App-Connect.
- NFC radio technology.
- Bluetooth interface.
- USB port.

Connectivity components are the key elements for cyber security. Connectivity components are also equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

## Security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

### WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and vehicle functions. This can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones.

## Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

- Use only data media, Bluetooth devices and mobile telephones in the vehicle than do not contain manipulated data or malware.
- Install system updates provided by Volkswagen immediately .
- Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

## Introduction to system update

A system update is a preventive measure to optimise software operation and protect against malware, for example.

### What is a system update?

A system update allows the software of control units in the vehicle to be updated by Volkswagen AG without the need to visit a qualified workshop.

Every system update takes place in two phases, download and software installation. Before the start of each phase, the driver is requested on the Infotainment system to confirm the start of the respective operation.

The system update function is only available in some countries and not in all vehicles.

### How can I see that a system update is available?

The switched-on Infotainment system indicates that a system update is available.

If several system updates are available for the vehicle at the same time, one system update must first be installed successfully before the next system update can be executed.

#### WARNING

It is possible in very rare cases that a control unit will not function properly after a software installation process.

- Do not use the vehicle. Contact Volkswagen Customer Care.

#### WARNING

If the digital instrument cluster does not function after software installation, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

 A measure such as engine tuning to increase performance or efficiency that has not been performed by Volkswagen may be deleted by a system update.

 Depending on equipment, release notes may be displayed once before or after a system update which describe the changes to the vehicle status. The release notes cannot be viewed again after this.

## System update requirements

The prerequisites must be met so that a system update can be downloaded and in order for you to install the software.

### General conditions

- The system update function is offered in your country.
- Your current privacy settings allow data and information to be transmitted and received .

### Vehicle conditions

- The vehicle must be in an area with sufficient mobile reception.
- The electrical system in the vehicle is ready for use.
- The 12-volt vehicle battery is appropriately charged.

# Download and software installation

## Download

Automatic download of a system update takes place without any previous notification and is also possible when driving.

 The duration of a download process depends on the network quality, file size and type of system update.

The download process can be interrupted at any time and will be resumed as required when the ignition is switched on.

## Software installation

Choose a time for software installation when the vehicle does not have to be driven by yourself or other users.

The following prerequisites must be met:

- An connection to the internet is possible at the current vehicle location via theOCU ([→ Parking](#)).
- The vehicle is parked safely in accordance with legal requirements and local conditions ([→ Parking](#)).

### WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Carry out software installation so that other road users are not hindered.
- Never use your vehicle during a software installation procedure.

## Functional restrictions during software installation

Control units, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

- Activation of the vehicle's drive system is prevented by the system.
- The high-voltage battery is not charged.
- The diagnosis AUX-IN socket is deactivated.
- The anti-theft alarm and the SAFELOCK are deactivated.
- Control units, the central computer, functions and displays are not available. Do not use the vehicle during this time.

## After software installation

After the software installation and before activating the vehicle's drive system, read the message in the Infotainment system or instrument cluster about completed installation. The vehicle requires up to a minute to display the status of the system update.

- The vehicle's drive system can be activated after successful software installation.
- If software installation is unsuccessful: [\*\(→ System update\)\*](#).

# Troubleshooting

## **Software installation was unsuccessful**

- If software installation is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.
- Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. Do not use the vehicle. In this case, contact Volkswagen Customer Care.

## **Should I perform the system update?**

It is in your own interests to carry out system updates promptly. If the driver repeatedly rejects the system update, it is then necessary to visit a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Can I interrupt software installation?**

No, this is not possible.

## **What will happen if software installation is interrupted?**

If software installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will not be updated and may be damaged due to incomplete software installation.

# Introduction to the topic

## Function of V2X

V2X permits close-range communication between several vehicles and between vehicles and the traffic infrastructure, referred to below as "participants". Communication between participants takes place based on manufacturer-independent V2X and WLAN standards. V2X functions only in some countries.

When V2X is switched on, data is transmitted continuously between the participants – irrespectively of whether your vehicle is in online or offline mode.

In order to prevent misuse and to sign V2X data with changing IDs, a V2X data sender must have valid certificates. Every receiver can thus check whether V2X data is authentic and from an authorised participant.

Certificates in your own vehicle can be automatically renewed only in online mode.

The use of continuously changing, temporary IDs for the V2X data minimises the risk of the transmitted data being traced back to you.

 Further information on data processing can be found in the Infotainment system in the Legal info menu and on the Volkswagen AG website.

## Meaning of the symbol

 Indication that activated V2X also transmits and receives data in offline mode.

## Data transmission

When V2X is switched on, the following data is transmitted and received via the V2X aerials on the vehicle roof and in some cases in the mirror triangle of the windscreen:

- Vehicle data, e.g. speed.
- Position data.
- Event data, e.g. for accidents.

## Recognising whether V2X is installed

If you can activate V2X communication under Settings in the Infotainment system, this means that the vehicle is equipped with V2X technology.

# Limits of V2X

## Data exchange

V2X in your vehicle communicates only with participants that are equipped with functional and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not detected.

## Range

Depending on the weather and surroundings, V2X participants can communicate in a near range of up to around 800 m. Not all of the functions based on V2X make full use of the possible range.

### WARNING

V2X cannot replace your attention. If you rely exclusively on V2X, there is a risk of accidents and serious injuries.

- Always drive with due care and attention and be ready to intervene at all times.
- Always adapt your driving style to the current visibility, weather and road/traffic conditions.

## Function limitations

Functioning of V2X may be restricted in the following cases:

- The environmental conditions may prevent data reaching the participant.
- Vehicle add-on parts prevent data reaching the participant.
- The event is not detected as such by participants.

# Activating and deactivating V2X

## Activating

1. Tap **HOME** in the Infotainment system.
2. Open the Settings menu
3. Activate V2X in the menu with the same name.

### WARNING

When V2X is switched on, a distance of 20 cm must be maintained between the V2X aerials and persons outside the vehicle.

- V2X aerials are located on the vehicle roof and in some cases in the mirror triangle of the windscreen.

## Deactivating manually

1. Tap **HOME** in the Infotainment system.
2. Open the Settings menu
3. Deactivate V2X in the menu with the same name.

## Automatic deactivation

V2X can deactivate itself automatically in some cases ([→ V2X technology](#)). V2X must be activated again when the reason for automatic deactivation has been remedied.

# Traffic hazard alert



Fig. 1 Illustration: traffic hazard alert by day or mobile road works.

The traffic hazard alert function uses the switched-on V2X system and warns about nearby traffic hazards based on the current situation. This can prevent accidents and improve traffic flow.

## Traffic hazards transmit data

When V2X data is received by other participants, warnings can be provided about the following traffic hazards:

- Emergency vehicle on active call.
- Day and mobile road works.
- Breakdown, accident or end of traffic jam.
- Intervention of an assist system in a vehicle ahead.

## Traffic hazard alert is displayed

Depending on the type of traffic hazard, the driving speed and the degree of vehicle deceleration, a warning about a relevant traffic hazard is provided as follows:

- Acoustic warning.
- Text message on the instrument cluster display and, depending on equipment, in the head-up display.

### ⚠ WARNING

Failure to observe traffic hazard alerts can lead to accidents and serious injuries.

- Never ignore traffic hazard alerts.

## Hiding a displayed traffic hazard alert

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

# Troubleshooting

## **V2X switches itself off independently**

- V2X is not permitted in the country in which the vehicle is currently being driven.
- The vehicle was offline too long so that certificates were not updated. Adapt the privacy settings so that an online connection is established in order to allow the certificates to be updated.
- System fault. Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **No V2X data is displayed**

- Functioning of V2X is restricted.
- There are no participants transmitting data in the vicinity.
- There are transmitting participants in the vicinity, but they are not relevant for your vehicle.
- V2X aerials are blocked by add-on parts or covers. Keep the areas around V2X aerials clear.
- Data exchange between participants is impaired or not possible due to the weather conditions.
- There is already a driver reaction to the hazard ahead.

## Introduction to the topic

To use We Connect Start, it must first be activated online by concluding a We Connect Start contract with Volkswagen AG and is subject to a restricted, country-dependent period of validity.

Both the We Connect Start portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

For the service description and further information, see [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).

It is possible to set up a user account via [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) and the We Connect ID. app

The provision and availability of all We Connect Start services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

## Service description

Read and observe the service description before using We Connect Start services. Service descriptions are updated from time to time and made available online at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).

1. Always use the latest edition of the relevant service description.

### **WARNING**

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- Move to a different location.

### **NOTICE**

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Insufficient network strength.
- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and faulty third-party apps.
- Malware on data media, computes, tablets and mobile telephones.

## Service portfolio

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

After activating the "Manage services" function, you can see whether and which services are available in the vehicle in the Infotainment system ([→ We Connect](#)).

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

The voice or search recognition technology for We Connect Start does not recognise and return search results for all words. For example, Google Speech Recognition includes a "Safe Search" feature that prevents the display of search results if vulgar terms are accidentally detected.

 You can find out which services are actually included when you conclude or renew your contract at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) or on the Volkswagen website. This also applies to possible We Connect Start individual options.

### We Connect Start services

*Maximum possible scope. Not available in all vehicles and countries.*

— Programming departure times.

— Charging.

— Air Conditioning.

— Apple Music®.

— TIDAL.

— Charging Stations.

— Online Map Update.

— Online Route Calculation.

— Online Voice Control.

— Online Traffic Information.

— Parking Spaces.

— Internet Radio.

— Destination import.

### We Connect Start individual options

*Maximum possible scope. Not available in all vehicles and countries.*

— In-Car Apps. These apps may be pre-installed directly in the Infotainment system or installed by the user.

## Activating We Connect Start

You can perform activation at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) or in the We Connect ID. app.

The following steps are required for We Connect Start activation, including registration:

1. Register with We Connect using your existing or a newly created Volkswagen ID.
2. Order and activate We Connect Start.
3. Add a vehicle to your user account.
4. Provide proof of ownership.

Follow the other information and instructions.

# Proof of ownership

## Becoming the primary user (proof of ownership)

In order to become a primary user and thus provide proof of ownership of the vehicle, it is necessary to enter the 17-character vehicle identification number (VIN) of the vehicle in the We Connect ID. app. Proof of ownership is provided in the vehicle by scanning the QR code in the Infotainment system with the We Connect ID. app.

1. Switch on the ignition and the Infotainment system.

System

2. In the Infotainment system, tap  settings ► Connect to We Connect.

3. Scan the QR code with the We Connect ID. app.

Proof of ownership is established after successful scanning of the QR code and data transfer.

## Legal requirements

When using the We Connect Start services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. driving behaviour. As the contracting party of the We Connect Start contract with Volkswagen AG, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends and other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data. Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

## Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to the We Connect Start services can be found in the Privacy Policy. The current version of this policy can be accessed on the Volkswagen website.

## Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, We Connect Start may already be activated and the previous primary user may still have the possibility to view collected data and control certain vehicle functions via We Connect Start.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user.

Alternatively, you can restore the factory settings of the Infotainment system or set the vehicle to offline mode ( ) and thus restrict communication of your vehicle with the data server of Volkswagen AG and processing of vehicle-related and personal data.

## Deactivating We Connect Start services

The following functions are available for deactivating and activating the We Connect Start services:

- Preventing or permitting data transmission via the Infotainment system .
- If possible: individual deactivation and activation via your user account in the We Connect portal or in the We Connect ID. app.

The respective services can only be run again after the deactivation is cancelled.

 Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".

## Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the We Connect Start services can be impaired or interrupted due to factors that are beyond the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- 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 shut down by the telecommunications provider.
- Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where We Connect Start services are not available.

## Manage services

Depending on the technical implementation, there may be a service management function in the Infotainment system. The following would be possible if the service management function is available:

- Checking which We Connect Start services are currently available in the vehicle.
- Number of activated and deactivated We Connect Start services.
- Activating or deactivating individual We Connect Start services.

Further information: [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).

 If you deactivate all We Connect Start services individually, the OCU can still transmit data.

# Volkswagen Customer Support

## **Free hotline:**

00800-43347328 / 00800-IDDIRECT

[E-mail: IDIRECT@volkswagen.de](mailto:IDIRECT@volkswagen.de)

We will gladly answer your questions about digital services.

Europe-wide. 24 hours a day. 7 days a week.

*If your telephone provider does not support the number 00800-43347328, please call +49 5361 3790510. The costs depend on the applicable tariff of your provider. Roaming charges may apply for calls made from outside Germany.*

## Introduction to the topic

The "Privacy settings" function enables you to permit or prevent data transmission between the vehicle and the Internet.

The required mode can be set in the vehicle settings in the Infotainment system.

The "Privacy settings" function cannot prevent data transmission from external devices and their communication with the vehicle.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".

 Please note that every vehicle user can adjust individual settings in the "Privacy settings" function. These settings may be different from those preferred by the vehicle owner.

## Privacy settings

In order to permit or prevent data transmission, activate or deactivate offline mode in the Infotainment system.

### Offline mode activated

The following happens in this mode:

- All We Connect Start services are deactivated and do not transmit any data.
- The eSIM card is deactivated.
  - All vehicle functions that require an online connection are deactivated ([→ Privacy settings](#)).
- It is not possible to update any information and data stored in the control units, e.g. emergency call numbers. This can restrict functions and services or mean that they are not available.
- Legally required services cannot be deactivated and still transmit data.
- No signal strength display of the eSIM

.

### Offline mode deactivated (online mode)

The following happens in this mode:

- All We Connect Start services can transmit and receive data depending on their settings in the user account.
  - Users can access the positioning data of the vehicle via the We Connect portal or We Connect ID app.
- The eSIM card is activated.
  - Data transmission is possible for all vehicle functions that require an online connection.
  - Signal strength display of the eSIM is available.

## Status display

The following symbols show the respective data transmission status on the Infotainment system.

-  No connection to the Internet (offline mode active).
-  A connection to the internet has been established (online mode active).
-  Grey globe: it is not currently possible to establish a connection to the Internet or a connection is currently being set up.
-  Signal strength display of the eSIM with available mobile communication standard.

Legally required services can influence the status display for data transmission independently of activated offline mode.

-  Even if offline mode is activated, online mode can be activated briefly by safety-relevant and legally required services. No We Connect Start services are activated and no data of these services is transmitted during this time. Offline mode will be reactivated and the eSIM deactivated again after successful transfer of the safety-relevant or legally required data.

### **Signal strength display of the eSIM**

The signal strength display shows in online mode whether the eSIM

of the factory-installed OCU can transmit and receive data at the current vehicle location and how good the signal strength is.

The more bars that are highlighted in colour, the stronger the signal and the larger the amount of data that can be transferred. Example: one or two highlighted bars indicate a low signal strength. There may be restrictions in this case for the high data transfer rates for streaming services.

The signal strength display functions independently of the mobile communication standard display.

There is no signal strength display in offline mode and in the event of faults in the eSIM

-  The signal strength display of the eSIM does not show the signal strength of a mobile telephone paired with the Infotainment system.
- The signal strength display of the eSIM does not show whether a WLAN device connected to the Infotainment system is connected to the Internet.

## Effects on online vehicle functions

If data transfer is restricted, the following online function cannot be executed, for example.

### Online vehicle functions

- Online Voice Control.
- Online Map Update.
- Online Traffic Information.
- System update.
- We Connect Start registration and activation.

 The restrictions also apply to new online vehicle functions that are provided for the vehicle in future.

## Description of the user role

The We Connect Start services can be ordered and activated for a specific vehicle by the owner or a user who is not just temporarily authorised to use the vehicle such as a lessee or company car driver. This person has the role as primary user.

There is only one primary user per vehicle. If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role. The previous primary user will be informed about this.

# Creating and deleting a user role

## Creating a user

Register with We Connect. You can then conclude a We Connect Start contract, add the vehicle to your user account and authenticate yourself as the user.

## Deleting a user

1. Set privacy settings to "Offline mode deactivated(online mode)".
2. Restore the factory settings of the Infotainment system.

Or: legitimise a new user in the vehicle.

 The user cannot be deleted on the server if the Infotainment system is reset to the factory settings in offline mode.

# Settings

Access settings in the Infotainment system:

1. Tap **HOME** ► **Manage users**.  
Or: tap **MENU** ► **Manage users**.

These setting options may be available, depending on the vehicle equipment:

- Me (primary user).
- Others (secondary users).
- Key.
- Settings.

## Introduction to the topic

After delivery, the vehicle can be permanently or temporarily extended by certain functions. The possibility of subsequently extending the available functions is country-dependent and is not available for all functions.

Depending on the vehicle model, you can generally activate and unlock convenience and Infotainment system functions and also driver assist systems.

The ability to activate functions depends on the build status of the vehicle. Function activation is possible only for some vehicle models and is not possible in all markets.

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the digital owner's manual that may be available.

Inform the user or buyer about permanently activated and time-limited functions when renting or selling the vehicle.

-  If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
-  If the required software for the respective activatable function is not available in the vehicle, the software can be retrofitted via . This may be subject to charge, depending on the type of software.

## Description

When the function has been correctly activated, it can be used up to the end of the agreed term.

 Indicates that a function is activated.

 Function faulty or temporarily not available.

A mobile network connection is required in the following cases:

- To purchase the function.
- To activate the function.
- To run activated functions that require continuous connectivity.

Activatable functions for the vehicle are described in this owner's manual or in the Infotainment system, on the Volkswagen website or in your We Connect user account. Some functions do not require a description, such as functions for changing the appearance or colour of the Infotainment system.

Activated functions are not linked to the duration of the We Connect contract.

## Requirements for activating a function

- A suitable Infotainment system is installed in the vehicle.
- Compatibility and performance of the hardware available in the vehicle are ensured.
- You have a valid We Connect contract with Volkswagen.
- The vehicle is assigned to your We Connect user account.
- Sufficient mobile reception is available at the current location of the vehicle.
- The electrical system in the vehicle is ready for use.
- The 12-volt vehicle battery is appropriately charged.
- Factory-installed OCU  
or in some countries the We Connect control unit is present.

## Steps for activation

Do not drive the vehicle during an activation process.

1. Switch on the ignition.
2. Confirm activation in the Infotainment system.
3. Observe the information on the Infotainment system during activation.

After activation, it is necessary to switch the ignition off and then back on again for some functions. The function can then be used properly.

 Before starting the engine again, read the message in the Infotainment system about the completed activation. If activation is unsuccessful, observe the corresponding instructions.

# Troubleshooting

## **Where can I obtain activatable functions?**

From an online shop accessible via your We Connect user account.

Depending on equipment, functions can also be purchased and activated directly via the Infotainment system in the "In-Car Shop".

## **Function restrictions during activation**

The function is not available during activation.

## **After successful activation**

Successful activation is displayed on the Infotainment system.

## **When will the activated function be available?**

Depending on the function activated, it will be available either immediately or only after the next driving cycle, in other words after deactivation and renewed activation of the vehicle's drive system.

## Introduction to the topic

### The WLAN

hotspot function is not available in all markets and vehicles.

Some Infotainment systems can be used as a WLAN

hotspot to provide Internet access for up to eight WLAN devices.

Some Infotainment systems can use the WLAN

hotspot of an external WLAN device (WLAN client) ([→ Wi-Fi](#)).

A data connection is required to set up a connection to the internet and to use services such as We Connect.

 As default, the WLAN

connection is encrypted using WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.

 The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile device tariff which includes a data flat rate. For more information contact your mobile telephone provider.

 Depending on your mobile telephone tariff, additional costs (such as roaming charges) may be charged for loading and using online data packages, especially if you use these services abroad.

 When you cross the border into countries that have different permitted radio frequencies than in your own country, operation of the wireless function/Wi-Fi must be deactivated due to legal requirements. Operation of functions that are connected by cable is not affected by this restriction, and these functions can still be used.

# Setting up a data connection

## Wi-Fi

### — WLAN

in accordance with IEEE 802.11 a/b/g/n/ac.

### — Transfer in 2.4 GHz and 5 GHz.

### — Three WLAN

modes simultaneously:

— Tethering (2.4 GHz or 5 GHz).

— 2.4 GHz access point.

— 5 GHz access point.

### — WLAN

aerial.

— One multiband aerial each for 2.4 GHz and 5 GHz.

### — Up to eight WLAN

devices can be connected simultaneously.

### — Internet connection via WLAN

:

— Tethering via mobile telephone or eSIM

via OCU.

— Hotspot for clients in the vehicle.

### — Apple CarPlay™ via WLAN

— Android Auto™ via WLAN

### — Simplified pairing process via WPS

or QR code.

## eSIM (embedded SIM)

The vehicle has an OCU

with embedded SIM card (eSIM). In order to use this eSIM you must purchase data plans for use via the In-Car-Shop.

The following must be activated in the Settings menu:

— Network settings ► Allow internet connection.

Or: Data connection ► Integrated data connection.

## External Wi-Fi device

Use the WLAN

hotspot of an external mobile telephone ([→ Wi-Fi](#)).

# Setting up and deactivating a Wi-Fi hotspot

The Infotainment system can be used as a WLAN

hotspot to provide online access for up to eight WLAN devices.

In order to establish a connection to the internet and be able to use services such as We Connect, a data connection is additionally required, for example by using an internal eSIM

or an external WLAN device. The types of data connections possible depend on the country and the Infotainment system used.

## Setting up the Wi-Fi connection

1. Tap **HOME** ►  **Wi-Fi** ► **Infotainment system as Hotspot**.

**Use as mobile**

2. Activate the **hotspot**  checkbox.

3. Search for the name of the WLAN

hotspot on the WLAN device.

4. Enter the displayed network key on the WLAN  
device and confirm.

The WLAN

connection is set up. Further inputs may be required on the WLAN device to complete the connection.

5. Repeat the procedure to connect further WLAN  
devices.

 The name of the hotspot and the network key are automatically generated. You can then define a name for the hotspot and the network key yourself.

## Deactivating the Wi-Fi hotspot

1. Open the Hotspot (Wi-Fi) settings menu. To do this, tap **HOME** ►  **Wi-Fi** ► **Infotainment system as Hotspot**.

2. Deactivate the  **Mobile hotspot** checkbox.

The Wi-Fi hotspot is deactivated.

## Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

### WPS with Infotainment system as Wi-Fi hotspot

#### ✓ The WLAN

hotspot of the Infotainment system must be activated.

#### ✓ The WLAN

device must support WPS.

---

1. Tap **HOME** ►  ► **Wi-Fi**.
2. Tap **Quick connection with Infotainment system**.

#### 3. Activate WPS

on the WLAN device that is to be connected.

The WLAN

connection is set up. Further inputs may be required on the WLAN device to complete the connection.

#### 4. Repeat the procedure to connect further WLAN

devices.

It is possible to establish only one WPS

connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

### Carrying out Wi-Fi pairing via NFC

#### WLAN

pairing can be carried out via NFC using the stowage area of the wireless charging station.

#### Prerequisites for the NFC

##### connection:

#### ✓ The NFC

technology and stowage area of the wireless charging station are installed in the vehicle.

#### ✓ NFC

is activated in the WLAN device.

#### ✓ The WLAN

hotspot of the Infotainment system is activated.

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1. Tap **HOME** ►  ► **Wi-Fi**.
2. Tap **Quick connection with Infotainment system**.

#### 3. Unlock the WLAN

device and place it on the stowage area of the wireless charging station (*→ Wireless charging function*).

The WLAN

device is connected as a client to the WLAN hotspot of the Infotainment system.



While the Infotainment system is in the  
WLAN

settings menu, the wireless charging function is deactivated. Wireless charging is reactivated when you exit the settings menu.



In the case of older WLAN  
devices, the function may be restricted or may not work. Make sure you are using the latest software version

for your WLAN device.

## Wi-Fi pairing via QR code

The WLAN

connection can also be established by scanning the corresponding QR code.

✓ The WLAN

hotspot of the Infotainment system must be activated.

✓ A suitable application for scanning QR codes must be installed on the WLAN device.

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1. Tap **HOME** ►  ► **Wi-Fi**.
2. Tap **Quick connection with Infotainment system**.

3. Scan the QR code  
on the Infotainment system screen with the WLAN device.

The WLAN

device is connected as a client to the WLAN hotspot of the Infotainment system.

## Configuring a Wi-Fi client

The Infotainment system can use the WLAN

hotspot of an external WLAN device, such as a mobile telephone, to establish an internet connection to use online services.

## Setting up the Wi-Fi connection

1. Activate the WLAN

hotspot on the WLAN device; refer to the manufacturer's operating instructions.

2. Tap **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.

3. Tap **Wi-Fi search**.

The Infotainment system searches for WLAN

hotspots nearby. The search process may take a few seconds.

4. Select the WLAN

network of the desired WLAN device.

5. Enter the WLAN

hotspot network key on the Infotainment system and confirm with **OK**.

The WLAN

connection is set up. Further inputs may be required on the WLAN device to complete the connection.

 Due to the large number of possible WLAN

devices, it is not possible to guarantee fault-free operation of all functions.

 The availability of the WLAN

function is country-specific and may vary.

## WPS with Infotainment system as client

✓ The WLAN

device must support WPS.

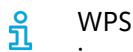
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1. Tap **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.
2. Tap **WPS quick connection (WPS button)**.
3. Activate WPS

on the external WLAN device.

The WLAN

connection is set up. Further inputs may be required on the WLAN device to complete the connection.



is not supported by all WLAN devices. Establish the connection manually in this case:

- Set up the Infotainment system as a WLAN hotspot.
- Connect the Infotainment system as a client to the hotspot of an external WLAN device ([→ Wi-Fi](#)).

## Adjusting the settings

### Accessing Wi-Fi settings

Tap **HOME** ► **SETTINGS** ► **Wi-Fi:**.

The following settings are possible:

- Set up the Infotainment system as a hotspot.
- Connect to the Infotainment system via a fast connection.
- Connect to the WLAN

1. Make corresponding entries or tap function buttons.

Changes are automatically stored when a menu is closed.

## 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 aUSB interface with data transfer function.

Some technologies can also be accessed using Wireless App-Connect via the Bluetooth interface.

### The following technologies may be available:

- Apple CarPlay™.
- Apple CarPlay™ Wireless.
- Android Auto™.
- Android Auto™ Wireless.
- Mirror Link®.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone.

MirrorLink, Apple CarPlay or Android Auto are technologies that are operated by third parties and made available to Volkswagen AG. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For more information, please visit the Volkswagen website.

### Wireless function of App-Connect after crossing a border

Please note the following if you cross borders into countries that have other permitted radio frequencies than in your own country:

- The wireless function of App-Connect is restricted or is not possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system.
- The wireless function of App-Connect must be deactivated due to legal requirements. The Wi-Fi hotspot must be deactivated.

This does not apply to the function connected by cable.

#### Opening the App-Connect main menu

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The navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap **HOME** ► .

### Setting up Wireless App-Connect

You must first pair the mobile telephone with the Infotainment system to use Wireless App-Connect. Proceed as follows:

#### Connecting the mobile telephone for the first time

1. Unlock the mobile telephone.
2. Activate WLAN reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using aUSB

cable or Bluetooth.

4. Open the App-Connect main menu if it does not load automatically.
5. Select the mobile telephone and the required technology.
6. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.
7. Disconnect the USB

connection and connect to the Infotainment system again using WLAN or Bluetooth.

Wireless App-Connect is set up.

Pairing is complete. In future, the connected mobile telephone will also be able to use Wireless App-Connect without a USB connection.

Wireless App-Connect will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the devices in both the iOS and Android settings and on the Infotainment system and restarting the connection process.

 Wireless App-Connect may not be supported by all technologies.

#### **WARNING**

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.
- Use apps and functions only when the vehicle is stationary.

#### **WARNING**

Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone with its apps against misuse.

#### **NOTICE**

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty apps, inadequate programming of apps, insufficient network strength or loss of data during transmission or by misuse of the mobile telephones.

## **Applications (apps)**

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile telephones to be shown on the Infotainment system screen.

There may be problems with compatibility with third-party apps.

Apps, their use, and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

The apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and upgraded without prior notice.

In order to avoid distracting the driver, only certified apps can be used when driving .

# Icons and settings for App-Connect

## Symbols in the menu App-Connect

The actual symbols present depend on the installed Infotainment system and the vehicle model.

 Show further information.

 Open the App-Connect Settings menu.

 Select Apple CarPlay technology.

 Select Android Auto™ technology.

 Select MirrorLink® technology.

## Possible settings in the App-Connect Settings menu

The setting options depend on the Infotainment system installed.

**Mobile devices**

Open Device Manager.

Allow MirrorLink information to be shown

information is displayed in MirrorLink® mode.

# Apple CarPlay™

## Requirements for Apple CarPlay

### Checklist

The following conditions must be fulfilled in order to use Apple CarPlay:

- ✓ The iPhone must support Apple CarPlay.
- ✓ Voice control (Siri) must be activated on the iPhone.
- ✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.
- ✓ If Apple CarPlay™ Wireless is not possible, the iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.
- ✓ The USB cable used must be an original cable from Apple.

*Apple CarPlay Wireless:* in addition, Bluetooth and WLAN must be activated on the iPhone.

-  The availability of the technologies depends on the country and may vary.
-  Information on technical requirements, compatible iPhones, certified apps and availability is available on the website of Volkswagen and Apple CarPlay or from your Volkswagen dealership.

## Connecting

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

1. Tap  .
2. Tap .

## Disconnecting

1. In Apple CarPlay mode, tap  to go to the App-Connect main menu.
2. Tap  to terminate the active connection.

How the function buttons are displayed on the screen may vary.

## Points to note

Please note the following points during an active Apple CarPlay connection:

- Bluetooth connections between the iPhone and the Infotainment system are not possible.
- An active Bluetooth connection between the iPhone and the Infotainment system will be ended automatically.
- Telephone functions are possible via Apple CarPlay only for the iPhone connected to Apple CarPlay. The functions described for the Infotainment system are not available.
- The connected iPhone cannot be used as a media device in the Media main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

## Voice control

1. Tap  briefly to start voice control of the Infotainment system.  
Or: long-tap  to start voice control (Siri) of the connected iPhone.

## Android Auto™

### Prerequisites for Android Auto

#### Checklist

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The following conditions must be fulfilled in order to use Android Auto:

- ✓ The mobile telephone – referred to below as a smartphone – must support Android Auto.
- ✓ An Android Auto app must be installed on the smartphone.
- ✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system by means of a USB port with data transmission function.
- ✓ The USB cable used must be an original cable from the smartphone manufacturer.

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*Android Auto Wireless:* in addition, Bluetooth and WLAN

must be activated on the smartphone.

-  The availability of the technologies depends on the country and may vary.
-  Information on technical requirements, compatible smartphones, certified apps and availability are available on the Volkswagen and Android Auto websites or from a Volkswagen dealership.

## Connecting

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The requirements for using Android Auto must be met.

Start Android Auto:

1. Tap  ► .
2. Tap   to establish a connection with the smartphone.

## Disconnecting

1. To return to the App-Connect main menu, select the corresponding option in Android Auto mode.
2. Tap  to disconnect the active connection.

## Points to note

The following points apply when an Android Auto connection is active:

- An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth(HFP profile).
- Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.
- An active Android Auto device cannot be used as a media device in the Media main menu.
- It is not possible to use the Android Auto navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.
- There is no media mode display on the instrument cluster display.

## Voice control

1. Tap  briefly to start voice control of the Infotainment system.  
Or: long-tap  to start voice control of the connected smartphone.

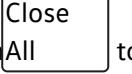
## MirrorLink®

### Function buttons

 Goes back to the App-Connect main menu. Here you can end the MirrorLink® connection, connect another mobile telephone or select another technology.

 Tap to display the screen of the mobile telephone on the screen of the Infotainment system.

 Tap to open the list of apps supported by MirrorLink.

 Tap to close any open apps. Then tap apps to be closed or tap the function button  **Close**  **All** to close all open apps.

### Prerequisites for MirrorLink

#### Checklist

The following conditions need to be fulfilled in order to use MirrorLink:

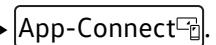
- ✓ The mobile telephone must support MirrorLink.
- ✓ The mobile telephone must be connected to the Infotainment system via a USB connection with data transfer function.
- ✓ The USB cable used must be an original cable from the mobile telephone manufacturer.
- ✓ Depending on the mobile telephone used, a suitable Car Mode app for using MirrorLink must be installed on the device.

### Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile telephone when establishing a connection for the first time.

The prerequisites for using MirrorLink must be met.

Start MirrorLink:

1. Tap  ► .
2. Tap  to set up a connection with the mobile telephone.

## Disconnecting

1. Tap  to go to the MirrorLink main menu.
2. Tap  to terminate the active connection.

## Points to note

The following points need to be noted during an active MirrorLink connection:

- An active MirrorLink device can also be connected simultaneously to the Infotainment system via Bluetooth.
- If the MirrorLink device is connected to the Infotainment system via Bluetooth, the telephone function on the Infotainment system can also be used.
- An active MirrorLink device cannot be used as a media device in the Media main menu.
- The instrument cluster display shows information about the telephone mode.
- No information about turning off at junctions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

 Information on technical prerequisites, compatible mobile telephones, certified apps and availability is available on the homepage of Volkswagen and MirrorLink or from your Volkswagen dealership.

## Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle, if installed.

The type and number of cable and wireless connections differ according to country and vehicle equipment. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

### NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

 If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

 If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

# USB port

## USB port types

The following USB

ports may be available in the vehicle:

- Type C : suitable for data transfer and the charging function.
- Type C  or : suitable for charging function only.

Each USB

port is a cable connection which can be operated only using a suitable connecting cable.

The USB

port  supplies the customary USB voltage of 5 volts.

The USB

types and also the number and installation locations of the USB ports depend on the vehicle and country.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in "mass storage mode". Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB port  can be played and controlled via the Infotainment system.

 Before connecting an audio source, check which USB

port is installed in your vehicle. Only use suitable USB connecting cables which are appropriate for the installed USB type.

## Possible fitting locations of USB ports

— On the front of the Infotainment system.

— In the centre console.

## Connecting external data media to the USB port

1. Reduce the volume on the Infotainment system.
2. Connect external data medium to the USB port .
3. Start playback on the external audio source.
4. To open the Media menu, tap .
5. Tap **Source** and select  **My media** as the media source.

iPod-specific list views (Playlists, Artists, Albums etc.) can be displayed.

## Notes and restrictions

The number of USB

ports  and compatibility with Apple devices as well as other media players depend on the equipment level.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard drives with a capacity greater than 32 GB sometimes have to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

 Do not connect or use  
USB

extension cables or USB hubs.

## Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source, e.g. mobile telephone, that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

## Bluetooth profiles

The Infotainment system is delivered from the factory with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or different version:

— HFP  
1.7.  
— Telephony and handsfree mode.

— A2DP  
1.3.  
— Music playback.

— AVRCP  
1.6.  
— Display and operation of music playback.  
— Transmission of Cover Arts.

— PBAP  
1.2.  
— Access to phone book and call lists.

— MAP  
1.4.  
— Access to SMS  
and email.

— SPP  
1.2.  
— Serial data transmission via Bluetooth.

## Starting Bluetooth audio transmission

### Prerequisites

---

- ✓ The Bluetooth audio source is paired with and connected to the Infotainment system ([→ Mobile phone interface](#)).
- ✓ The Bluetooth audio source must support the A2DP  
Bluetooth profile.

---

1. Reduce the volume on the Infotainment system.
2. Activate Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open the Media menu.
4. Tap **Source** and select **BT Audio**.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

## Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

-  Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions.
-  Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.
-  With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system with Bluetooth and the USB port  simultaneously.

## Introduction to the topic

The functions and settings of the Infotainment system depend on the country and vehicle equipment.

## Before using for the first time

Before using the device for the first time, please observe the following points so you can make full use of the available functions and settings:

- Observe the basic safety instructions  [\(→ First steps in the Infotainment system\)](#).
- Reset the Infotainment system to factory settings.
- Find your favourite radio stations and store them to station buttons for quick access .
- Use only suitable audio sources and data media .
- Use current map data for the navigation system.
- Pair a mobile telephone to make calls using the mobile phone interface .

## Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

- Supplements to the vehicle wallet of your vehicle.
- The operating instructions for the mobile telephone or audio sources.
- The operating instructions for external data media and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.

— Digital instructions in the Infotainment system, where available.

## Safety notes

- Some functions may contain links to websites that are operated by third parties. Volkswagen AG 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 AG 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, high buildings, mountains and valleys, and other electrical devices, e.g. battery chargers, can also impair reception of mobile communication, 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 manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

### WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### WARNING

Accidents and injuries can occur if the driver is distracted. Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation and cause accidents.

- Drive with your full attention and with responsibility.

### WARNING

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. Drive with your full attention and with responsibility.

### WARNING

If you set the volume at too high a level, this will mean that you will not hear acoustic signals from outside, and it can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

### WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

### WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS

reception but the telecommunications provider's mobile network is out of order or is not available.

- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

#### **WARNING**

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.

#### **WARNING**

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- 
- Sufficient network coverage is available.

#### **WARNING**

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials on the mobile telephone and an active medical implant, such as a pacemaker, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile telephone in close proximity to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

#### **WARNING**

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung through the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile telephones and accessories outside the deployment zone of the airbags.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

#### **WARNING**

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

#### **NOTICE**

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

#### NOTICE

The loudspeakers can be damaged if the volume is set at too high a level and by playback which is too loud or distorted.

- Choose the volume setting so that the loudspeakers are not damaged.

## Notes on use

- The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.
- The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.
- When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the regulations and legal requirements in the relevant country.
- To ensure the Infotainment system works properly, it is important to make sure the system is switched on and that 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 position switch must also be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.
- There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
- Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.
- If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.
- The Infotainment system is automatically switched off when the vehicle's drive system is deactivated and when the charge level of the 12-volt vehicle battery is low.
- In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.
- Information on the included software and the licence conditions is stored under **Settings ▶ Copyright**.
- If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external audio sources and data media are removed where applicable.

## Overview and control elements



Fig. 1 Overview: display and operating unit of the 10-inch version(10").

- 1 Time.
- 2 Status display of the "Privacy settings" function with eSIM signal strength display(not available in all countries) and display showing number of notifications.
- 3 Home button: □.
- 4 Status display for seat functions.
- 5 Sensor field (Infotainment system on or off).
- 6 Touch slider for temperature.
- 7 Touch slider for volume.
- 8 Views (current view is highlighted).
- 9 Temperature display (adjustment via 6).
- 10 Scroll bar and marking for additional window.
- 11 Control Centre.
- 12 Function buttons for main menus.
- 13 Screen (touchscreen).

**ⓘ** Further information and tips for operating the Infotainment system are provided on [\(→ First steps in the Infotainment system\)](#).

- 3 Home button: □

1. Tap **HOME** to open the start screen.

## 5 Sensor field (Infotainment system on or off)

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1. Tap the sensor field to switch the Infotainment system on or off manually.

## 6 Touch slider for temperature

---

Touch slider for the driver seat and touch slider for the front passenger seat.

- Swipe to the left to lower the temperature.
- Swipe to the right to increase the temperature.

## 7 Touch slider for volume

---

- Swipe to the left to lower the volume.
- Swipe to the right to increase the volume.

## 8 Views (current view is highlighted)

---

There are other views available in addition to the view with the start screen. Different content can be displayed by some menus and functions in these views. The current view is highlighted.

- Tap the marking to change to a view.
- Swipe your finger to the left or to the right across the screen to switch between the views.

## 10 Scroll bar and marking for additional window

---

Some menus and functions have additional content above or below the current screen display and an additional window that can be opened and closed. In radio mode, for example, the current playback content is shown in an additional window.

- Tap the scroll bar and pull it up or down to display the additional content.
- To open the additional window, tap the marking for the additional window and swipe to the left.
- To close the additional window, tap the marking for the additional window and swipe to the right.

## 11 Control Centre

---

There are additional function buttons in the Control Centre for functions and notifications (e.g. the Auto Hold function can be switched on and off here). You can configure the displayed functions ([First steps in the Infotainment system](#)).

1. Tap the marking and slide it down to open the Control Centre.

## 12 Function buttons for main menus

---

The position of the function buttons can be configured ([First steps in the Infotainment system](#)).

1. Press the corresponding function button to open a main menu, e.g.  $\Delta$  for the navigation.

## 13 Screen (touchscreen)

---

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available ([First steps in the Infotainment system](#)).

1. Tap **HOME** ▶ **?** ▶  Operation.

## Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.

1. Tap **HOME** ▶  ▶ **Screen** ▶  Hand gesture.

## Operating the Infotainment system

### Opening the instructions (if available)

You can find further information and tips for operation in the digital instructions for the Infotainment system.

1. Tap **HOME** ▶ **?** ▶ .

### Switching the Infotainment system on and off

The Infotainment system switches on automatically when the driver gets into the vehicle. The Infotainment system switches off automatically when the driver leaves the vehicle.

If the Infotainment system was not manually switched off before, the Infotainment system will start up when the ignition is switched on. If the Infotainment system freezes, it will restart automatically. If the restart does not work, tap and hold the sensor field for switching the Infotainment system on and off for around 15 seconds.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

-  The Infotainment system switches off automatically when you leave the vehicle with inactive ignition.
-  If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

### Configuring the HOME start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Tap a function button and hold until the function button is visibly highlighted.
2. Move the function button to the desired position and release.

The following main menus may be included as a function button on the start screen:

- Background lighting .

 App-Connect .

 Apps.

 Assist systems .

 Vehicle .

 Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide ([First steps in the Infotainment system](#)).

 Sound ([First steps in the Infotainment system](#)).

 Navigation .

 Radio/Media .

 Legal.

 Settings ([First steps in the Infotainment system](#)).

 Auxiliary heater: auxiliary heater .

 Telephone .

## Scrolling through lists, switching tracks

Use the touchscreen or menu control to select the desired function, setting or track.

## Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise function buttons and views (this depends on the vehicle equipment level) ([First steps in the Infotainment system](#)).

## Enlarging or reducing images and maps on the screen

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the screen and keep your fingers on the screen.
  - To enlarge the display of images and maps, slowly move your fingers apart.
  - To reduce the display of images and maps, slowly move your fingers together.

## Personalising the Infotainment system

Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

## Configuring tiles

You can find tiles for accessing further menus and functions on the Infotainment system displays. Configure the tiles by removing or adding views.

1. Tap a tile and hold until an additional window opens.
2. Tap  to open the configuration function.
  - To add a new view with tiles, tap  and the desired template. New tiles are created without functions.
  - To remove a view with tiles, tap .
3. Tap  to close the configuration function.

4. To return to the view, tap  or a free area on the screen.

 At least two tiles are always available. These cannot be removed. With some equipment levels, you can add two more tiles. In total, a maximum of four tiles can be displayed.

## Adapting tiles

Configure tiles and the displayed functions of the tiles in the Infotainment system views to adapt the Infotainment system to your needs.

1. Tap a tile and hold until an additional window opens.
2. To add functions to a tile, tap the desired tile.
3. Tap the desired function in the additional window ([First steps in the Infotainment system](#)). Various functions are available depending on the size of the tile.
4. To remove a function from a tile, tap the desired tile and then tap .
5. To return to the view, tap  or a free area on the screen.

 More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

## Adapting the Control Centre

Personalise the Control Centre of the Infotainment system to permit faster access to favourite or frequently used functions, e.g. the Auto Hold function.

1. Tap a function and hold until an additional window opens.
2. Tap the desired function in the additional window and hold until the function is visibly highlighted.
3. Move the function to the desired position and release.

The active function is automatically removed from the control centre and added to the additional window.

 More functions are available for the control centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

## Opening the instructions (if available)

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.

1. Tap     Custom.

## System and sound settings

### Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

 or  The setting is selected and activated or switched on.

 or  The setting is not selected and is deactivated or switched off.

 or  Open the drop-down list.

- ⊕ Increase the setting values.
- ⊖ Decrease the setting values.
- < Gradually back.
- > Gradually forwards.

 Change setting values with the slider control (infinitely variable).

## System settings

The following functions, information and setting options may be available in the system settings:

- Offline mode.
- V2X communication.
- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- WLAN
- Data connection.
- Mobile devices.
- Reset to default settings.
- System information.
- Copyright.
- Configuration assistant.

### Opening the system settings

---

1. Tap  ► Settings.

## Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

### Opening the sound settings

---

1. Tap  ►  ► Sound.

## Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

## Cleaning the screen

Observe this checklist when cleaning the screen:

- ✓ The Infotainment system is switched off.
- ✓ Use a clean, soft cloth that is moistened with water.  
Or: use a cleaning cloth available from Volkswagen dealerships.
- ✓ In the case of stubborn dirt:
  - ✓ Moisten dirt with only a little water and allow to soak in.
  - ✓ Carefully remove dirt with a clean, soft cloth.

### NOTICE

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the device and dull the screen.

### NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen and then leave the vehicle locked from outside for at least 2 minutes.

# Marks, licences, copyright

## Marks and licences

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## Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

## Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.

### Opening the Radio menu

---

1. Tap **HOME** ►  .

### Opening settings

---

1. Tap **HOME** ►    **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.

# Equipment scope and radio symbols

## Radio

The available functions and the possible reception modes and frequency band depend on the vehicle equipment and country.

- FM
  - dual tuner (antenna diversity).
- Combined station list.
- Combination of FM
  - and DAB stations in one list.
- Combined preset list.
- Combination of all stations stored to station buttons in one list.
- 36 station buttons as storage locations for favourites.
- Station logos.
- Aerial amplifier.
- DAB
  - /DAB+.
- DAB
  - slide show.
  - Stationary images are transmitted parallel to the current broadcast.
- Internet Radio.

## General symbols in radio mode

 FM Select FM reception mode.

 FM/DAB Select FM /DAB reception mode.

 Internet radio Select Internet Radio reception mode.

 Select frequency band or reception mode.

 Show favourites that are saved to station buttons.  
Small in a station list: station already saved as a favourite to a station button.

 Open the settings.

 Select previous station from the station list or station on previous station button.

 Select next station from the station list or station on next station button.

 Mute radio.

 Display frequency band for manual selection of FM frequency.

Possible only if the combined station list is switched off in the settings in Radio mode.

 Swap between radio and media mode.

 My playlist.

 Add station as favourite.

TP

Traffic news monitoring (TP

) is activated.

No TP

The selected traffic news station is not available.

AF off

Automatic station tracking (AF

) is switched off.

RDS off

Radio Data System (RDS

) is switched off.

## Symbols in the FM and FM/DAB frequency band

 No DAB

reception possible.

 DAB

station supports slide show.

 Slide show is not available for the DAB

station.

## Symbols in Internet Radio mode

 Open full-text search.

 No Internet Radio reception possible.

 Display recently listened to internet radio stations.

 TOP 100 Display 100 most frequently listened to internet radio stations.

 Display available internet radio podcasts.

 Display internet radio stations from the desired country.

 Display internet radio stations that broadcast in the desired language.

 Display internet radio stations who broadcast programmes from the desired genre.

 Display station selection.

 Display podcast episodes.

 Display associated stations and podcasts.

 Skip forward 15 seconds in podcast episode.

 Skip back 15 seconds in podcast episode.

## Selecting a frequency band or reception mode

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

The available frequency bands and reception modes depend on the vehicle equipment and country.

1. Tap  to open the list of frequency bands and reception modes.
2. Select frequency band or reception mode:
  - FM  
(for devices without DAB support).
  - FM  
/DAB.
  - Internet Radio.
  - SiriusXM.

## Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on frequency band and reception mode.

### Selecting via multifunction steering wheel

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You can select stations from the station list or from the favourites via the multifunction steering wheel.

- To select the previous station, press  on the multifunction steering wheel.
- To select the next station, press  on the multifunction steering wheel.

### Selecting via frequency band (FM)

You can select frequencies and save them as favourites.

Prerequisite:

- ✓ The combined station list is switched off in the settings.

---

1. Tap .
2. Tap the cursor, move on the frequency band and release at the desired frequency.  
Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.  
The station at the set frequency is set.

## Selecting from station list (FM/DAB)

---

The station list shows the stations that can currently be received. The station list is updated automatically.

1. Open the station list.
2. Tap the desired station.

The selected station is set. The best reception mode is selected automatically according to availability of the station.

## Searching for and filtering stations (Internet Radio)

---

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. To start the full text search, tap  and enter the name of the desired station.  
Or: select a category to filter stations by category.  
The list of found stations is automatically updated during input.
2. Tap the desired station.

## SCAN Searching in SCAN mode (FM/DAB)

---

In SCAN mode, the radio tunes to each station on the frequency band in turn and plays it for around 5 seconds. SCAN mode is possible only in the additional window in which the current playback content is displayed.

1. Tap SCAN to start the SCAN function.  
The SCAN function starts and the currently set station is shown on the display.  
The SCAN function button is shown.
2. To select a station, tap SCAN.  
The SCAN function button is no longer highlighted.  
The SCAN function stops and the station is set.

## Storing stations to station buttons

---

You can save up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Tap   
Or: tap and hold a station in the station list.
3. Tap   
Or: tap a previously assigned station button and hold it for around 3 seconds.  
The station is stored to the selected station button.  
If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

## Online functions in radio mode

With some equipment levels, the Infotainment system has online functions in radio mode.

Internet Radio is an example of an online function in radio mode.

Requirements for using online functions in radio mode:

- ✓ The vehicle is equipped with We Connect Start.

- ✓ We Connect Start is activated and the vehicle is assigned to your user account.
- ✓ You have a data plan on the SIM card in your mobile telephone and have connected it to your vehicle using the WLAN hotspot on your mobile telephone (→ *Wi-Fi*).
- ✓ *Optional:* you have purchased data plans from Volkswagen's current mobile phone partner for use with the vehicle's SIM card.

---

## Special functions in radio mode

The special radio mode functions listed below may not be available in all Infotainment systems depending on the equipment and country.

### TP (Traffic Programme)

The TP

function monitors the traffic announcements from a set traffic news station and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible for this.

In media mode, the system will always automatically tune to a traffic news station in the background if one is available.

Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

If no traffic news station can be received, No TP will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to TP again.

The TP

function must be activated in the settings in order to receive traffic announcements.

Traffic news stations are not available in all countries.

Switching on the TP function

---

1. In radio mode, tap  Radio and activate  Traffic Programme (TP).  
Or: in media mode, tap  Media and activate  Traffic Programme (TP).

### Internet radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent 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.

 Functioning of Internet Radio depends on the privacy settings in the vehicle.

### Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

The station logos will be assigned automatically to the stations if Autoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

Manually assigning station logos

---

1. In radio mode, tap  Radio  Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select station logo.
4. Repeat the process for further stations if desired.
5. Tap  to finish assigning station logos.

## Introduction to the topic

In media mode, you can play media files from data media on the Infotainment system.

With some equipment levels, the following data media can be used:

- USB
  - data medium, e.g. USB stick.
- Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

- Audio files, e.g. music.
- Video files.

## Streaming services

You can also use streaming services, depending on the equipment and country ([→ Streaming services](#)).

Open the MEDIA main menu

---

1. Tap   .

Opening settings

---

1. Tap    Media.

## 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.

# Equipment features and media symbols

## Audio, media, connectivity

- Media playback and media control via Bluetooth.
- Audio playback in the following formats:
  - AAC
  - ALAC
  - AVI
  - FLAC
  - MP3
  - MP4
  - WMA
- Video playback in the following formats:
  - MPEG
    - 1 and MPEG-2 (.mpg, .mpeg).
  - ISO
    - MPEG4; DivX 3, 4 and 5; Xvid (.avi).
    - ISO MPEG4 H.264 (.mp4, .m4v, .mov).
    - Windows Media Video 10 (.wmv, .asf).
- Cross-device playlists.
- Cross-source media database:
  - The data of all media sources connected to the Infotainment system is stored in a media database.
- Media streaming (online).
- Media search.

## Symbols for media sources

 Select My media as the media source. ConnectedUSB devices can be selected under My media.

 Select a device connected via Bluetooth as media source.

 Set up available streaming services.

Already set up streaming services will be displayed in the list of media sources with their own logo.

## General symbols in media operation

 Start playback.

|| Pause playback.

(◀) Go to previous track.

(▶) Go to next track.

🔁 Repeat current track.

🔁🔁 Repeat all tracks.

🔀 Activate shuffle mode.

❤ Show favourites list.

(+) Add media file as favourite.

⌄ Top right: select media source.

⚙ Open the settings.

🔍 Open search.

⬅ Go back to higher-level folder of the media source.

## Symbols for categories and groups of media files

🎵 Music tracks.

🎬 Videos.

📄 Playlists.

🔊 Albums.

👤 Artists.

🎸 Genre.

🎙 Podcasts.

🎧 Audio books.

## Symbols for video playback

▶️ Play video in full-screen mode.

▢ Minimise playback.

## Selecting and playing a media source

## Selecting a media source

1. Connect an external media source if you require playback from an external media source.
2. Select the connected media source that is to be used for playback.

## ▷ Playing audio and video files

You must connect and select a media source before playing media files.

You can search for and play media files from an available media source in various ways.

### ≡ Searching in the folder structure

---

All media files of USB

devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in the My media folder.

1. Tap the desired folder.

The folder structure of the selected media source is displayed. If My media is selected, categories, e.g. music, and connected media sources are displayed first.

2. Search through the folder structure for the desired track.

Or: tap  to start the full-text search.

The input field is displayed.

3. Enter the name of the desired track.

The list of found tracks is automatically updated during input.

4. Tap the desired track.

If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

If a playlist is played, all available tracks in the playlist will be added for playback.

5. Close the selection with .

### ♡ Selecting favourites

---

You can save individual tracks, albums, artists and genres as favourites for playback.

1. Open favourites.
2. Tap the desired favourite.

Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

### ♡ Saving favourites

---

Only media files that are displayed under My Media in the Music and Video folders can be saved as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.

2. Tap .

3. Tap .

Or: tap an already assigned favourite location and hold for around 3 seconds.

4. Choose from the selection list:

- Track.
- Albums.
- Artists.
- Genres.
- Playlists.

The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

If a video file is currently being played, only this video can be saved as a favourite.

## ⌚ Streaming services

Depending on the vehicle equipment and country, you can use streaming services directly via the Infotainment system ([→ Media mode](#)). You require an Internet connection in order to use streaming services ([→ Media mode](#)).

### ⌚ Setting up a streaming service

---

1. Tap  and tap Media streaming.

A list of available streaming services is displayed.

2. Select the desired streaming service.

An input field for input of the login data is displayed.

3. Enter the login data of the desired user account and confirm.

The streaming service is added to the list of media sources as a new function button.

### ⌚ Using a streaming service

---

1. Tap .

A list of available streaming services is displayed.

2. Select the desired streaming service.

 You may need to log in again to the streaming service if you, for example, change the privacy setting.

## Online functions in media mode

### Streaming services

You can also use streaming services, depending on the equipment and country.

Streaming services are not available in all countries and vehicle models.

Conditions for using streaming services:

- ✓ You have purchased a corresponding data plan from the In-Car Shop or you have available data on the SIM card of your mobile telephone and are connected to your vehicle via the WLAN hotspot on your mobile telephone ([→ Wi-Fi](#)).
- ✓ You have a user account for the respective streaming service:

 Streaming services, such as Apple Music and TIDAL, can only be activated or deactivated as a group, even if they are listed separately in the menu ([→ We Connect](#)).

## Entertainment playback via the Infotainment system

You can play music and videos on the Infotainment system.

### Video mode

In video mode, the Infotainment system display can play a video from a data medium or, depending on country, from a streaming service ([→ Media mode](#)). The video soundtrack is played on the vehicle loudspeakers.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

## Introduction to the topic

The current vehicle position is determined by means of a global satellite system. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

The navigation is operated on the screen.

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.

### WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

-  The navigation may recalculate the route if the driver misses a turning.
-  The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

Opening the main menu of the navigation system

1. Tap **HOME** ▶ .
- Or: tap **HOME** ▶  ▶ .
- Or: tap **MENU** ▶ .

Opening settings

1. Tap **HOME** ▶  ▶ .
- Or: tap **MENU** ▶  ▶ .

## Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, information on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style ([→ Navigation](#)).

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

-  Navigation announcements are not given if the Infotainment system has been muted.

## Restrictions during navigation

When the Infotainment system cannot receive any data from GPS

satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also

try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

## Controlling the navigation map

For optimal viewing, you can also operate the navigation map with advanced finger movements.

### Moving the navigation map

---

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

### Enlarging the map view

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Recommendation: use your index finger.

1. Tap the map twice to zoom in on a particular position.

### Reducing the map view

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Recommendation: use your index and middle finger.

1. Tap the map with two fingers simultaneously to zoom out at a particular position.

### Enlarging and reducing the map view

---

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

### Enlarging and reducing the map view

---

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

### Tilting the map view

---

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

### Rotating the map view

---

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.

2. Turn your fingers clockwise or anticlockwise to rotate the map view.

## Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and position information, to enable you to enter destinations quickly and to optimise route guidance.

### Deleting stored data

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1. Tap  Basic functions▶Delete usage pattern.
2. Tap confirmation to delete.

## Navigation equipment and symbols

### Navigation

The navigation functions depend on the equipment level and country.

#### Equipment

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- Destination input and route calculation.
- Personal POIs.
- 3D City Maps.
- Online Map Update.
- Online Traffic Information.

### General navigation symbols

 Enter and search for destinations.

 Display the navigation map.

 Open saved addresses (contact list of the connected mobile telephone).

 Open the settings.

 Display destination memory.

### Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic announcements and POIs, such as filling stations, if the navigation data is available ([→ Traffic information](#)).

 Display current position.

 Display additional window with route options.

 Fully automatic map mode(alignment in direction of travel, position, zoom & tilt)

 Align the map to north.

☰ Display additional window with further options.

— Map scale.

ⓘ Display information on the route.

## Symbols in the additional window

— To open the additional window, tap ☰.

☒ Display route overview and alternative routes for current route guidance.

⟳ Repeat the previous navigation announcement.

🔇 Mute navigation announcements and adjust volume for navigation announcements.

## Other symbols

☰ Destination search: detailed destination input for an address.

❤ Save as favourite.

✉ Work (company).

🏠 Home (private).

## Route plan symbols

▴ Display current position.

☒ Destination of the current route guidance.

☒ End the current route guidance.

➤ Close the route plan.

⌚ Forecast distance to the destination.

⌚ Forecast time of arrival at the destination.

⌚ Forecast time needed to reach the destination.

## POI symbols

POIs are displayed on the map when navigation data is available.

Tap the desired POI to start route guidance .

⚡ E-charging station.

⛽ Filling station.

 Car park.

 Tourist information.

 Train station.

 Restaurant.

## Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under  Basic functions ► Define preferred POI categories.

## Traffic reports

Traffic announcements are displayed on the map when navigation data is available ([→ Traffic information](#)).

Tap a traffic announcement to open an additional window with further details ([→ Navigation](#)).

 Traffic jam.

 Accident.

 Ice.

 Road closed.

 Risk of skidding.

 Danger.

 Road works.

 Strong winds.

## Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

### NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

### Updating navigation data online

The navigation data for regions in which you regularly travel is automatically updated in the background if an Internet connection is available and, depending on country, the privacy settings are valid.

1. Navigation data is automatically updated while the ignition is switched on.

 Automatic update of navigation data depends on the privacy settings. No update is carried out in offline mode.

### Updating navigation data manually

---

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at [www.volksvagen.com](http://www.volksvagen.com) and stored on a suitable USB

data medium (available from independent retailers). If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on aUSB data medium.

2. Switch on the vehicle ignition.

3. Connect a USB

data storage device to the Infotainment system when the vehicle is stationary.

The navigation data for regions that are currently frequently travelled is automatically updated in the background.

 No message appears in the Infotainment system while the navigation data is being updated, or once the update is complete.

 When you update navigation data manually, the USB data medium must remain continuously connected. No message appears to indicate that the update has been completed.

 Leave the USB

data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Failure to do so will cancel the update.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB data storage device nor an Internet connection.

1. To display the map data version, tap **HOME** ▶  ▶ System information.

## Entering a destination and starting route guidance

Depending on country and vehicle equipment, different functions are available for destination input.

Further information about the symbols on the Infotainment system display is available on [\(→ Navigation\)](#).

You can more precisely limit the search by indicating preferences in the results list, such as 'nearby'.

The different functions for destination input can be found in the main menu of the navigation system.

### Opening the main menu of the navigation system

---

1. Tap **HOME** ▶ .

### Opening the settings

---

1. Tap **HOME** ▶  ▶ .

## Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input.

You can also enter a new, as yet unknown address for route guidance.

 When entering the address, enter the name of the destination rather than the postcode.

#### Selecting a destination and starting navigation

---

1. Tap .
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

Or: tap .

#### Quick start

---

1. Tap .
2. Enter the address of the destination and tap and hold the desired destination for a few seconds.

 Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

## Recommended destinations

The navigation system uses stored data such as the last and learned destinations, favourites, and home and work addresses so it can use this data for route guidance.

#### Selecting a destination and starting navigation

---

1. Tap   Suggested.
2. Tap the desired destination.

Route guidance starts automatically.

## Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

#### Selecting a destination and starting navigation

---

1. Tap   Last destinations.
2. Tap the desired destination.
3. Tap Start.

Or: tap .

#### Quick start

---

1. Tap   Last destinations.
2. Tap the desired destination and hold for a few seconds.

## Favourite destinations

Save up to 50 destinations as favourites.

1. When entering a destination, tap  in the additional window.

## Selecting a destination and starting navigation

---

1. Tap  Favourites.
2. Tap the desired destination.
3. Tap Start.

Or: tap .

## Quick start

---

1. Tap  Favourites.
2. Tap the desired destination and hold for a few seconds.

## Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To enter a destination, tap the desired position or location on the map. You can start route guidance if map data is available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

Use the offroad navigation function to enter a destination point with unknown data.

## Offroad navigation

The offroad navigation function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start offroad navigation, tap a free area without positioning data.

## Starting navigation

---

1. Tap .
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended tap gestures ([Navigation](#)).
3. Tap the desired destination or any destination point on the map without positioning data.
4. Tap Start.

Or: tap .

## Using the address data of a contact

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

## Starting navigation

---

1. Tap .
2. Tap the desired contact and address data.

3. Tap Start.

Or: tap .

## NOTICE

If the address data of a contact is out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date.

## Adding charging stops automatically

To automatically add charging stops, activate the automatic planning of necessary charging stations along the route in the route options .

The number of charging stops that can be added automatically may be limited.

In the settings you can enter the desired method of payment at the charging stations. Depending on the selection and the available data, suitable charging stations will be displayed on the map and planned along the route.

The charging limit for the vehicle can be adjusted in the main menu **Vehicle** .

### Selecting alternative charging stations

Instead of the automatically planned charging stations, you can also select alternative charging stations for the planned routes.

1. Enter or select the desired destination.

2. Tap Start.

3. Open the route plan.

4. Tap a planned charging station in the route plan.

Details of the planned charging station are displayed.

5. Tap **Show more charging stations**.

The locations of additional nearby charging stations will be shown on the map.

6. Tap an alternative charging station nearby on the map or in the list.

Details of the alternative charging station are displayed.

7. Tap **Charge here**.

The previously planned charging station will be replaced by the newly selected charging station and the route adjusted accordingly.

 If you select **Add as stopover**, the selected charging station will be kept if the route is changed.

## Function descriptions

### Route plan

The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings ([→ Navigation](#)).

### Opening and closing the route plan

1. Tap the route plan to open the route plan.

2. Tap  to close the route plan.

3. To stop route guidance to the destination or stopover, tap  next to the destination in the route plan.

## Editing route guidance

---

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.

2. Move the destination to the desired position and release.

The route will be recalculated.

## Bypassing a traffic disruption

---

The route plan displays reports of current traffic disruptions when navigation data is available. Avoid traffic disruptions by editing the route plan ([Traffic information](#)).

1. Tap the traffic announcement.

2. Tap Bypass.

The route will be recalculated.

 For each guidance to a destination, only one traffic disruption can be avoided in this way.

## Additional window

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry touched.

### Closing the additional window

---

1. Tap a free area outside the additional window.

Functions in the additional window:

**Display on map**

Display the selection on the map.

**Add stopover**

Add a stopover to the route guidance.

**Direct route**

Start direct route guidance.

**Delete**

Delete stopover from route guidance.

**Bypass**

Avoid a traffic disruption. The route will be recalculated.

**Stop route guidance**

End the current route guidance.

 Save destination as a favourite.

 Add a destination as a stopover or start direct route guidance to the destination.

## 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. Tap  Suggested to display the suggested routes.

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Relevant traffic disruptions are taken into account in the route guidance. Relevant traffic disruptions will be avoided if an alternative route and the navigation data is available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating and deactivating "Learn usage pattern"

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1. Tap  Basic functions to open the settings for this function.
2. Tap Learn usage pattern to activate or deactivate the function.
3. Tap Delete usage pattern to delete saved data.

## 360° range display.

The 360° range display shows the possible range with the current charge level of the high-voltage battery.

Activating the 360° range display

---

1. Tap .

 If the charge level is too low, the operating range display is automatically hidden. When the battery has recharged, the range display will reappear.

 To show the complete range display on the map, you may need to adjust the map view ([Navigation](#)).

## Traffic information

Depending on equipment, reception of traffic information is not available in all Infotainment systems and not in all countries.

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

 Receipt of traffic information can depend on the privacy settings. No traffic information is received in offline mode .

## Traffic reports

Traffic announcements, e.g. traffic jams or slow-moving traffic are shown as symbols on the navigation map ([Navigation](#)).

When route guidance is active, traffic reports that are on the current route are displayed in the route plan. You can bypass these traffic reports ([Navigation](#)).

 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 all traffic reports by colouring of the road network.

Orange Slow-moving traffic.

Red Traffic jam.

## Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

 As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or WLAN can be restored at any time without having to pair the device again.

Open the menu for the mobile phone interface

---

1. Tap **HOME** ► .

# Equipment and symbols of the mobile phone interface

The specified equipment features and symbols are not available in all countries and for all Infotainment systems.

## Equipment features

- Hands-free function.
- Use up to two mobile telephones simultaneously.
- Phone book with up to 5,000 contact entries.
- SMS
  - functions via Bluetooth:
    - Read SMS
    - Write SMS
      - (including templates).
    - Have SMS
      - read out loud.
    - Message history.
  - Email functions via Bluetooth:
    - Read emails.
    - Write emails.
  - Convenience telephony ([Mobile phone interface](#)).
  - Connection to wireless charging facility(wireless charging function) ([Wireless charging function](#)).
  - Connection to microphone installed in the vehicle.

## Symbols in the main menu

The appearance of the symbols may differ depending on Infotainment system.



Contacts.



Call lists for incoming and outgoing calls.



Dial phone number.



Text messages (SMS and email).



Settings of mobile phone interface.



Select the active device from two or more connected mobile telephones.

## Symbols for phone calls

The appearance of the symbols may differ depending on Infotainment system.



Make or answer and display call.



End or reject call.

 Opens the contact list.

 Dial phone number.

 Mute hands-free system.

 Hold call.

 Add a participant to a conference or start conference.

 Make emergency call.

 Voicemail.

 Obtain help in the event of breakdown.

 i Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

## Symbols in the contact window

1. Tap  to open the contact window.

 Input to search for contacts.

 Address.

 Edit favourites.

 Add favourites.

 Remove favourites.

## Symbols for call lists

1. Tap  to open the call lists.

 Incoming call.

 Outgoing call.

 Missed call.

 Phone number (work).

 Phone number (private).

 Mobile number.

 Fax (business).

 Fax (private).

## Symbols for messages

The appearance of the symbols may differ depending on Infotainment system.

1. Tap  to open text messages or emails.

 Top left: select active input.

 Received text message.

 Sent text message.

## Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

- Areas immediately around chemical pipelines and tanks.
- Lower decks of ships and ferries.
- The area around vehicles which run on liquid gas, such as propane or butane.
- Places where there are chemicals or particles such as flour, dust and metal powder in the air.
- All other places where the engine or mobile telephone must be switched off.

### **WARNING**

Switch off the mobile telephone and mobile phone interface in areas where there is a risk of explosion.

### **NOTICE**

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

## Types of mobile phone interface

Depending on country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

- Basic equipment of the mobile phone interface.
- Comfort mobile phone interface.

### Basic equipment of the mobile phone interface

The mobile phone interface uses the HFP

Bluetooth profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

### Comfort mobile phone interface

The Comfort mobile phone interface uses the HFP

Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function ([→ Wireless charging function](#)).

In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. Depending on equipment, the mobile telephone is paired with the vehicle aerial. This improves the reception and call quality.

## Wireless charging function

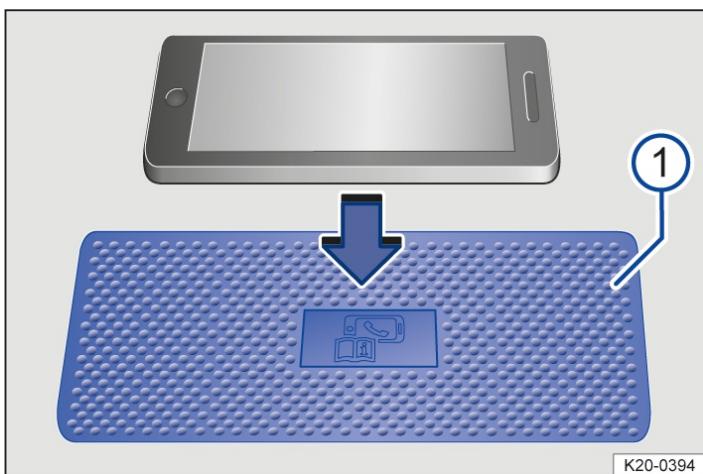


Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The stowage area with lining mat → *Fig. 1* 1 for the wireless charging function is located either in the centre console or in a stowage compartment in the area between the front seats depending on the vehicle.

In some vehicles, the lining mat → *Fig. 1* 1 has a telephone symbol that marks the centre position of the wireless charging function. The symbol on the lining mat may look different in some vehicles.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile telephones.

Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone can provide more information on compatibility.

Always place only one Qi-enabled mobile telephone without a protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) flat on the shelf for the wireless charging function.

Qi-capable mobile telephones with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metallic components such as coins from the stowage compartment and observe the operating instructions for the mobile telephone.

To charge a Qi-enabled mobile telephone, remove the protective cover and place the entire surface of the suitable mobile telephone flat in the centre of the stowage area with the display facing upwards. The charging process starts automatically.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment.

Remove foreign objects immediately!

If the mobile telephone has not been positioned correctly in the stowage area or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the Infotainment system will report that there is a foreign object in the stowage compartment. The fault can be rectified if a suitable mobile telephone is used and its position is corrected.

## Stowage compartment cover



Fig. 2 Illustration: stowage compartment cover (open).



Fig. 3 Illustration: stowage compartment cover (closed).

Depending on equipment, the stowage compartment for the wireless charging function has a cover for the mobile telephone's display.

Always place only one mobile telephone with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) in the stowage compartment with cover, in accordance with the specifications.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

The cover must always remain closed when driving and the mobile telephone display must be fully covered → *Stowage compartment cover*.

The cover automatically folds over without engaging if the closing function is not impeded.

The cover must not be prevented from folding over.

#### WARNING

Notifications on the mobile telephone display can distract the driver and increase the risk of a serious accident.

- Always place only one suitable mobile telephone, where applicable Qi-enabled, without protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) on the shelf in the stowage compartment, in accordance with the specifications.
- Remove any objects that impede the cover closing function.
- Always keep the cover closed when driving.

#### WARNING

Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

- Do not place any metal or metallic objects on the shelf for the wireless charging function.

## NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or a chip on the shelf for the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

## Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system to use the functions of the mobile phone interface. The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system.

The pairing process can take a few minutes. The available functions depend on the mobile telephone used and its operating system.

### Pairing a mobile telephone

Prerequisites for pairing:

- ✓ Bluetooth is activated on the mobile telephone.
- ✓ Bluetooth is activated in the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.  
If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. Optional: confirm the data transfer prompt on the mobile telephone.

## WARNING

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.

 When some mobile telephones are paired, a PIN

is shown on the display of the mobile telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

### Bluetooth pairing via NFC

NFC

is not available in all countries and vehicle models. Depending on the vehicle equipment, NFC is not available in every vehicle with a wireless charging function.

Prerequisites for one-off pairing:

- ✓ NFC technology and a stowage compartment with wireless charging function are installed in the vehicle.
- ✓ NFC is activated on the mobile telephone.

1. Tap  Select mobile phone.
2. Unlock the mobile telephone.
3. Place the mobile telephone correctly on the shelf for the wireless charging function.
4. Continue and confirm Bluetooth pairing in accordance with the displays on the mobile telephone and Infotainment system.

The mobile telephone is paired with the Infotainment system.

 The wireless charging function is deactivated while the Infotainment system is in the Known mobile phones menu. The wireless charging function will be reactivated when you leave the menu.

## Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

---

1. Tap **HOME** ►  Mobile devices.
2. Tap the technology desired for the connection.

### Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

**Active** Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

**Passive** Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Changing the connection type (passive to active)

---

Prerequisite: several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap ✓.

The mobile telephone with an active connection is highlighted.

2. Tap the name of the mobile telephone you require.

Other mobile telephones then automatically have a passive connection.

## User profiles

An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

---

1. Tap .

The user profiles are located in the area **Select mobile telephone or Mobile devices**.

2. Tap the desired user profile and tap  to delete.

## Making phone calls and sending messages

Opening the mobile phone interface

1. Tap  ► .

## Using the telephone

Select a telephone number to start the call. Different functions are available for selection of phone numbers.

### Using contact data

---

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap  ►  and enter the contact data you are looking for. Tap a contact in the list to start the call.  
Or: tap  ► Favourites. Tap a contact in the list to start the call.  
Or: tap  ► All. Tap a contact in the list to start the call.

 When searching for a contact, enter the surname and first name separated by a space.

### Using the call list

---

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

1. Tap  ► All. Tap a number in the list to start the call.  
Or: tap  ► Missed. Tap a number in the list to start the call.  
Or: tap  ► Mobile. To start the call, tap a contact or number in the list.

### Entering a phone number manually

---

1. Tap  and enter a phone number.
2. Tap  to start the call.

 While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

## Sending text messages

Depending on the mobile telephone and the Infotainment system being used, you can send and receive SMS and emails via the mobile phone interface.

### Switching between text messages and email

---

#### To send SMS

or emails, activate the corresponding option at the top left of the screen. The active option is displayed on the screen, e.g. Text message.

1. Tap .
2. Tap the required option.

### Sending text messages

---

1. Tap  Text message ► New message and enter your message on the screen.
2. Tap one or more contacts or the desired number in the list. If necessary, you can search for a contact by pressing Search for contact
3. Tap OK to send the message.

1. Tap  E-Mail and enter your message on the screen.
2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of search for contact.
3. Tap OK to send the message.

## Telephone book, favourites and speed dial buttons

### Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call and a further participant added to the call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

### Favourites and speed dial buttons

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile ([→ Mobile phone interface](#)).

#### Assigning a speed dial button

---

1. Tap .
2. Tap a contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

#### Editing a speed dial button

---

1. Press and hold the speed dial button until the telephone book is opened.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

#### Calling a favourite

---

1. Tap the assigned speed dial button.

 Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

#### Deleting favourites from the speed dial button

---

1. Tap Favourites .
2. Tap  on the desired speed dial button to delete a favourite.

# Introduction to voice control

Voice control allows you to perform certain functions by spoken commands.

## Types of voice control

Depending on the language set in the Infotainment system, one of the following voice control types is available in the vehicle:

- Command-based voice control (standard).
- Advanced voice control (offline or online).

## Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported languages, e.g. switching on the seat heating.

## Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button  is present on the multifunction steering wheel or if your vehicle understands the activation word.

 Test voice control before starting a journey in order to familiarise yourself with the function.

# Differences in voice control systems

## Command-based voice control (standard)

Here, voice commands must follow a defined syntax in order to be recognised correctly, e.g.: "Navigate to [Town, Street name, House number]". You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language ([→ Voice control](#)).

## Advanced voice control (offline or online)

Advanced voice control permits natural language interaction with the system. For example, the statement "I'm cold" will lead to the set temperature in the vehicle being increased. Voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

If advanced voice control is also available in a language in addition to command-based control, the advanced voice control function will always be used when voice control is activated.

## Supported languages

The number of languages available in your country depends on the vehicle equipment.

Language	Standard	Offline	Online
German	x	x	x
English (GB)	x	x	x
English (US)	x	x	x
Italian	x	x	x
French	x	x	x
Spanish	x	x	x
Czech	x	x	x
Dutch	x	x	x
Polish	x	x	x
Portuguese	x	x	x
Swedish	x	x	x
Danish	x	x	—
Finnish	x	x	—
Norwegian	x	x	—
Bulgarian	x	—	—
Greek	x	—	—
Russian	x	—	—
Turkish	x	—	—
Portuguese (Brazil) ( <a href="#">→ Voice control</a> )	x	—	—
Spanish (Mexico) ( <a href="#">→ Voice control</a> )	x	—	—
French (Canada) ( <a href="#">→ Voice control</a> )	x	—	—

x = Type of voice control possible in this language.

## Starting and stopping voice control

### Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

- ✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.
- ✓ Avoid excessive emphasis or strong dialect.
- ✓ Do not leave long pauses when speaking.
- ✓ Avoid exterior and background noise.
- ✓ Do not point the airflow from the vents towards the microphones or roof.

### Opening suggested voice commands

1. Tap **HOME** ▶ **?** ▶ **vo**.

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

## Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

1. *Starting with voice*: speak the activation word ([→ Voice control](#)).
2. *Starting via multifunction steering wheel*: Press the voice control button .

 In some cases, you can start the voice control function of the connected mobile telephone by pressing and holding the voice control button .

 In black with blue background: voice control is active and will recognise spoken words.

## Ending the voice control function

1. *Ending with voice*: to open suggestions for a voice command for ending voice control, tap    .
2. *Ending via multifunction steering wheel*: press the voice control button  twice in quick succession.
3. *Ending automatically*: voice control is ended automatically if you use functions in the Infotainment system, activate the parking system, telephone calls are received or if there are voice outputs and warnings from the navigation system.

## Activation word

The words spoken in the vehicle are checked for the activation word in the Infotainment system circular buffer. Voice control starts if the Infotainment system recognises the activation word. The circular buffer is overwritten approximately every 15 seconds. The circular buffer is not active if the activation word is deactivated. There is no transmission of data or words spoken in the vehicle.

### Switching activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap      Activation word.

## Speaking activation word and activation word recognition

Prerequisite:

- ✓ The Activation word is switched on in the settings.

 Здравей ID.

 Olá ID.

 Bonjour ID.

 Ahoj ID.

**D** Hallo ID.

**DK** Hej ID.

**E** Hola ID.

**F** Bonjour ID.

**FIN** Hei ID.

**GB** Hello ID.

**GR** Γεια σου ID.

**I** Ciao ID.

**J** ハロー ID.

**MEX** Hola ID.

**N** Hallo ID.

**NL** Hallo ID.

**P** Olá ID.

**PL** Cześć ID.

**ROK** 안녕 ID.

**RUS** Привет ID.

**S** Hej ID.

**TR** Merhaba ID.

**USA** Hello ID.

## Troubleshooting

### **Voice control does not react**

- Voice control is not available in your language.
- Set the correct language in the Infotainment system.
- Start the voice control function.
- System fault. • Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **Voice control provides inappropriate answers**

1. The voice control system has interpreted the question incorrectly.

2. Speak the voice command again clearly.

## Voice control does not perform function

- The function cannot be performed by voice control.
- 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 to the fastening rings in the luggage compartment using suitable lashing, fixing and securing straps ([→ Luggage compartment equipment](#)).
- Also stow small objects safely.
- If necessary, fold back the rear seat backrest and engage it securely.
- If necessary, adjust the headlight range ([→ Headlight range control](#)). Vehicles with dynamic headlight range control adapt automatically to the load.
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker ([→ Tyre pressure](#)).

#### WARNING

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

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

#### WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.

- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

## NOTICE

Rubbing objects on the rear windows can cause damage(e.g. to the heating wires of the rear window heating)

## Luggage compartment cover

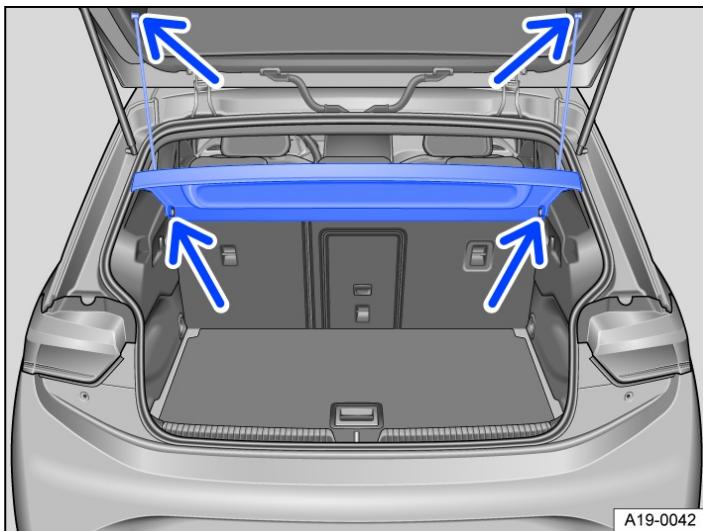


Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

The luggage compartment cover is not suitable for use as a shelf for objects → .

### Removing the luggage compartment cover

1. Unhook the retaining straps from the boot lid → Fig. 1 (upper arrows).
2. Push the luggage compartment cover out of the side holders(lower arrows) from below.

### Fitting the luggage compartment cover

1. Push the luggage compartment cover into the side retainers from above → Fig. 1 (lower arrows).
2. Hook the retaining straps onto the boot lid(upper arrows).

## WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, may damage the luggage compartment cover and could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

## NOTICE

To prevent damage to the luggage compartment cover, do not load it to such a height that the luggage compartment cover will press against the load when the boot lid is closed.

## Luggage compartment floor – Functions

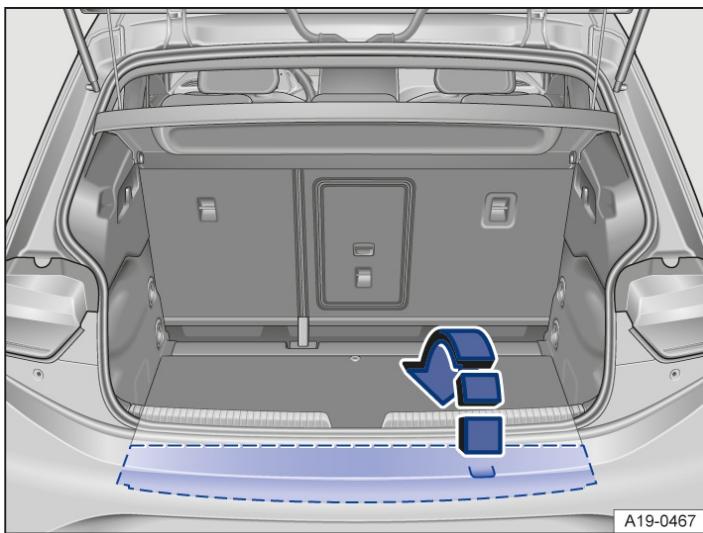


Fig. 1 In the luggage compartment: luggage compartment floor

The rear part of the luggage compartment floor can be folded forward → *Fig. 1*. There is a stowage compartment, e.g. for the vehicle toolkit, under this ([→ Vehicle toolkit](#)).

## NOTICE

Incorrect use can damage the luggage compartment floor or the trim of the luggage compartment.

- Always guide the luggage compartment floor down carefully when closing and do not allow it to drop.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

## Second luggage compartment floor – Functions

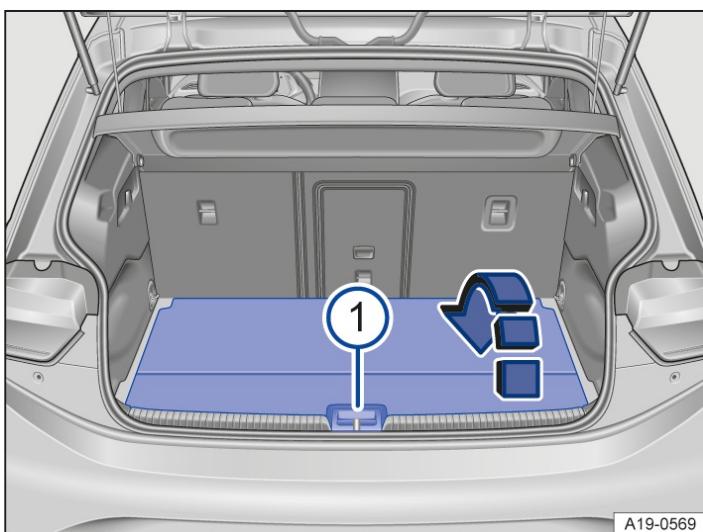


Fig. 1 In the luggage compartment: opening the second luggage compartment floor.

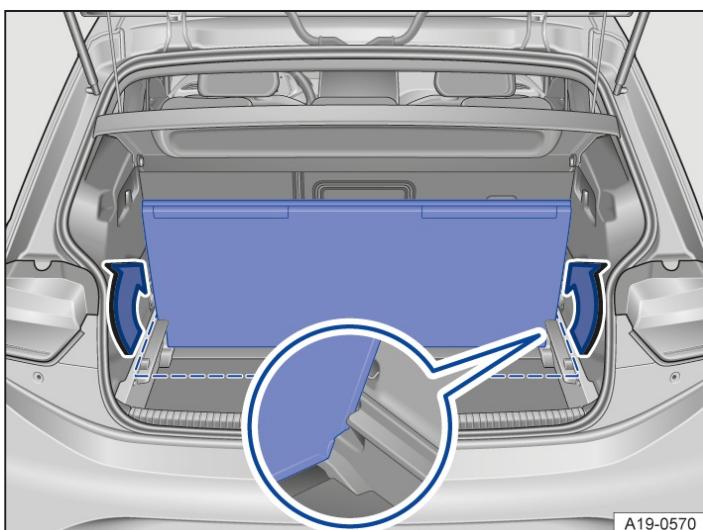


Fig. 2 In the luggage compartment: locking the second luggage compartment floor in position.

Depending on the vehicle equipment, the vehicle may have a second luggage compartment floor.

### Opening the second luggage compartment floor

1. Grasp the handle → *Fig. 1* 1 and fold the rear part of the luggage compartment floor forward in the direction of the arrow.

### Closing the second luggage compartment floor

1. Fold back the luggage compartment floor and carefully lower into position → *!*.

### Securing the second luggage compartment floor parallel to the backrest

1. Fold the rear part of the luggage compartment floor forward.
2. Lift the folded luggage compartment floor and insert into the side retainers with the open side facing down

→ Fig. 2 (close-up).

## Lowering the second luggage compartment floor

1. Fold the rear part of the luggage compartment floor forward.
2. Pull the folded luggage compartment floor to the rear over the side guides and lower into position at the bottom.

### NOTICE

Incorrect use can damage the second luggage compartment floor or the trim of the luggage compartment.

- Always guide the second luggage compartment floor down carefully when closing and do not allow it to drop.
- Always distribute loads (maximum 50 kg (110 lbs)) over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

## Fastening rings

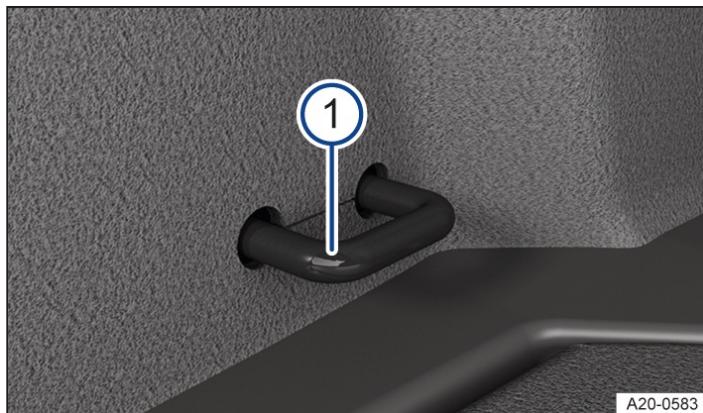


Fig. 1 In the luggage compartment: fastening ring.

### 1 Fastening ring

There are fastening rings in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → Fig. 1.

### WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach the lashing, retaining and securing straps securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat using the fastening rings.

### WARNING

Elastic tensioning straps must be stretched to attach to the fastening rings. The hooks attached to them can cause serious injuries.

- Always protect eyes and face from injury when attaching elastic tensioning straps.

- Always hold elastic tensioning straps securely when fastening so that they cannot slip off and snap back.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the load sill and fasten them to the fastening rings there. If the tension straps slip off, they will snap away from the body.

 Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Bag hook

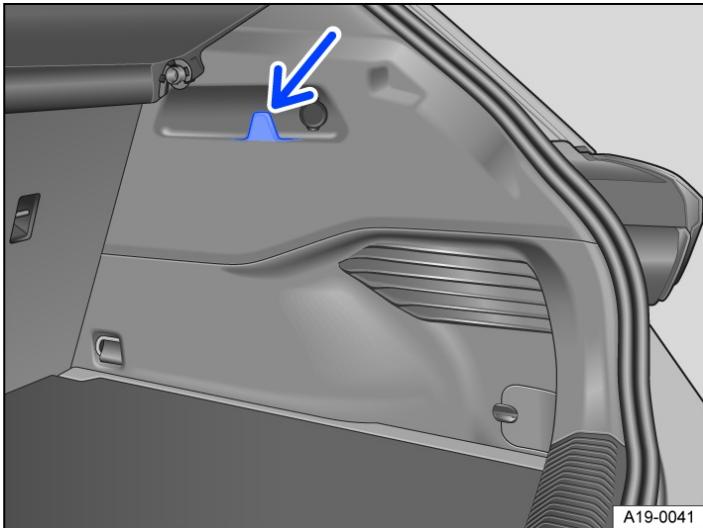


Fig. 1 On the left and right in the luggage compartment:  
bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

### **WARNING**

Never use the bag hooks to lash down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

### **NOTICE**

Do not load each bag hook with more than 2.5 kg(5 lb).

## Load-through hatch

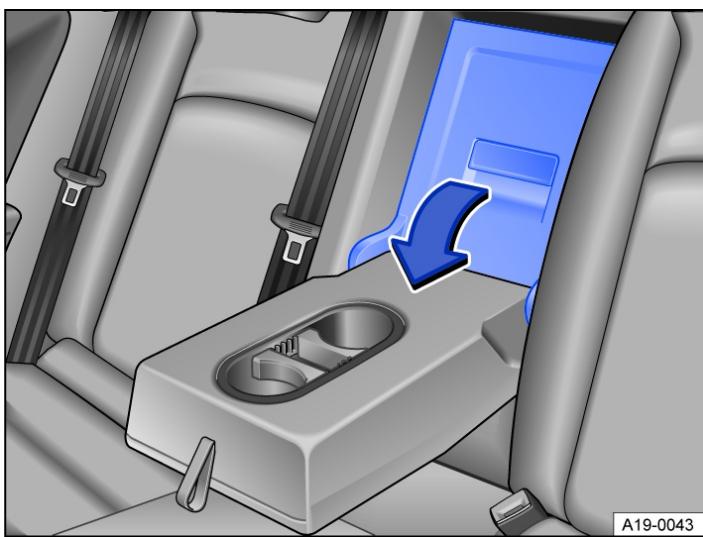


Fig. 1 In the rear seat backrest: opening the load-through hatch.

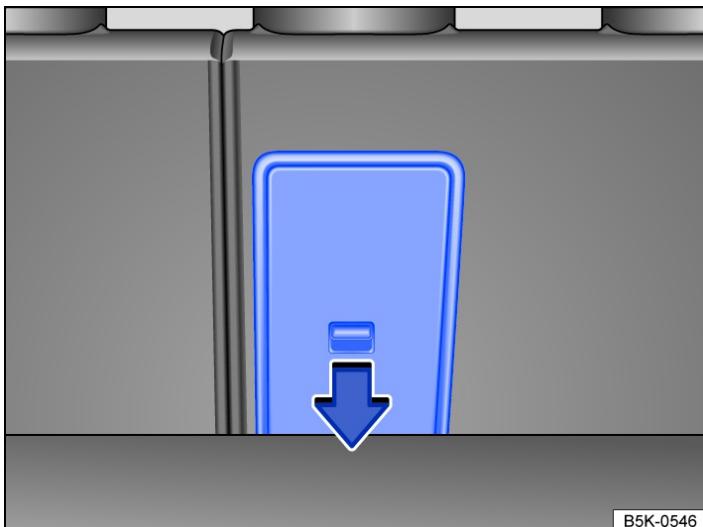


Fig. 2 In the luggage compartment: opening the load-through hatch.

Depending on the vehicle equipment, a load-through hatch may be located behind the centre armrest on the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

### Opening the load-through hatch

1. Fold the centre armrest forwards ([Centre armrest](#)).
2. Opening the load-through hatch from the vehicle interior: pull the release lever in the direction of the arrow → *Fig. 1* and fold the cover of the load-through hatch fully forward → .
3. Open the boot lid.

### Opening the load-through hatch from the luggage compartment

1. Push down the release lever in the direction of the arrow → *Fig. 2* and push the cover forwards.
2. Push long objects through the load-through hatch from the luggage compartment.
3. Secure the objects with the seat belt as required.

4. Close the boot lid.

## Closing the load-through hatch

1. Fold back the cover of the load-through hatch until it engages in position.

There may be a red marking on the luggage compartment side. This must not be visible → .

2. Close the boot lid.

3. If necessary, fold back the centre armrest.

### WARNING

Objects in the deployment zone of the centre airbag can prevent it from functioning properly and cause serious injuries.

- Never push objects forward into the deployment zones of the centre airbag ([→ Central airbag](#)).

### WARNING

Injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.
- The load-through hatch may not be secured properly if the red marking can still be seen on the locking indicator. Always make sure that the red mark is never visible when the load-through hatch is in the upright position.
- Passengers, particularly children, must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.

## Introduction to the topic

The preparation for a bicycle carrier consists of a removable ball coupling and a mounting for the ball coupling behind the number plate holder. The system was developed especially for carrying a bicycle carrier with up to two bicycles.

The preparation for a bicycle carrier is not designed for towed loads and must therefore never be used for pulling a trailer or for towing a vehicle → .

### WARNING

Incorrect use of the preparation for a bicycle carrier can cause accidents, serious injuries and damage to the vehicle.

- Use the supplied ball coupling only for mounting a bicycle carrier.
- Do not use the preparation for a bicycle carrier for pulling loads.

## Fitting the bicycle carrier preparation



Fig. 1 Fold down the number plate holder.

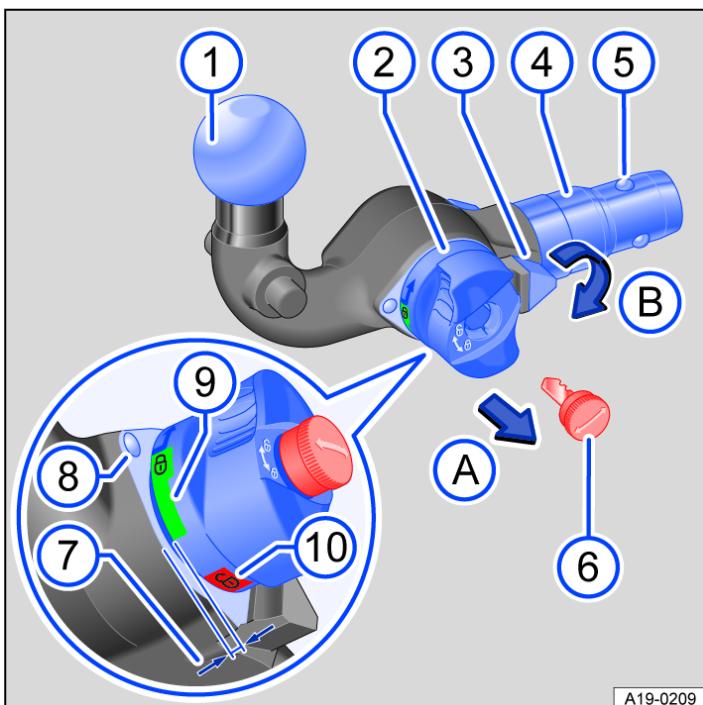


Fig. 2 Overview: removable bicycle carrier preparation.

- (1) Ball head.
- (2) Handwheel.
- (3) Centring device.
- (4) Shank.
- (5) Retaining balls.
- (6) Key.
- (7) Gap (pre-tensioned bicycle carrier preparation).
- (8) White marking on the bicycle carrier preparation.
- (9) Green marking on handwheel.
- (10) Red marking on handwheel.

The removable bicycle carrier preparation is located in the transport bag in the luggage compartment.

## Step 1: preparations

1. Before using the removable bicycle carrier preparation for the first time, make a note of the number stamped on the key. This can be used to obtain a replacement key if you lose the key.
2. Fold down the number plate holder → *Fig. 1*.
3. Remove the sealing plug from the bicycle carrier preparation and stow it in the vehicle.
4. Check to ensure that the mounting, handwheel → *Fig. 2* 2, shank 4 and the retaining balls 5 of the bicycle carrier preparation are all clean and not damaged →  Clean if necessary.

## Step 2: pre-tensioning the bicycle carrier preparation

The bicycle carrier preparation cannot be fitted properly unless it is pre-tensioned.

1. Grasp the bicycle carrier preparation underneath the ball head → *Fig. 2* 1 with one hand.
2. Fold open the lock cover and insert the key 6 in the lock.
3. Turn the key 6 clockwise.
4. Use your other hand to pull out the handwheel 2 in the direction of arrow A and hold it in this position → .
5. Turn the handwheel 2 in the direction of arrow B until it engages. The bicycle carrier preparation is now pre-tensioned. The red marking 10 on the handwheel must point towards the white marking 8 on the bicycle carrier preparation. The handwheel is clearly visible in front of the bicycle carrier preparation. The gap between them is approximately 4 mm 7.
6. Check to see whether all retaining balls 5 can be pressed fully into the bicycle carrier preparation shank 4.

## Step 3: attaching the pre-tensioned bicycle carrier preparation to the vehicle

Do not touch the handwheel once the bicycle carrier preparation has been pre-tensioned. When engaged, the handwheel will spring back to its original position and could cause injury → .

1. Guide the pre-tensioned removable bicycle carrier preparation into the mounting tube.
2. Push the bicycle carrier preparation firmly into the tube until it engages. Both centring devices → *Fig. 2* 3 must engage in the mounting points on the vehicle.
3. The handwheel 2 has now returned to its original position. There is no longer a gap between the handwheel and the bicycle carrier preparation.
4. Turn the key 6 anticlockwise in the handwheel and remove it.
5. If the setting is correct, you will not be able to turn the handwheel 2 or pull it out.
6. Close the lock cover and stow the key in the transport bag.

## Step 4: safety check

Before fitting a bicycle carrier, check that the bicycle carrier preparation is secured correctly.

- The green marking → *Fig. 2* 9 on the handwheel must point towards the white marking 8 on the bicycle carrier preparation.
- The handwheel 2 must rest on the bicycle carrier preparation and there must be no gap between them.
- Shake or pull the bicycle carrier preparation 1 outwards with some force. It must sit firmly in the mounting → .
- The lock must be locked and the key 6 removed.
- The lock cover must cover the lock in the locking lever.

### WARNING

Incorrect use of the preparation for a bicycle carrier can cause injuries and accidents.

- Use the bicycle carrier preparation only when it is secured correctly.
- The bicycle carrier preparation is heavy. When performing the safety check, the bicycle carrier preparation could fall off and cause crush injuries.
- If the bicycle carrier preparation cannot be fitted, have the bicycle carrier preparation checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never use a bicycle carrier if the bicycle carrier preparation does not engage into position correctly or cannot be pre-tensioned.
- Never use a bicycle carrier if the key cannot be removed from the handwheel when the bicycle carrier preparation has been fitted. This means that the bicycle carrier preparation is not locked properly.
- Always secure the removed bicycle carrier preparation safely in the luggage compartment.

### NOTICE

- The mounting on the vehicle, handwheel, shank and bicycle carrier preparation retaining balls must all be clean and undamaged. Otherwise you may not be able to lock the bicycle carrier preparation securely.
- Do not aim a high-pressure cleaner or steam cleaner directly at the bicycle carrier preparation mounting. This could wash the grease required for lubrication out of the mounting.

## Removing the bicycle carrier preparation

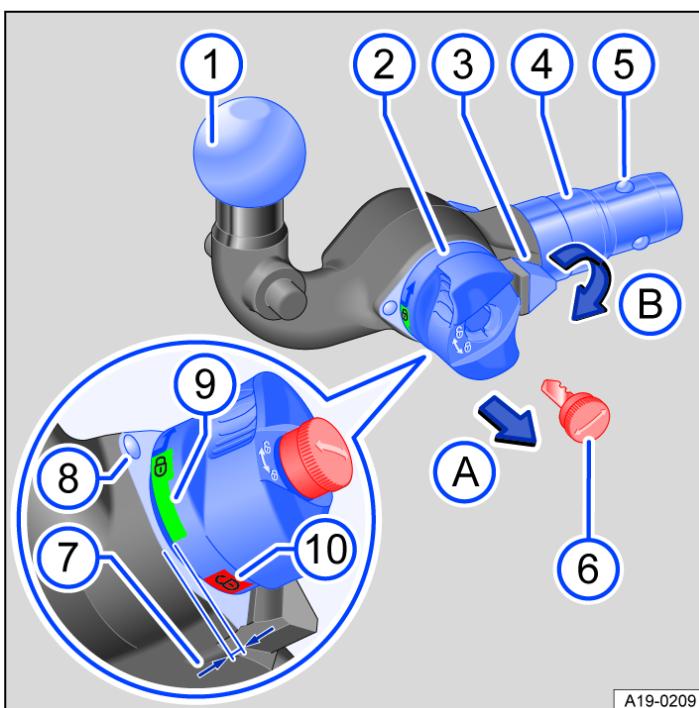


Fig. 1 Overview: removable bicycle carrier preparation.

1. Fold open the lock cover and insert the key 6 in the lock.

2. Turn the key  6 clockwise.
3. Hold the bicycle carrier preparation  1 with one hand → .
4. Use your other hand to pull out the handwheel  2 in the direction of arrow  A and hold it in this position.
5. Turn the handwheel  2 in the direction of arrow  B until it engages.
6. Hold the handwheel  2 in this position and pull the bicycle carrier preparation out of the mounting. The bicycle carrier preparation is now pre-tensioned.
7. Release the handwheel  2 and stow the pre-tensioned bicycle carrier preparation safely in the transport bag. Secure the bag at one of the fastening rings in the luggage compartment.
8. Insert the sealing plug into the bicycle carrier preparation mounting.
9. Fold up the number plate holder.

#### **WARNING**

The removable bicycle carrier preparation is heavy. The bicycle carrier preparation can fall down when it is being removed and cause crush injuries.

- Always take care when removing the bicycle carrier preparation.

## **Fitting a bicycle carrier on the ball coupling**

Only bicycle carriers that have been approved by Volkswagen for the vehicle must be used.

Mount the bicycle carrier in accordance with the manufacturer's assembly instructions.

A maximum of three bicycles may be mounted on the bicycle carrier → . Position heavy bicycles as close to the vehicle (ball coupling) as possible.

### **Maximum load**

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is 55 kg or 75 kg depending on the equipment. Please follow the information on the label next to the ball coupling mounting behind the number plate holder.

#### **WARNING**

Incorrect use of a bicycle carrier mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Always read and observe the assembly instructions of the bicycle carrier's manufacturer.
- Never exceed the specified load and overhang.
- Never secure a bicycle carrier on the ball neck below the ball head. The bicycle carrier could slip due to the shape of the ball neck.

#### **NOTICE**

Considerable vehicle damage could occur if the maximum permitted load specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values specified in the assembly instructions.

 Volkswagen recommends that you remove all add-on parts from the bicycles before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity.

## Information on towing a trailer

The vehicle is not approved for towing a trailer. It is not permitted to retrofit a towing bracket.

### **WARNING**

Fitting a towing bracket on the vehicle while the vehicle is in operation can lead to accidents and cause serious injuries.

- Never fit a towing bracket on the vehicle.

### **NOTICE**

Fitting towing brackets can lead to serious vehicle damage.

## Information on the roof carrier

For technical reasons, the bodywork of the vehicle is not designed for fixing a roof carrier.

The vehicle is *not* approved for use with a roof carrier. *No* roof carrier may be used or retrofitted.

### **WARNING**

If a roof carrier is installed on a vehicle which is *not* approved for use with a roof carrier, it may cause accidents or injuries.

- Never fit a roof luggage carrier to the vehicle.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

### **NOTICE**

Securing any kind of roof carrier can cause considerable damage to the vehicle.

## Introduction to the topic

### DANGER

The voltage of the high-voltage system is dangerous and will cause burns or other injuries and even lead to a fatal electric shock.

- You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Damage to high-voltage components is not visible in all cases. Never touch damaged components or allow jewellery or other metal objects to come into contact with these components.
- Never carry out work on the orange-coloured high-voltage cables or the other high-voltage components. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work.
- Never damage, modify or remove the orange high-voltage cables or disconnect them from the high-voltage network.
- Never open, modify or remove the cover of the high-voltage battery.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work.
- Any gases emitted by or escaping from the high-voltage battery may be toxic or flammable.
- Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could also potentially cause a fire. Do not breathe in the gases.
- Never touch the fluids that leak from the high-voltage battery.
- In the event of a fire, leave the danger area and call the fire service.
- Always inform the attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

### WARNING

Unqualified work on the high-voltage system and on high-voltage components can lead to malfunctions, accidents and injuries.

- All work on the high-voltage system must be carried out only by suitably qualified workshops with corresponding approval for this work.

### NOTICE

After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

# Warning signs for the high-voltage system

## Where can warning signs be located?

The following components may be marked with the illustrated warning signs → Fig. 1, → Fig. 2, → Fig. 3 and → Fig. 4:

- Covers and caps over high-voltage components.
- All high-voltage components including the high-voltage battery.
- Under the bonnet.

## Warning signs



Fig. 1 Warning sign.



Fig. 2 Warning sign.

The warning signs → Fig. 1 and → Fig. 2 indicate the presence of high voltage.



Fig. 3 Warning sign.

Parts of the high-voltage system can become very hot and must not be touched → Fig. 3.

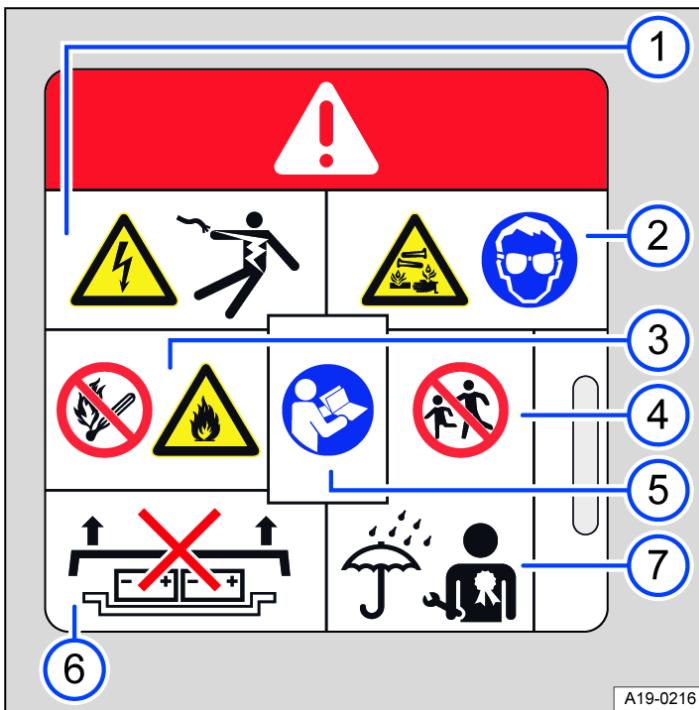


Fig. 4 Warning sign on high-voltage battery.

- 1 High voltages can cause serious injuries or death. Never touch the battery terminals with your fingers, tools, jewellery or any metal objects.
- 2 The high-voltage battery contains dangerous liquid and solid substances. Serious chemical burns and blindness can be caused if it outgasses. Suitable eye protection and protective clothing should always be worn when performing work on the high-voltage battery to prevent the battery fluid coming in contact with skin and eyes. If skin or eyes come into contact with battery fluid, rinse the affected areas with clean flowing water for at least 15 minutes and seek a doctor immediately.
- 3 The high-voltage battery can burn. The high-voltage battery must never be exposed to fire, sparks or naked flames. Always handle the high-voltage battery with care to avoid damage and fluid leaks.
- 4 Always keep children away from the high-voltage battery.
- 5 You will find further information and warnings in the owner's manual and in the workshop literature.
- 6 Incorrect handling of the high-voltage battery can cause serious injuries or death. Under no circumstances remove the lid from the high-voltage battery nor disassemble the high-voltage battery.
- 7 Incorrect handling of the high-voltage battery can cause serious injuries or death. Have maintenance work on the high-voltage battery performed exclusively by properly qualified and trained specialist staff. Never make modifications to the high-voltage battery. An open high-voltage battery must not come into contact with water or other liquids. Liquids can cause short-circuits, electric shocks and burns.

## Introduction to the topic

### Reliability and capacity of the high-voltage battery

Lithium-ion batteries are subject to a physical and chemical ageing and wear process during their useful life. Correct handling of the high-voltage battery makes a significant contribution to maintaining its reliable condition and a high useful capacity and range in the long term. It is therefore all the more important to observe the following care instructions for the high-voltage battery. These care instructions form the basis for long value retention of the vehicle.

Please also observe the valid Volkswagen warranty and guarantee terms for the high-voltage battery.

# Handling the high-voltage battery

## Care instructions

Volkswagen recommends observing the following care instructions:

- For everyday use, Volkswagen recommends setting the upper battery charge limit to 80%.
- Volkswagen recommends setting the upper battery charge limit to 100% before long journeys in order to achieve the maximum possible range.
- Avoid complete discharge of the high-voltage battery if possible, e.g. in the case of long standing times with a low charge level. The charge level should not fall below 20% for extended periods →①.
- If the high-voltage battery has been fully charged, drive off immediately if possible.
- Avoid regular fast charging with direct current (DC) due to the high charging currents.

### NOTICE

The high-voltage battery must not be used as a stationary power source. Otherwise irreversible damage can be caused to the high-voltage battery.

## Vehicle standing times

- In frost conditions, do not park the vehicle for several hours with a charge level below 40% →①.
- In the case of standing times of longer than 12 hours, park the vehicle with a charge level of at least 30% and no more than 80% →①, e.g. at the airport before a journey.
- Do not expose the vehicle to outside temperatures below - 30°C or above 60°C for longer than 24 hours.
- Use the stationary air conditioning in good time to improve comfort and performance (depending on vehicle equipment), particularly at temperatures below -15°C ([→ Stationary air conditioning](#)).

### NOTICE

If the vehicle is parked for an extended period with discharged high-voltage battery, it is possible that the high-voltage battery will no longer be charged or the vehicle will no longer start. In the long term, irreversible damage can be caused to the high-voltage battery.

- Charge the high-voltage battery at regular intervals.

 The high-voltage battery provides less power at very low outside temperatures. If the charge level is also low, power may be significantly restricted for a short time after driving off ([→ High-voltage functions](#)).

# Introduction to the topic

## Charging modes

- AC charging (alternating current) ([→ Alternating current \(AC\)](#)).
- DC charging (direct current) ([→ Direct current \(DC\)](#)).

## Opening charging settings

If the vehicle is unlocked and the charging connector is plugged in, a screen showing charging information is opened automatically on the Infotainment system.

You can also access the charging settings through the menus on the Infotainment system.

1. Switch on Infotainment system.
2. Tap the  Charging or  Locations function button in the vehicle settings ([→ Vehicle settings menu](#)).

## Immediate charging



Charging menu for the next charging operation ([→ Charging settings](#)).

## Charging locations



Charging locations menu ([→ Timer-controlled charging](#)). Available only if the geographical coordinates of the vehicle have been recognised.

## Timer-controlled charging



Menu for a departure time. First open the  Charging locations menu. A stored charging location must be available ([→ Timer-controlled charging](#)).



If timer-controlled charging has not been activated in the Infotainment system, the high-voltage battery is immediately charged to the maximum battery charge limit.

# Overview

## Displays in the Charging menu

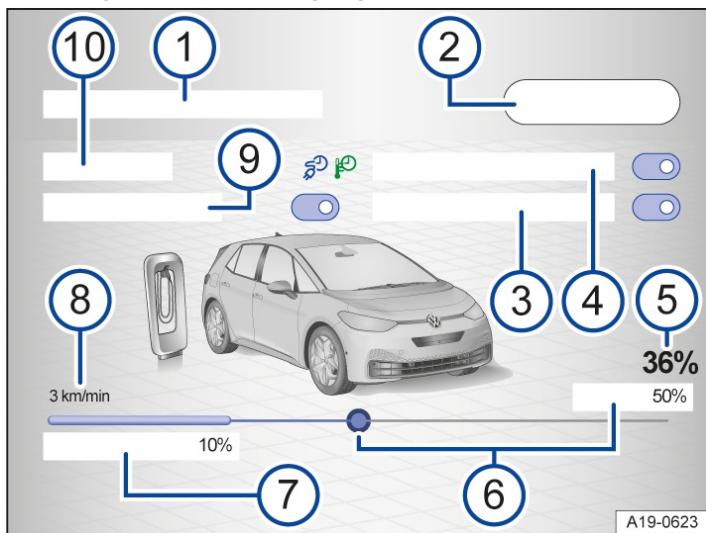


Fig. 1 In the Infotainment system: Charging menu  in the vehicle settings.

Some of the following displays are available only if a charging location is used or a departure time is active ([Timer-controlled charging](#)).

- 1 Current settings or detected charging location ([Charging locations](#)).
- 2 End or restart charging.
- 3 Release charging connector: the charging connector is automatically released and can be removed after the end of AC charging.
- 4 Reduce charging current, e.g. if several large electrical consumers are operated simultaneously via the same circuit (AC charging). Charging current is 8 A.
- 5 Current charge level of the high-voltage battery.
- 6 Upper battery charge limit (maximum desired charge level of the high-voltage battery) ([Battery charge limits](#)).
- 7 Lower battery charge limit (minimum desired charge level of the high-voltage battery) ([Battery charge limits](#)).
- 8 Charging power as range increase: the amount of range added during the charging time is displayed in km/h or km/min). The charging power depends on the charging infrastructure and the temperature of the high-voltage battery. The charging power can vary during the charging process.
- 9 Current charging duration.
- 10 End of charging or planned departure time (only for timer-controlled charging) ([Timer-controlled charging](#)).  
Or: stationary air conditioning for departure time (depending on equipment and only if power supply is available) ([Stationary air conditioning](#)).

## Displays when charging connector is connected

Charging information for the current charging operation is displayed on the Infotainment system.

Close display:

1. Tap the  function button.

Or: display of the screen is automatically ended after approx. 2 minutes.

Or: vehicle is locked.

## Setting battery charge limits

The charge level and thus the vehicle range can be adapted to everyday needs by means of the battery charge limits in the Infotainment system.

### Upper battery charge limit

Full charging of the high-voltage battery is not normally necessary in daily vehicle use.

The upper battery charge limit limits the maximum charge level.

1. Move the touch slider to the desired value in the charging settings of the Infotainment system ([→ Charging settings](#)).

The upper battery charge limit can also be adapted during charging.

### Lower battery charge limit

The lower battery charge limit defines the minimum charge level for a stored charging location. A minimum range can be ensured with this function.

1. Tap the  function button in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Set the lower battery charge limit in the profile of the charging location.

Following connection to a power supply, the vehicle first charges up to the lower battery charge limit. Only then are preferred charging times, off-peak times or a departure time for timer-controlled charging taken into consideration.

### Examples for AC charging

Volkswagen recommends the following charging settings for AC

charging:

Everyday driving - a long range is not required

---

- ✓ Upper battery charge limit: maximum 80%.
- ✓ Lower battery charge limit: a least 20% at mild to warm outside temperatures and 40% at cool to cold outside temperatures.

---

Driving long distances - a long range is required

---

- ✓ Upper battery charge limit: 100 %.
- ✓ Lower battery charge limit: a least 20% at mild to warm outside temperatures and 40% at cool to cold outside temperatures.
- ✓ Avoid standing times and drive off immediately after charging.

---

# Setting charging locations

Charging locations can be stored in the Infotainment system. The vehicle automatically recognises a stored charging location and adopts the settings when charging.

## Location data

The Infotainment system uses the current location data (geographical coordinates) of the vehicle when a charging location is created or used.

## Creating a charging location

1. Tap the  function button in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Add and assign a name to a charging location (maximum of five).

## Removing a charging location

1. Tap the  function button in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Tap the  function button.
3. Tap the  function button to remove the stored charging location.

## Settings

 All stored charging settings are always valid for the currently recognised charging location. If a departure time is activated for the charging location, it is possible to switch to immediate charging in the exit menu on the Infotainment system ([→ Exit menu](#)).

Possible settings for a charging location:

Departure time (maximum of three) ([→ Timer-controlled charging](#)).

Reduce charging current: the vehicle is charged at a low amperage. The aim here is to reduce the load on the mains power network. Applies only to charging on a mains socket.

Lower battery charge limit (minimum desired charge level of the high-voltage battery of 0-50%) ([→ Battery charge limits](#)).

Upper battery charge limit (maximum desired charge level of the high-voltage battery of 50-100%) ([→ Battery charge limits](#)).

Control by an external energy management system (depending on vehicle equipment). The vehicle communicates with the charging station and takes into account external domestic settings, e.g. if a photovoltaic system is available.

Off-peak tariff online (depending on vehicle equipment) It is checked whether off-peak tariffs are available from the energy provider. The high-voltage battery is preferably charged at certain times of day.

Preferred charging times. Individually set charging times may be helpful if there are other domestic consumers or when using off-peak electricity.

Release charging connector (AC charging): the charging connector is unlocked after the end of charging.

Display address or geographical coordinates.

# Setting departure times (timer-controlled charging)

If a stored charging location is available, the high-voltage battery can be charged for a desired time.

## Setting departure time

1. Tap the  function button in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).
2. Open the profile of a charging location.
3. Set departure time (maximum of three).
  - Day of the week.
  - Time at which the high-voltage battery is to be charged.
  - Use once or weekly.
  - Air conditioning (depending on equipment): the vehicle interior is cooled or heated for the departure time by means of the stationary air conditioning. Set the desired temperature in the stationary air conditioning menu ([→ Stationary air conditioning](#)).

## Activating departure time

1. Open the profile of a charging location.
2. Activate the departure time by placing a "tick"  in the checkbox.

 An active departure time at the current charging location can be skipped in the exit menu ([→ Exit menu](#)).

## Displays in the Infotainment system



Charging for a departure time activated.



Air conditioning for a departure time activated.



Departure time is used regularly.

# Introduction to the topic

## Checklist

- ✓ The vehicle's drive system has been deactivated ([→ Deactivating the vehicle's drive system](#)).
- ✓ The charging cable and charging infrastructure are in fault-free and tested condition → .

## Charging modes

The following charging modes are possible for your vehicle:

- AC (alternating current) charging at a charging station or wall box ([→ Alternating current \(AC\)](#)):

Charging is performed with a high charging power. The maximum achievable charging power depends on the type of charging station and charging cable used and the charging unit equipment.

- AC (alternating current) charging at a mains socket ([→ Alternating current \(AC\)](#)):

The domestic electrical installation must have been tested and must be fault-free → . A longer charging time should be planned, e.g. over night.

- DC (direct current) charging at a charging station ([→ Direct current \(DC\)](#)):

Charging is performed with a very high charging power. This significantly shortens the duration of charging.

Observe the information on frequent charging with direct current (DC

) → .

### NOTICE

Fast charging with direct current (DC

) uses a very high charging power. Frequent fast charging can permanently reduce the battery capacity of the high-voltage battery.

- You should primarily charge the high-voltage battery at a charging station or wall box using alternating current (AC
- ).
- 

 For AC charging, Volkswagen recommends charging the high-voltage battery at a charging station or wall box with maximum charging power. This results in higher efficiency compared with charging using a mains socket.

 Please observe the technical information on charging power for your vehicle. Consult a Volkswagen dealership for further information.

## Residual current protection

The vehicle is protected against DC residual currents DC

residual current). This prevents DC residual currents that may be produced when charging from flowing via the charging cable into the domestic electrical installation.

### WARNING

Incorrect battery charging, failure to observe the safety instructions or incorrect handling of the high-voltage battery can cause short circuits, electric shocks, explosions, fire, serious burns and injuries and death.

- Always observe the stipulated sequence of steps in order to avoid the risk of an electric shock and serious injuries caused by residual energy in the electrical storage system.
- Observe the safety and operating instructions for the supplied charging cable ([→ Charging cable](#)).
- Charge the high-voltage battery only at properly installed, tested and undamaged mains sockets as well as at a fault-free electrical installation. Have the mains sockets and electrical installation checked by a qualified professional on a regular basis.

- Never charge the vehicle in areas at risk of explosion. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- Always protect electrical connectors against direct ingress of water, moisture and other liquids.
- For safety reasons, no other work should be carried out in or on the vehicle during the charging process.
- Always end the charging process before disconnecting the mains plug. Otherwise, the charging cable and the electrical installation could be damaged.

## **WARNING**

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

 The high-voltage battery can only be charged at charging stations that meet the requirements of the corresponding country and at least the following standards:

- IEC 61851 and IEC 62196 (Europe).
- GB/T 18487 and GB/T 20234 (China) in the 2015 version.
- SAE J1772 (Japan).
- SAE J1772 (USA and Canada).

 Charging of the high-voltage battery can be subject to limitations in very low and very high temperature conditions.

## Identification of compatible charging connections

### Compatibility of vehicle and charging infrastructure

The following signs in accordance with DIN EN 17186 provide information on whether the local power supply is suitable for the vehicle → .

The signs are located on the vehicle's charging socket, components of the local charging infrastructure (charging station, socket) and on the charging cable. The signs refer to standardised charging systems in accordance with DIN EN 62196.

### Signs

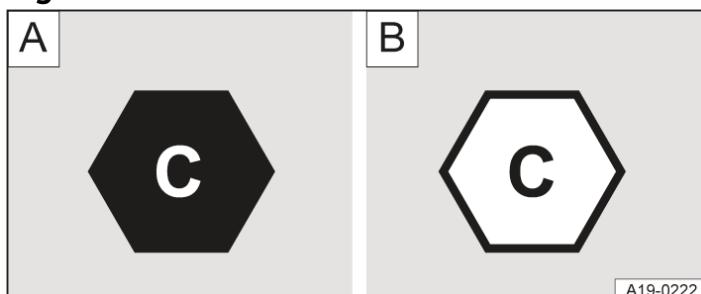


Fig. 1 Identification for alternating current (AC) and Type 2 connector **A** on the vehicle and **B** on the charging station.

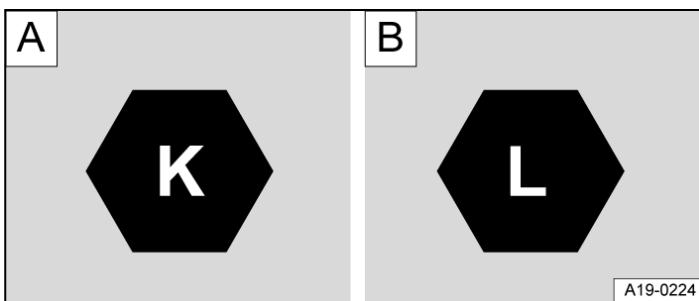


Fig. 2 Identification for direct current (DC) and CCS connector on the vehicle **A** with a voltage up to 500 volts and **B** up to 1,000 volts.

### **⚠ WARNING**

Charging at untested electrical installations can cause damage and serious injuries.

- If no sign is present or if the charging infrastructure is unknown, you should first contact a specialist electrical installation company qualified to perform this work.

## AC charging (charging station, mains socket)

The charger installed in the vehicle converts the power from the AC grid into direct current.

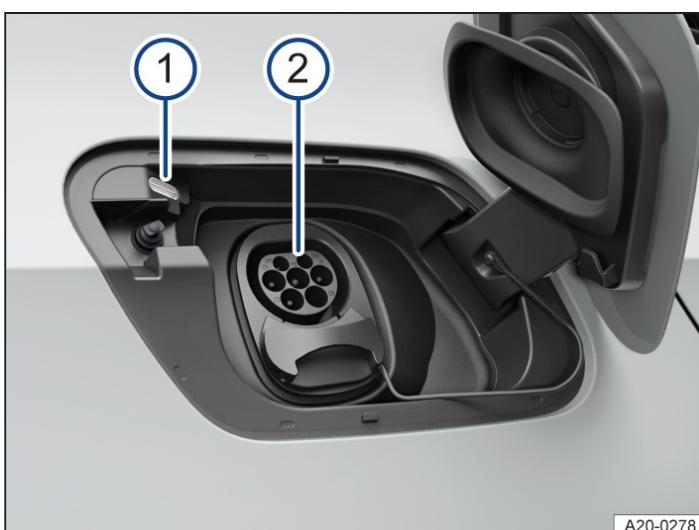


Fig. 1 Behind the charging socket flap at the rear right: charging socket.

- ① Charging process display (*→ Charging process display*).
- ② Charging socket.

Charging station, wall box, mains socket: The vehicle's high-voltage battery can be charged with alternating current (AC) via the top connection in the charging socket → *Fig. 1* ②.

## Connecting the charge cable

1. First connect the charging cable to the power supply or take it out of the charging station or wall box. Unwind charging cable completely.  
Charging cable for mains sockets: The protective device will carry out a self-test (*→ Charging cable for mains sockets*).
2. Unlock the vehicle .

3. Press on the charging socket flap to open it.
4. Insert the charging connector into the charging socket ensuring that it is inserted straight → *Fig. 2* 2. Check whether the charging connector is inserted all the way → *Fig. 2*.

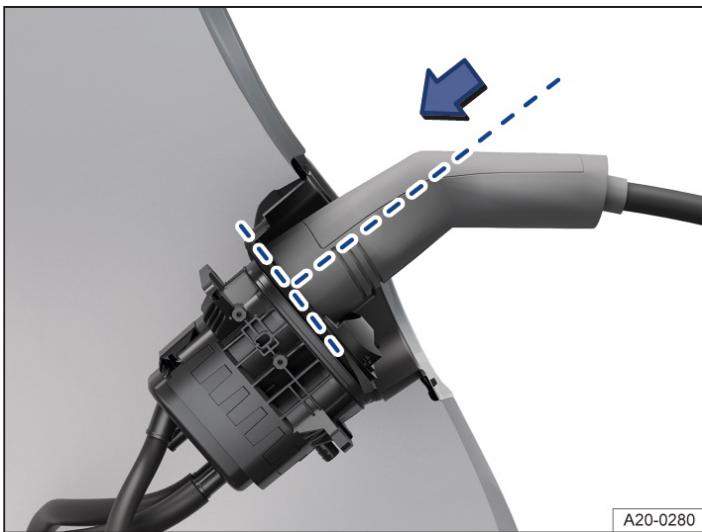


Fig. 2 At the charging socket: fully plugged charging connector (schematic diagram).

The charging connector is locked automatically. The LED light unit(charging process display) on the charging socket blinks or flashes white → *Fig. 1* 1 (→ *Charging process display*).

 The indicator lamp in the instrument cluster lights up white when the charging connector is plugged in.

Desired charging settings can be input in the Infotainment system (→ *Timer-controlled charging*).

## Starting the charging process automatically

Charging starts immediately until the upper battery charge limit is reached, or according to the charging settings.

The charging station may need to be activated.

## During charging

The charging process display on the charging socket pulses green → *Fig. 1* 1. The charging connector is locked.

 The indicator lamp in the instrument cluster flashes green while the high-voltage battery is charging.

If the charging process display lights up red on the socket, there is a fault (→ *Charging operations*).

## Interrupting the charging process

To abort the charging process, press the central locking button once or use the charging settings in the Infotainment system:

1. Tap the **STOP** function button in the Infotainment system. The charging process display on the charging socket lights up white → *Fig. 1* 1. To automatically unlock the charging connector, the setting *Automatically release connector* must be selected in the charging settings (→ *Vehicle settings menu*).
2. Tap the **START** function button to restart the charging process. The charging connector is locked. It may be necessary to authenticate again at the charging station.

## DC charging

## After charging

The charging process display on the charging socket lights up green when the desired charge level has been reached.

Removing the charging connector:

1. Unlock the vehicle.
2. Disconnect the charging connector from the socket within 30 seconds.  
Or: if Automatically release connector is activated in the charging settings ([→ Vehicle settings menu](#)), the charging connector will be unlocked automatically after charging.
3. Disconnect the charging cable from the power supply and fit protective cap.
4. Close the charging socket flap so that it engages audibly.

The alternating current is converted into direct current outside the vehicle. A significantly higher charging power is achieved compared with AC charging.

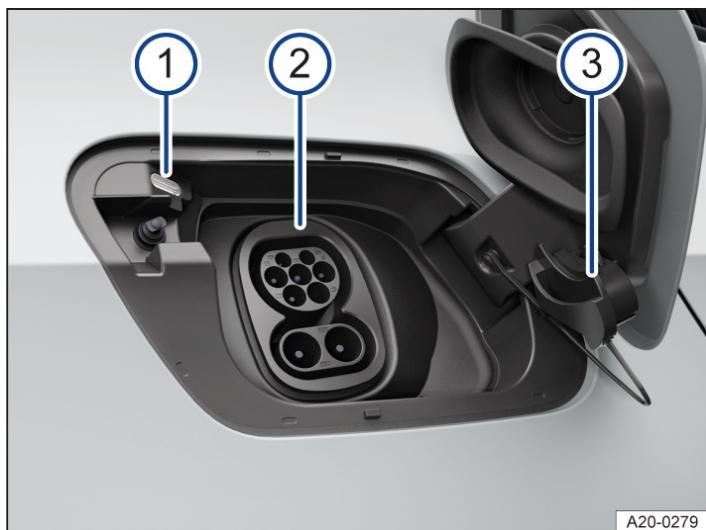


Fig. 1 Behind the charging socket flap at the rear right:  
charging socket.

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- 1 Charging process display ([→ Charging operations](#)).
- 2 Charging socket.
- 3 Protective cap.

---

Public fast charging station: the high-voltage battery can be charged with direct current (DC) at a corresponding charging station. This significantly shortens the charging time.

 The charging cable may have a maximum length of 30 metres.

## Connecting the charge cable

1. Unlock the vehicle .
2. Press on the charging socket flap to open it.
3. Remove the protective cap and hang it on the hanger [→ Fig. 1 3](#).
4. Plug the charging connector of the charging station into the charging socket [→ Fig. 1 2](#).

The charging connector is locked automatically.

The LED light unit (charging process display) on the charging socket blinks or flashes white → Fig. 1 1 (→ [Charging process display](#)).

 The indicator lamp in the instrument cluster lights up white when the charging connector is plugged in.

## Starting charging automatically

Enable the charging station → .

The charging process starts immediately.

### NOTICE

Follow the manufacturer's information and instructions on using the charging station.

## During charging

The charging process display on the charging socket pulses green → Fig. 1 1.

 The indicator lamp in the instrument cluster flashes green while the high-voltage battery is charging.

If the charging process display lights up red on the socket, there is a fault (→ [Charging operations](#)).

## Ending the charging process

Charging can be ended before the desired charge level is reached:

1. Tap the **STOPP** function button on the Infotainment system screen.

The charging process display on the charging socket lights up white → Fig. 1 1. The charging connector is released.

## After charging

The charging process display on the charging socket lights up green when the desired charge level has been reached.

The charging connector is released automatically from the charging station when charging has ended.

1. Remove the charging connector from the charging socket.
2. Fit the protective cap on the bottom connection of the charging socket → Fig. 1 3.
3. Close the charging socket flap so that it engages audibly.

## Charging process display

An LED light unit on the charging socket shows the charging process status → Fig. 1 (arrow).



Fig. 1 Behind the charging socket flap: charging process indicator.

A sticker on the charging socket provides information about the displays of the LED light unit.

## Displays for charging process

LED light unit flashes:

— The charging connector was recognised by the vehicle.

□ White LED light unit:

— Blinks: vehicle communication setup with the charging infrastructure. Charging process is being prepared.

— Lights up continuously: no charging function is active.

■ Green LED light unit:

— Pulsates: the high-voltage battery is being charged.

— Lights up continuously: charging has been completed successfully.

— Flashes: timer-controlled charging is activated. Charging has not yet started.

— Lights up alternately with the red display: charging is taking place with a reduced charging current to prevent the vehicle from breaking down. A fault is present, e.g. charging connector not fully locked.

■ Red LED light unit:

— Lights up continuously: fault in the charging system. The charging process cannot be started or has been cancelled.

If the charging process display is continuously indicating a problem, seek expert assistance.

## Illumination of the charging socket

The charging socket lights up when it gets dark in order to find it easier.

Switching on

- ✓ The vehicle has been unlocked.
- ✓ Or: the charging connector has been unplugged from the charging socket.

Switching off

- ✓ The illumination goes out automatically after some time when the vehicle is unlocked or locked.

# Troubleshooting

## Fault in high-voltage system

The warning lamp lights up red. A corresponding text message is displayed.

There is a fault in the high-voltage system. High-voltage components may be damaged → .

It is not possible to charge the high-voltage battery.

### DANGER

High-voltage components, including the high-voltage battery and the high-voltage cables, may be live and damaged. The voltage of the high-voltage system is dangerous and will cause burns or other injuries and even lead to a fatal electric shock.

- Do not touch the high-voltage components and high-voltage cables!

1.  Immediately park the vehicle safely! Park the vehicle outdoors as soon as it is possible and safe.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance. Volkswagen recommends using the Volkswagen roadside assistance service.

## Exhaustive discharge of high-voltage battery due to long standing time

The indicator lamp lights up red. A text message is displayed.

The high-voltage battery may be damaged, e.g. due to a long standing time.

1. Charge the high-voltage battery immediately.

## Charge level of the high-voltage battery low

The indicator lamp lights up yellow. A text message showing the remaining range is also displayed.

The charge level of the high-voltage battery has reached the reserve range.

1. Charge the high-voltage battery.

## High-voltage battery is empty

The indicator lamp lights up yellow. A text message is displayed.

1. Charge the high-voltage battery immediately.

## Charging not possible or aborted

The charging process display on the charging socket lights up red.

Before you visit a suitably qualified workshop, you can perform the following troubleshooting measures:

- Reconnect the charging cable.
- Or: check whether the charging connector is inserted correctly.
- Or: check whether a fault is indicated on the charging station or, depending on the equipment, on the charging cable protection unit.

If the fault cannot be remedied, go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

## Charging connector cannot be removed

- When AC charging at the charging station, wall box or mains socket, unlock the vehicle via the central locking. Disconnect the charging connector within 30 seconds.
- Or: when AC charging, the Automatically release connector setting can be selected in the charging settings ([→ Vehicle settings menu](#)). The charging connector is automatically released when charging is complete, or if it is cancelled in the Infotainment system.
- When DC charging at the quick-charging station, the charging connector is released automatically when charging is complete. To release the charging connector early, terminate the charging process using the **STOPP** function button on the Infotainment system screen.

If there is a fault, release the charging connector manually ([→ Charging connector](#)).

## Protective device of charging cable switches off

If external devices with a separate power connection are used on the vehicle simultaneously, e.g. refrigerator box, a fault may be detected during the self-test of the protection unit.

- Observe the correct order. Always connect the charging cable with the external power supply first and then with the charging socket.

## Charging time changes

During DC

charging, the charging current is automatically reduced to protect the high voltage battery from overheating.

Multiple successive quick-charging procedures cause a temporary extension of the charging time.

## Fault in range calculation

The indicator lamp lights up yellow. A text message is displayed.

There is a fault in range calculation.

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Manually releasing the charging connector

### Prerequisites

- ✓ The charging connector has been plugged in correctly ([→ Alternating current \(AC\)](#)) and not at an angle.
- ✓ The vehicle is unlocked ([→ Vehicle key](#)).
- ✓ The charging process has been completed or interrupted ([→ Charging operations](#)).
- ✓ When charging with alternating current (AC), the setting Automatically release connector is activated in the charging settings ([→ Vehicle settings menu](#)).

Manually release the charging connector if the prerequisites are met and the charging connector still cannot be removed → .

### DANGER

If the charging connector remains locked unexpectedly, the cause may be a fault in the vehicle or the charging station. Live contacts may become accessible as a result of the manual unlocking procedure. In this case, touching the contacts in the charging socket will lead to burns, other injuries or a fatal electric shock.

- Never touch the contacts in the charging socket or charging connector.

 Only release the charging connector manually in the event of a malfunction on the vehicle.

## Electrically releasing the charging connector

To avoid manually releasing the charging connector in the luggage compartment, try to release it electrically via the vehicle's central locking system .

1. Unlock the vehicle three times in quick succession.
2. Remove the charging connector.

## Manually releasing the charging connector



Fig. 1 Behind the flap in the right-hand luggage compartment trim: manual release mechanism for the charging connector.

- (1) Flap with catch.
- (2) Loop for manual release.

1. Open the luggage compartment.

On the bottom right there is a flap with a catch → Fig. 1 (1).

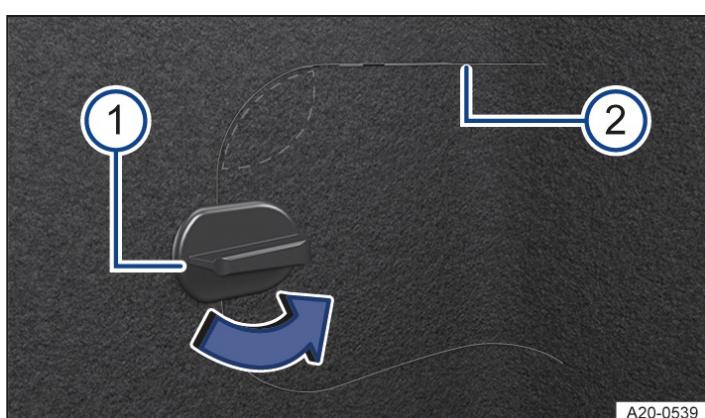


Fig. 2 Lower right-hand side of the luggage compartment trim: flap for the manual release mechanism.

- (1) Catch.
- (2) Separation points.

1. Turn the catch of the flap by  $90^\circ$  → *Fig. 2* 1 (blue directional arrow).
2. Press in the area above the catch → *Fig. 2* (highlighted area).
3. Reach into the opening and release the flap by pulling. If necessary, use a suitable tool at the coupling point → *Fig. 2* 2.
4. Open the flap → *Fig. 1* 1.
5. Pull the loop for the manual release mechanism → *Fig. 1* 2. The charging connector can now be removed → .
6. Close the flap with the catch in the luggage compartment trim.

Have the charging socket checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

### Instructions for charging cable

The charging cable supplied with the vehicle depends on the scope of delivery and the country-specific technical requirements, e.g. charging connector connections for mains sockets.

Volkswagen recommends using only the supplied charging cable.

#### DANGER

Use of a damaged charging cable or a charging cable that has been tampered with will lead to serious injuries and a fatal electric shock.

- Always check the charging connectors and charging cable for damage, e.g. cracks, before use.
- Never open the charging cable and its components.
- Never use a damaged charging cable or a charging cable that has been tampered with.
- Have the charging cable checked by a suitably qualified workshop if there is a malfunction. Volkswagen recommends using a Volkswagen dealership.

#### NOTICE

Before driving abroad, find out about the correct charging cable and the maximum permissible charging current. If possible, use the charging cable supplied in the country concerned.

- Handle with care → .
- Unwind or wind up completely.
- Do not fold or bend over sharp edges.
- Do not trap or drive over cable.
- Pull only at the charging connectors.
- Children must not use the charging cable.
- Keep animals away from cable.
- Stow safely without kinks after use.

#### WARNING

Objects that are not secured or are secured incorrectly can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Please use the charging cable bag provided to stow the charging cable safely. Hook the charging cable bag into one of the front fastening rings in the luggage compartment.

## Instructions for charging connectors and charging cable protection unit

- Do not reach into the contacts of the charging connector.
- Protect against intense sunlight (ambient temperature not higher than 50°C or 122°F)
- Do not drop.
- Protect against submerging in liquids, such as rainwater.
- Fit the protective caps after use.

### **WARNING**

Always connect the charging cable for mains sockets directly to a mains socket. Injuries due to fire could be incurred or the charging cable or the house's electrical system could become damaged.

- Never connect the charging cable to an extension cable, a cable reel, a multiple socket outlet or an adapter such as a regional adapter or timer.

### **NOTICE**

The charging cable may be subject to a regular testing requirements as mobile electrical equipment. A test adapter is required.

-  Comply with the maximum load for the safety circuit used. If the charging cable is connected to a mains socket with other electrical consumers in the same electrical circuit, the fuse in the electrical circuit can be tripped.
-  Charging cables must be disposed of in an environmentally friendly way and must not be disposed of as household waste.

## Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly moistened cloth → , → .

### **DANGER**

The voltage of the high-voltage system is dangerous and will cause burns or other injuries and even lead to a fatal electric shock.

- Clean the charging cable only when it is disconnected.

### **NOTICE**

The charging cable can be damaged by incorrect cleaning.

- Use only water and no additional cleaning agents.
- Make sure that no water gets into the contacts.

## Charging cable for charging stations with alternating current (AC)



Fig. 1 Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and depends on the infrastructure used, the charging cable and the equipment of the battery charger → , → .

The electrical installation abroad may be designed according to different technical rules than in your own country. This means that a charging cable with a cross-section of  $5 \times 6 \text{ mm}^2$  may be required locally to achieve the maximum charging power available → .

#### **WARNING**

Charging the high-voltage battery with an unsuitable charging cable may lead to short circuits, severe injury and fatal electric shocks.

- Make sure to find out the type of electrical installation available locally before travelling abroad.
- Please always observe the specifications given on the charging cable.

#### **CAUTION**

The charging cable must not be used as an extension cable.

## **Charging in Norway**

In Norway, only use a charging cable with a cross-section of  $5 \times 6 \text{ mm}^2$  → . Before travelling to Norway, check whether your charging cable for charging stations meets the requirements given above. Please note the information on the charging cable.

#### **NOTICE**

Follow the manufacturer's information and instructions on using the charging station.

Charging with a charging cable with a rating of 16 A is not possible at some charging stations that support 32 A. This depends on the equipment of the charging station.

- Inform yourself about the available charging technology before charging.

## Charging cable for mains sockets



Fig. 1 Charging cable for mains sockets (illustration)

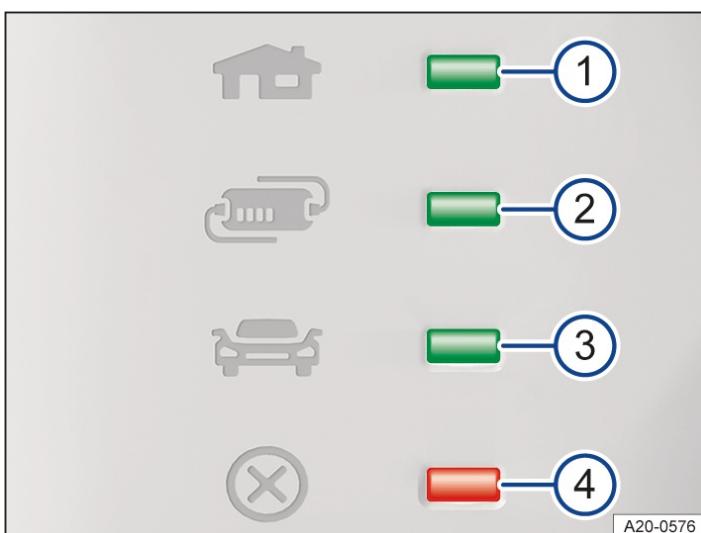


Fig. 2 Warning lamp on the charging cable protection unit.

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- (1) Indicator lamp for plug and power supply.
- (2) Indicator lamp for protection unit
- (3) Indicator lamp for vehicle
- (4) Fault warning lamp.

---

### Information on the charging cable

Before using the charging cable, also pay attention to the information on the charging cable and on the rear of the protection unit.

### Protection unit

The charging connector is de-energised by the electronic protection unit until it is inserted in the vehicle's charging socket.

### Self-test

When the charging cable is connected to a mains socket, the protection unit will automatically perform a self-test. All

warning and indicator lamps will briefly light up and go out one after another. The current operating status is then displayed.

## Status indicators

One or more indicator lamps on the protection unit light up green → Fig. 2 1, 2 or 3.

Display → Fig. 2	Meaning
1 Lit up	Charging cable is connected to the mains network.
1, 2 lit up, 3 flashing	High-voltage battery is being charged.
1, 2 and 3 lit up	Charging process ended. High-voltage battery has been charged.

 It is possible that charging cable supplied outside Norway cannot be used for recharging from mains sockets in Norway.

## Setting charging current

The charging cable limits the charging current corresponding to the available power supply.

Depending on the equipment, the charging current can be reduced in the charging settings of the Infotainment system if charging is not to take place with the maximum charging current at the local power supply ([→ Timer-controlled charging](#)).

## Temperature monitoring

If the protection unit or mains plug overheats, the charging cable reduces the charging current or interrupts the charging process. The cause may be damage to the charging cable or the electrical installation. If the charging cable has been stored at high temperatures, this can also lead to the charging process being switched off.

Display → Fig. 2	Meaning
1, 4 flashing	Domestic plug overheated.
2, 4 flashing	Protection unit overheated.

If charging is continued with a lower charging current, the warning lamp → Fig. 2 4 flashes red in addition to the current status indicator.

1. Disconnect the charging cable from the mains and allow it to cool down.
2. If the charging current is switched off or reduced again without any discernible external heat influence, check which green indicator lamp is flashing → Fig. 2. Contact a suitably qualified workshop to have the charging cable checked. Volkswagen recommends using a Volkswagen dealership. Contact a suitably qualified workshop for electrical installations to have the infrastructure connection checked.

## Fault displays

If the warning lamp → Fig. 2 4 flashes or lights up red without an indicator lamp → Fig. 2 1, 2 or 3 of the status indicator being lit continuously, there is a fault present.

Display → Fig. 2	Meaning
1 flashing, 4 lit or flashing	Fault in the power supply.
2 flashing, 4 lit or flashing	Fault in the safety device.
3 flashing, 4 lit or flashing	Vehicle malfunction.

The charging process will be interrupted or aborted.

1. Observe the information on the rear of the protection unit.
2. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 If the vehicle is connected to the power grid via an additional connection or is located in direct proximity to high-voltage lines during the charging process, charging at a mains socket may not be possible. Additional connections to the power grid:

- Connection of a charger for 12-volt vehicle battery.
- Contact with working equipment connected to the power grid, e.g. lifting platform.

## Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

### WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung through the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

### WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

## Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times.

-  After using the jack, crank it back to its original position so that it can be stowed safely.

## Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. In some countries, there may also be a tyre pressure gauge in the vehicle. The following describes the maximum content.

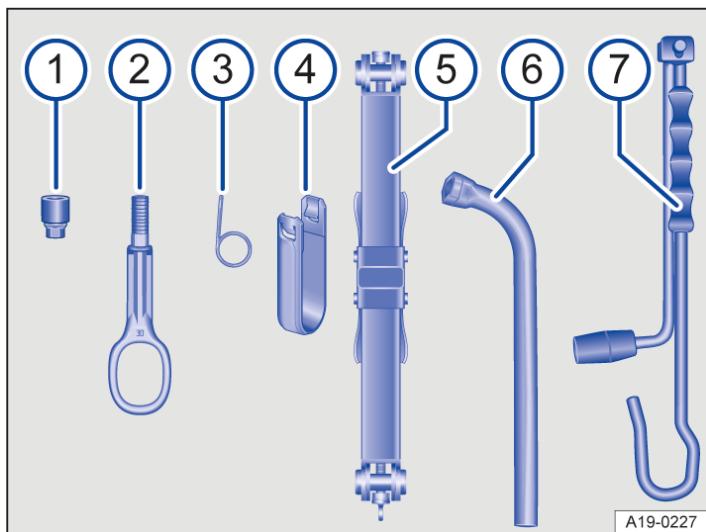


Fig. 1 Contents of the toolbox (illustration).

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- 1 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.
- 2 Screw-in towing eye.
- 3 Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
- 4 Extraction bracket.
- 5 Jack. Before you repack the jack, you must fully wind in the claw.
- 6 Box spanner for wheel bolts.
- 7 Crank.

---

### Servicing the jack

There are no maintenance cycles for the jack.

1. Grease the jack with universal lubricant when necessary.

## Service position

The wiper arms can be lifted off the windscreen when in the service position.

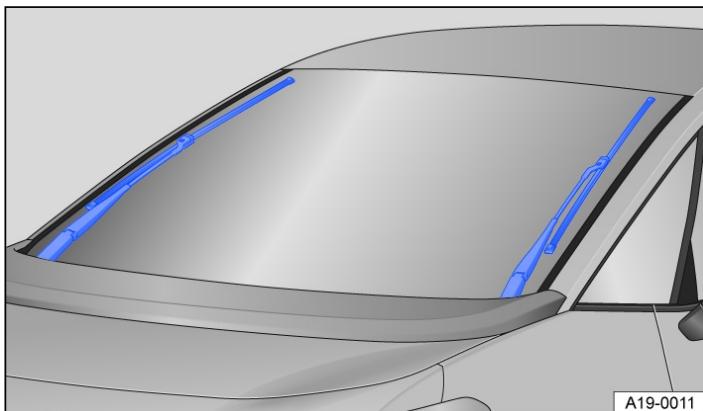


Fig. 1 Wipers in service position.

### Activating the service position via the wiper lever

1. Close the bonnet ([In the engine compartment](#)) and the driver and front passenger doors.
2. Switch the ignition on and then off again.
3. Press the wiper lever briefly in flick wipe ([Wipers](#)) direction.

### Activating the service position via the exit menu

The service position of the wiper blades can be activated for a limited period in the exit menu ([Exit menu](#)). The ignition must be switched off when doing this ([Starter button](#)).

### Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting → ①.
2. Lift the wiper arms, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
3. Before starting your journey, place the wiper arm carefully on the windscreens, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
4. With the ignition switched on, briefly press the wiper lever in flick wipe direction to bring the wiper arms back to the original position.

#### NOTICE

To avoid damage to the bonnet, windscreens and wiper arms:

- Lift the wiper arms only when in service position.
- Always place the wiper arms back on the windscreens 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. Rubbing wiper blades should be changed if damaged or cleaned if dirty → .

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Cleaning wiper blades

Note for the windscreen wipers: move the wiper arms to the service position before lifting them ([→ Wiper blades](#)).

1. Lift the wiper arms, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge → .
3. Place the wiper arms carefully back onto the windscreen.

### Changing the windscreen wiper blades

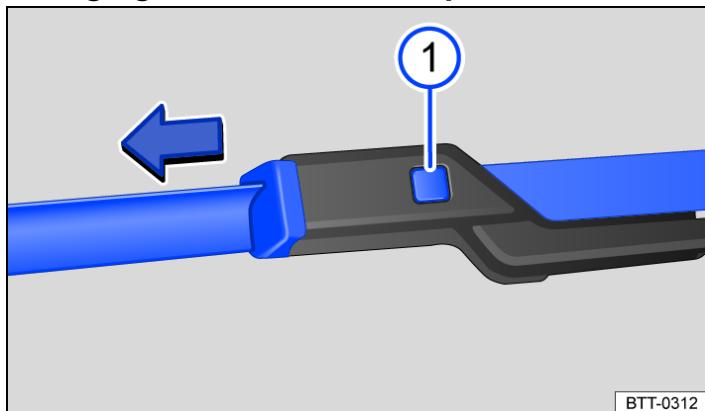


Fig. 1 Changing the windscreen wiper blades.

1. Move the wiper arms to the service position before lifting ([→ Wiper blades](#)).
2. Lift the wiper arms, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* 1.
4. Insert a new wiper blade with the same length and design onto the wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

### Changing the wiper blade for the rear window

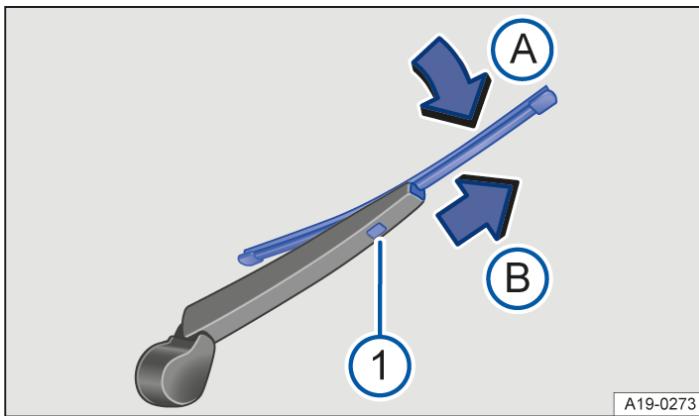


Fig. 2 Changing the wiper blade for the rear window.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* 1.
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* A and pull it off in the direction of the arrow B at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* B. The wiper blade must be in folded-down position to do this → *Fig. 2* A.
6. Carefully place the wiper arm back onto the rear window.

### **WARNING**

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

- Always change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

### **NOTICE**

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar fluids to clean the windows.

 Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

## Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It may be illegal to drive with faulty exterior lights.

## Additional bulb specifications

Some bulbs might have factory specifications that differ from standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

## **WARNING**

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

## **WARNING**

Changing bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before carrying out work in the bonnet space ([→ In the engine compartment](#)). The bonnet space of any vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only when it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to "go blind"
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

## **NOTICE**

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

## **Information on changing bulbs**

Always carry out the following actions for changing a bulb in the given order → *Information on changing bulbs*.

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake .
3. Switch off the lights ([→ Dipped beam](#)).
4. Move the turn signal and main beam lever to neutral position ([→ Turn signals](#)).
5. Switch off the ignition.
6. Allow the orientation lighting to go out ([→ Orientation lighting](#)).
7. Leave the defective bulbs to cool down.
8. Check to see if a fuse has visibly blown ([→ Fuses](#)).
9. Follow the instructions to change the affected bulb → . Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.
10. Do not touch the glass part of the bulb with unprotected fingers. When switched on, the heat of the bulb would cause the remaining fingerprint to evaporate and be deposited on the reflector. This will impair the light output of the headlight.
11. 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.
12. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **WARNING**

The instructions on the work steps are important for your safety and ignoring them can lead to accidents and severe injuries.

- Always follow the work steps in the instructions and observe the generally valid safety precautions.

## NOTICE

Observe the following to avoid damage to the vehicle paint or other components:

- Always take care when removing and fitting lights.

## Changing the turn signal bulb

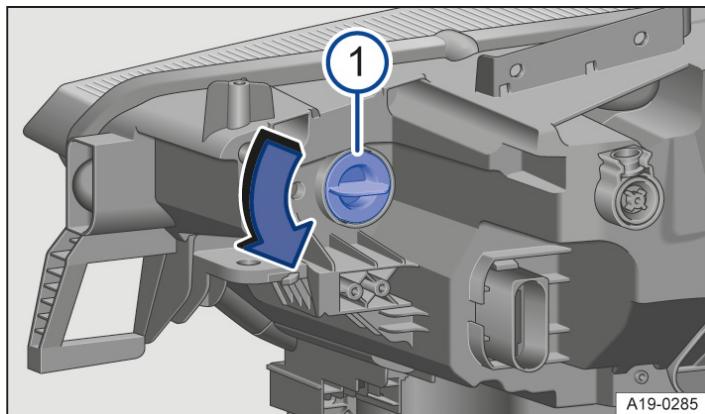


Fig. 1 Rear of the right headlight: changing the turn signal bulb.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist ([→ Exterior lighting](#)).
2. Open the bonnet  ([→ In the engine compartment](#)).
3. Turn the bulb holder → Fig. 1 1 in the direction of the arrow and pull it out.
4. Replace the defective bulb with a new bulb of the same type.
5. Carefully insert the bulb holder into the headlight and turn it as far as it will go in the opposite direction to the arrow.
6. Close the bonnet  ([→ In the engine compartment](#)).

 The illustration shows the right-hand headlight from the rear. The left-hand headlight is a mirror image of the one shown.

## Introduction to the topic

At the time of publication we are unable to provide a complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

### Fuses for emergency services

A fuse for the high-voltage system in the dash panel fuse box is labelled with a special flag to allow emergency services to de-energise the vehicle as quickly as possible. Never attempt to replace these fuses or swap them with other fuses in other slots → . If this fuse is faulty, always have it replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### WARNING

The voltage in the high-voltage system can cause electric shocks, serious burns and death!

- Never touch the electrical cables in the bonnet space.
- Avoid causing short circuits in the electrical system.
- Never repair or replace fuses of the high-voltage system yourself. Always have work performed by a correspondingly qualified workshop.

#### WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating.
- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

#### NOTICE

Never remove the specially tagged high-voltage fuses from the fuse box in the dash panel. These are for the exclusive use of the emergency services so that the vehicle can be de-energised as quickly as possible.

#### NOTICE

To avoid damage to the electrical system in the vehicle, always deactivate the vehicle's drive system and switch off the lights and all electrical consumers before changing a fuse.

- Make sure that it is not possible to activate the vehicle's drive system when changing a fuse.

#### NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

#### NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.

## NOTICE

To avoid damage to the vehicle:

- Carefully remove the fuse box covers and fit them correctly again after completing work.

 There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a correspondingly qualified workshop.

## Fuses in the bonnet space

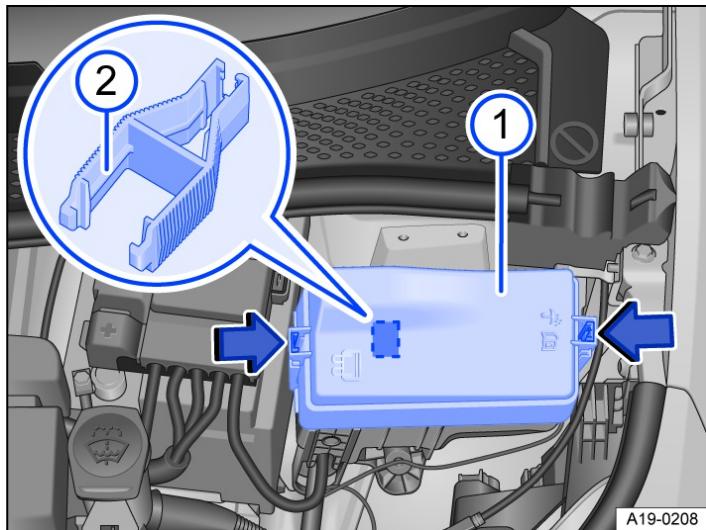


Fig. 1 In the bonnet space: fuse box with plastic grippers.

## Opening the fuse box in the bonnet space

There may be a pair of plastic grippers for removing fuses in the fuse box → Fig. 1 2.

### Removing

1. Open the bonnet  (*→ In the engine compartment*).
2. Press the locking button in the direction of the arrow → Fig. 1 (arrows) in order to unlock the cover of the fuse box → Fig. 1 1.
3. Lift off the cover.

### Installing

1. Position the cover on the fuse box and press it downwards until the cover audibly engages into position on both sides.

## Fuse table for fuses in the bonnet space

The list shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

### Fuse assignment

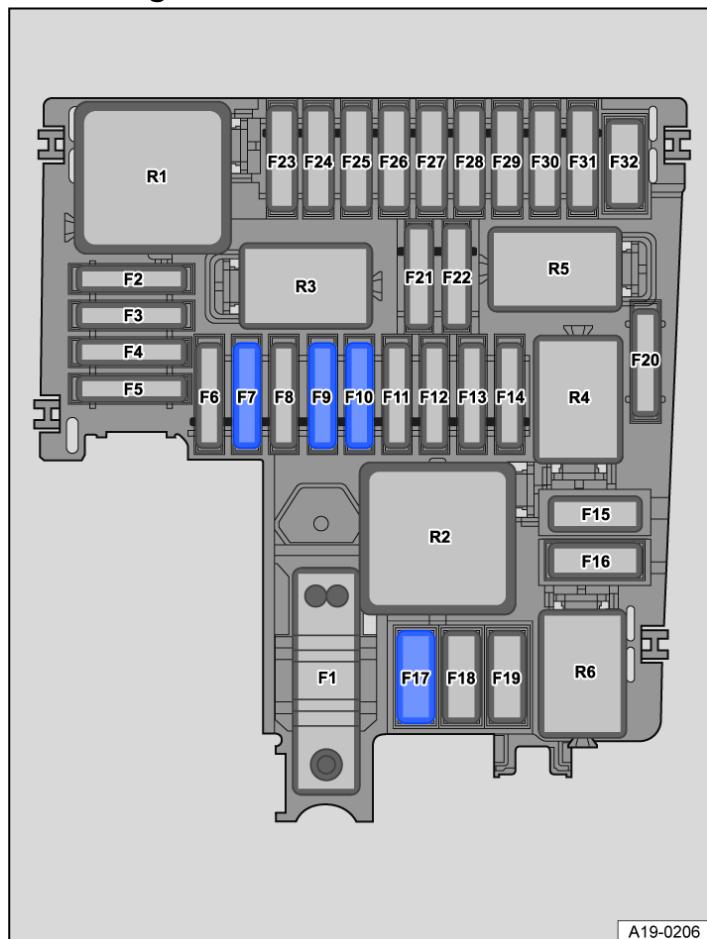


Fig. 1 In the bonnet space: fuse locations.

Fuse location → *Fig. 1*:

F7

30 amps, ATO®, front wipers, right

F9

15 amps, ATO®, horn.

F10

30 amps, ATO®, front wipers, left

7.5 amps, ATO®, air conditioning system.

## Fuses in the dash panel

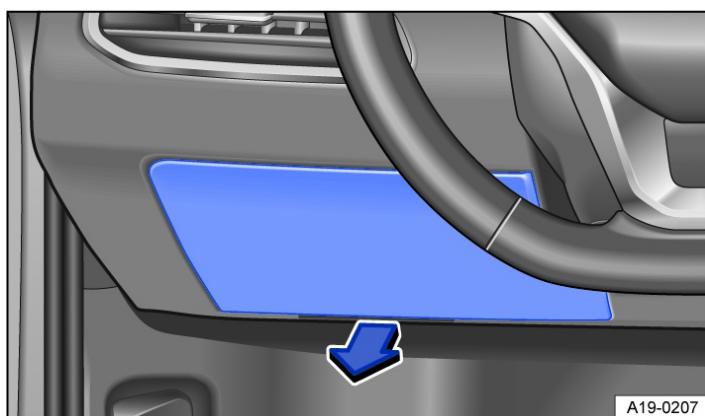


Fig. 1 Left-hand drive vehicle: fuse box cover in the dash panel on the driver side

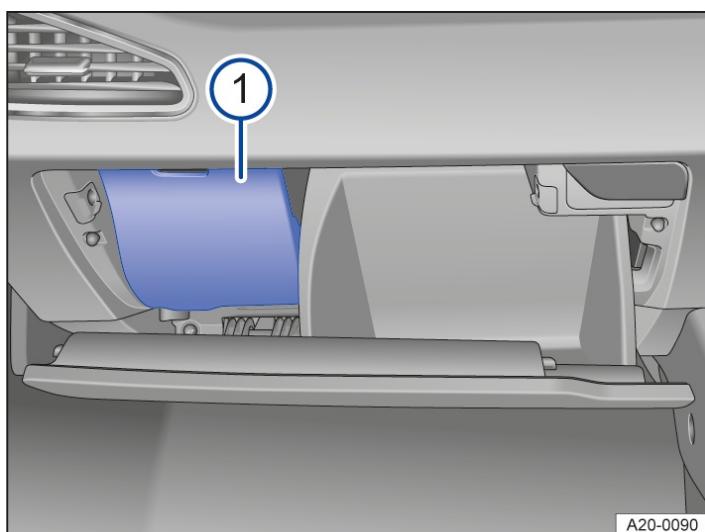


Fig. 2 Right-hand drive vehicle: fuse box cover in the dash panel on the front passenger side.

### Left-hand drive vehicle: opening the fuse box in the dash panel

#### Removing

1. Reach behind the cover and pull off in the direction of the arrow → Fig. 1.

#### Installing

1. Align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

### Right-hand drive vehicle: opening the fuse box in the dash panel

#### Removing

1. Open the glove box and empty if necessary.
2. Pull off cover from top → Fig. 2 ①.

## Installing

1. Insert cover and engage at top. Close the glove box.

## Fuse table for fuses in the dash panel

The list shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

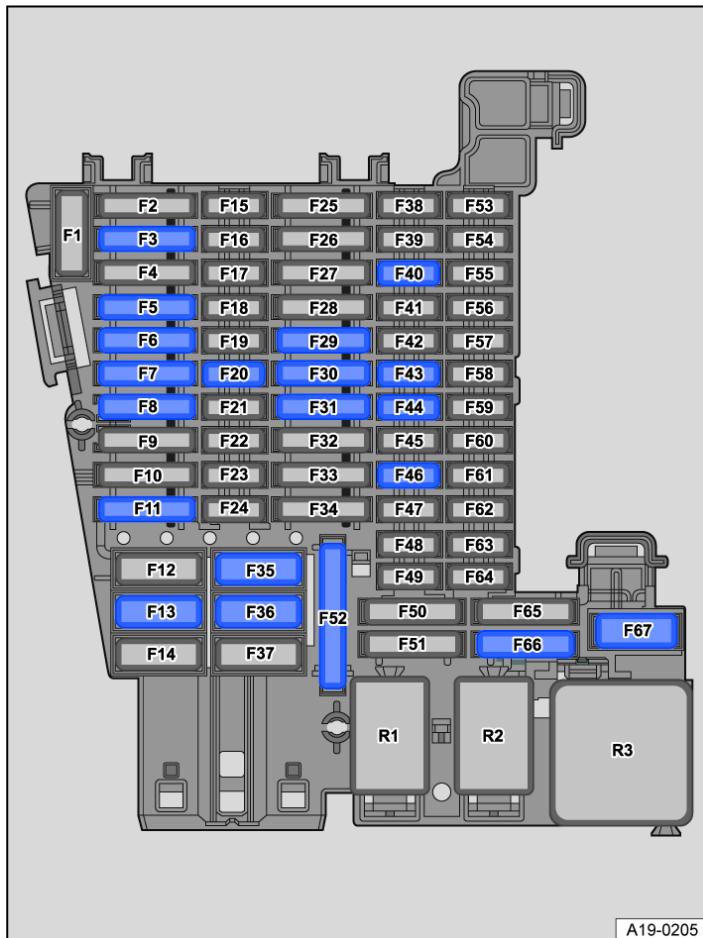


Fig. 1 In the dash panel: fuse assignment.

## Fuse assignment

Fuse location → *Fig. 1*:

F5

25 amps, ATO®, left exterior lighting.

F6

30 amps, ATO®, interior lighting.

F7

30 amps, ATO®, seat heating.

F8

15 amps, ATO®, sun blind in glass roof.

F13

40 amps, MAXI+®, central locking.

F20

10 amps, MINI®, telephone.

F30

20 amps, ATO®, parts for the Infotainment system.

F32

25 amps, ATO®, right exterior lighting.

F36

40 amps, MAXI+®, blower regulator.

F40

10 amps, MINI®, anti-theft alarm.

F43

7.5 amps, MINI®, air conditioning system control panel or heating and fresh air system, rear window heating relay.

F44

7.5 amps, MINI®, light switch(dipped beam), rain and light sensor, background lighting, ID. Light.

F46

10 amps, MINI®, display, Infotainment system control panel.

F52

20 amps, ATO®, cigarette lighter, sockets.

F66

15 amps, ATO®, rear window wiper.

F67

30 amps, MAXI+®, rear window heating.

Fuse locations for vehicles with factory-fitted bicycle carrier preparation:

F3

25 amps, ATO®, control unit for trailer detection, left

F11

15 amps, ATO®, control unit for trailer detection

F29

15 amps, ATO®, control unit for trailer detection

F31

25 amps, ATO®, control unit for trailer detection, right

 Electric windows and electrically adjustable seats may be protected by circuit breakers or control units which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

## Changing blown fuses

### Preparations

— Deactivate the vehicle's drive system and switch off the lights and all electrical consumers.

### Detecting a blown fuse

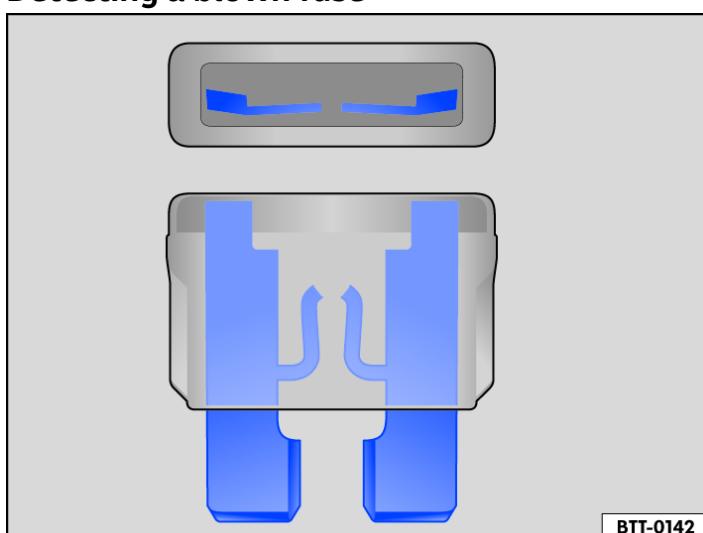


Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse box.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip  
→ Fig. 1.

## **Fuse types**

- Standard flat blade fuse (ATO<sup>®</sup>).
- Small flat blade fuse (MINI<sup>®</sup>).
- Large flat blade fuse (MAXI<sup>®</sup> or MAXI+<sup>®</sup>).

## **Colour coding of fuses**

Fuses (ATO<sup>®</sup> - MINI<sup>®</sup> - MAXI<sup>®</sup> and MAXI+<sup>®</sup>).

*Colour*

*Amp rating*

Black

1 amps

Purple

3 amps

Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

## Changing fuses

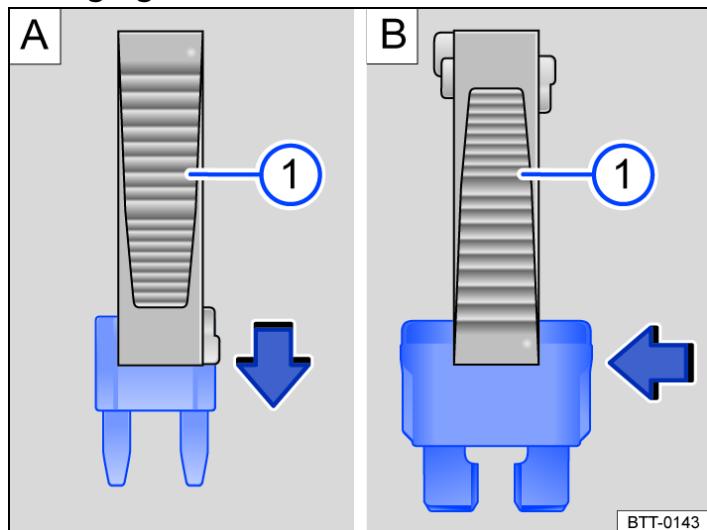


Fig. 2 Removing or inserting fuse with plastic pliers 1 (illustration).

1. If applicable, take the plastic grippers out of the fuse box or the cover of the fuse box → Fig. 2 1.
2. Push the plastic grippers clip suitable for the fuse design onto the fuse from the top or the side → Fig. 2.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size → 1.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

### NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

## Introduction to the topic

For technical reasons, your vehicle may not be push-started → 1.

If the vehicle's drive system cannot be activated because the 12-volt vehicle battery is discharged, you can use the 12-volt vehicle battery in another vehicle to activate the vehicle's drive system.

Suitable jump leads are needed for jump starting.

Cable cross-section for the jump leads:

— For vehicles with an electric drive at least 16 mm<sup>2</sup>.

For technical reasons, it is not permitted to jump start other vehicles with an electric vehicle.

### WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery ([→ 12-volt vehicle battery](#)).
- Please note that the vehicle battery providing assistance must have the same voltage (12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.

- Position the jump leads so that they never come into contact with any moving parts in the bonnet space.
- Observe the operating instructions provided by the jump lead manufacturer.
- Observe the owner's manual of the vehicle providing jump starting assistance.

### **WARNING**

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Never use a mobile telephone when the jump leads are being connected or disconnected.

### **NOTICE**

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C(+32°F).

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

### **NOTICE**

Please note the following in order to avoid considerable damage to the vehicle electrical system:

- A short circuit can be caused if the jump leads are wrongly connected.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive battery terminals are connected.
- Use only jump leads with fully insulated terminal clamps.

### **NOTICE**

Tow-starting can damage the vehicle.

## Jump-start connection point (earth connection)

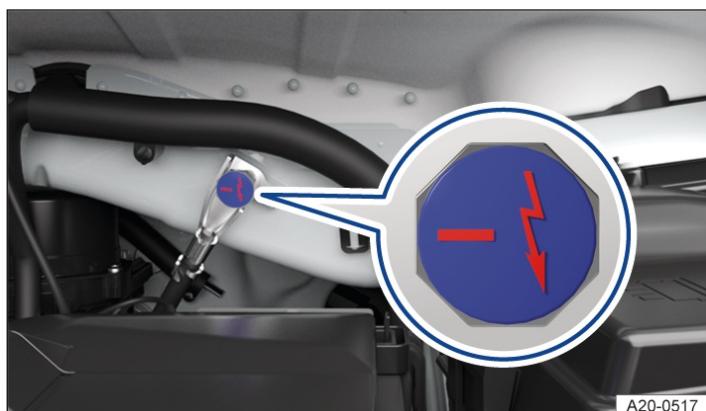


Fig. 1 In the bonnet space: jump-start connection point (earth connection).

- The jump-start connection point (earth connection) is used for connecting the *black* jump lead → *Fig. 1*.

The jump-start connection point is not suitable for jump starting other vehicles. It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system.

The vehicle can only be jump started via this jump-start connection point (earth connection).

## Jump-start connection point (positive battery terminal)



Fig. 1 In the bonnet space underneath a cover: jump-start connection point (positive battery terminal).

- + The jump-start connection point (positive battery terminal) for connecting the *red* jump lead is located under a cover in the bonnet space.

It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system.

The jump-start connection point is not suitable for jump starting other vehicles.

The vehicle can only be jump started by another vehicle via this jump-start connection point (positive battery terminal).

## Jump starting the vehicle

Observe the following points when carrying out jump starting:

1. The discharged 12-volt vehicle battery must be properly connected to the vehicle electrical system.
2. The vehicles must not be touching each other. Otherwise electricity could flow as soon as the positive battery terminals are connected.
3. Comply with the information on jump starting contained in the owner's manual for the other vehicle.
4. Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.
5. If the vehicle's drive system cannot be activated, stop the procedure and repeat it after approximately 1 minute.
6. Please seek assistance from a correspondingly qualified workshop if the vehicle's drive system still cannot be activated. Volkswagen recommends using a Volkswagen dealership.

For technical reasons, the jump-start connection points on electric vehicles are not suitable for being used to jump start other vehicles → .

### Attaching the jump leads

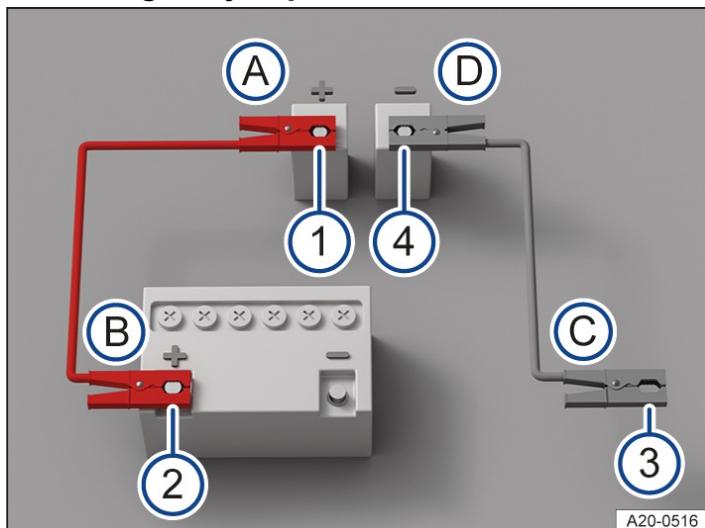


Fig. 1 Schematic diagram of how to connect the jump leads.

- 1 Positive battery terminal jump-start connection point(+) of the electric vehicle being jump-started.
- 2 Positive battery terminal(+) on the vehicle that is giving the jump start.
- 3 Suitable earth connection(−) of the vehicle that is providing assistance with jump starting. Preferably a jump-start connection point(−), otherwise a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.
- 4 Earth connection(−) on the electric vehicle being jump-started

The jump leads should be connected only in the order A – B – C – D → *Fig. 1*.

1. Switch off the ignition in both vehicles .
2. Fold open the cover of the positive battery terminal jump-start connection point(+) in the engine compartment, if present ([Jump-start connection point \(positive\)](#)).
3. Connect one end of the *red* jump lead to the positive battery terminal jump-start connection point(+) of the electric vehicle with the discharged 12-volt vehicle battery → *Fig. 1* 1 → .

4. Connect the other end of the *red* jump lead to the positive battery terminal(+) of the vehicle battery providing assistance → *Fig. 1* 2.
5. On the vehicle with the 12-volt vehicle battery providing assistance, connect one end of the *black* jump lead preferably to an earth jump-start connection point (-), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* 3.
6. Connect the other end of the *black* jump lead to the earth jump-start connection point(-) on the electric vehicle with the discharged 12-volt vehicle battery → *Fig. 1* 4 → .
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

## Activating the vehicle's drive system

1. Start the engine of the vehicle providing assistance and let it run at idle.
2. Activate the drive system on the electric vehicle with the discharged 12-volt vehicle battery.

Please seek assistance from a correspondingly qualified workshop if the vehicle's drive system still cannot be activated. Volkswagen recommends using a Volkswagen dealership.

## Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.
2. Turn on the blower of the air conditioning system or the heating and fresh air system and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. When the engines are running, the jump leads should be removed only in the order D – C – B – A → *Fig. 1*.
4. Close the cover of the positive battery terminal jump-start connection point(+), if present ([→ Jump-start connection point \(earth\)](#)).
5. After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the high-voltage system of the fuel system or to the brake lines.
- Do not allow the uninsulated parts of the terminal clamps to touch each other.
- Do not allow leads attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not perform jump starting if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

### NOTICE

- It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system.
- After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop.

## Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

### Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope:

- The maximum permitted towing speed is 50 km/h(30 mph).
- The maximum permitted towing distance is 50 km(30 miles).

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

### Towing with a breakdown truck

The vehicle may only be transported on a recovery vehicle when standing on four wheels.

#### **WARNING**

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

#### **WARNING**

Never tow a vehicle that has no power supply.

- Never switch off the ignition using the starter button when the vehicle is being towed. Otherwise the electronic steering column lock could engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

#### **NOTICE**

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle transported by a recovery vehicle.

#### **NOTICE**

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

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

#### **NOTICE**

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

## NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

## Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

### **In which situations may the vehicle not be towed?**

Do not have the vehicle towed in the following situations:

- The 12-volt vehicle battery is discharged.
- A red warning lamp  and the text message Towing damages the electrical system. Owner's manual! are displayed in the instrument cluster.
- The power supply for the 12-volt vehicle electrical system cannot be guaranteed.
- The instrument cluster display does not work properly.
- The distance to be towed is further than 50 kilometres(30 miles).
- The selector lever cannot be moved to neutral(N position).
- The electronic parking brake cannot be released.
- The steering column lock cannot be released.
- If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek the assistance of a correspondingly qualified workshop and have the vehicle transported on a recovery vehicle if necessary. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is electrically driven. Volkswagen recommends using a Volkswagen dealership.

# Towing

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye

## Preparations

- Ensure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.
- Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.
- Comply with the information on towing contained in the owner's manual for the other vehicle.

## Pulling vehicle (front)

It is not possible to fit a towing eye on the rear bumper. The vehicle is not suited for tow-starting other vehicles

## Pulled vehicle (rear)

1. Make sure that the ignition is switched on so that the steering wheel is not locked and you can indicate and operate the wipers if necessary.
2. Release the electronic parking brake.
3. The brake servo and power steering function only when the vehicle's drive system is activated. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
4. Ensure that the tow-rope is always taut.
5. Select the N position.

### WARNING

If the vehicle is towed even though the text message **Towing damages electrical system. Owner's manual!** is displayed in the instrument cluster, vibrations can occur in the drive system and the drive wheels can lock, particularly on icy or wet roads. Locking wheels can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- If the message **Towing damages electrical system. Owner's manual!** appears in the instrument cluster, push or tow the vehicle only in emergency situations.

If the conditions for towing are not met, the vehicle must be towed or pushed on its own four wheels only in emergency situations. The towing operation to the recovery vehicle must take place only at walking pace and for a maximum distance of 100 metres → .

### WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- Seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

### NOTICE

The vehicle can be towed only if the 12-volt vehicle battery is adequately charged, so that the electronic parking brake and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the electronic parking brake and the steering column lock.

## Fitting the towing eye at front

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. Otherwise seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

The towing eye must always be kept in the vehicle.

Comply with the notes on towing ([→ Tow-starting or towing](#)).

### Fitting the towing eye at front



Fig. 1 In the front bumper on the right: removing the cover.

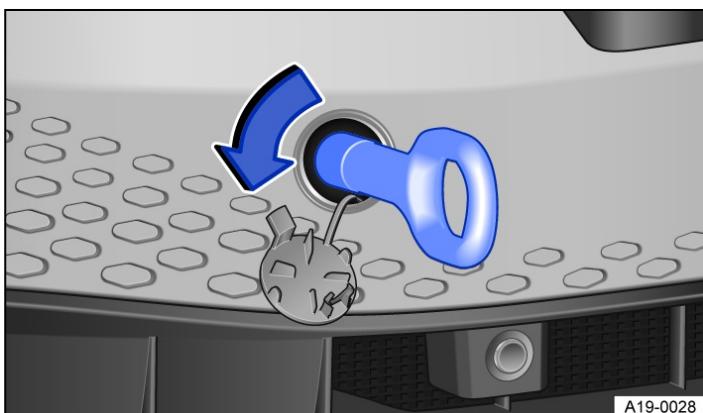


Fig. 2 In the front bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle toolkit in the luggage compartment ([→ Vehicle toolkit](#)).
2. Press in the direction of the arrow on the marked part of the cover to release the cover → Fig. 1.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible → Fig. 2, → . Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

## NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

## Safety notes for working in the bonnet space

The bonnet space of a vehicle is a hazardous area. You should only carry out work in the bonnet space if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → . Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Always park the vehicle on a level and stable surface before carrying out any work in the bonnet space.

### DANGER

The voltage of the high-voltage system is dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- You should always assume that the high-voltage battery is charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch damaged components of the high-voltage system or allow jewellery or other metal objects to come into contact with these components. Damage is not visible in all cases.
- Never carry out work on the orange high-voltage cables or the other high-voltage components. Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work.
- Never damage or modify the orange-coloured high-voltage cables. Never remove the orange high-voltage cables or disconnect them from the high-voltage network.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Work on and in the vicinity of the high-voltage system must be performed only by authorised qualified workshops.
- Please note that any gases emitted by or escaping from the high-voltage battery may be toxic or flammable.
- Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could also potentially cause a fire. Do not breathe in the gases.
- Never touch the fluids that leak from the high-voltage battery.
- In the event of a fire, leave the danger area and call the fire service.
- Always inform any attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

### WARNING

Unqualified work on the high-voltage system and on high-voltage components can lead to malfunctions, accidents and injuries.

- Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface and the wheels must be blocked.
- If you are working under the vehicle, use suitable stands to provide support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.

### WARNING

The bonnet space of any vehicle is a dangerous area. Serious injuries can be sustained here.

- Always work with extreme care and caution and observe the general safety precautions. Never take any personal

risks.

- Never perform any work in the bonnet space unless you know exactly how to do it. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Serious injuries can result from work that has not been carried out properly. Volkswagen recommends using a Volkswagen dealership.
- Never close or open the bonnet if steam or coolant is escaping. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.
- Hot electric drive components can burn the skin.
- The following must be observed before opening the bonnet:
  - Activate the electronic parking brake.
  - Keep the vehicle key safe and far enough away from the vehicle to prevent any risk of the vehicle's drive system being activated accidentally and energising the electrical system.
  - Always keep children away from the bonnet space and never leave children unsupervised.
- The cooling system is under pressure when the electric drive is hot. Never open the cap of the coolant expansion tank when the electric drive is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.
  - Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.

#### **WARNING**

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- In order to reduce the risk of a potentially fatal electric shock and serious injuries while the vehicle's drive system is active or being activated, never touch high-voltage components, the high-voltage battery or the high-voltage system, in particular orange high-voltage cables.

#### **WARNING**

There are rotating components in the bonnet space that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and could start automatically - even when the ignition is switched off.
- If any work has to be performed during the start procedure or when the vehicle's drive system is activated, the rotating parts (such as the radiator fan etc.)pose an additional safety risk, and can potentially cause fatal injuries. Always take extreme care.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating parts of the electric drive. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the electric drive.
  - Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the bonnet space. Any forgotten items can cause malfunctions, damage to the electric drive and fires.

#### **WARNING**

Additional insulating materials, such as example blankets in the bonnet space, can interfere with the operation of the electric drive, and can cause fires and lead to severe injuries.

- Never cover the electric drive with blankets or other insulating materials.

#### **WARNING**

Service fluids and some materials in the bonnet space are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the bonnet space.
- Never work near naked flames or sparks.
- Observe the following if work on the 12-volt vehicle electrical system is necessary:
  - Always disconnect the 12-volt vehicle battery.
  - Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-

theft alarm will be activated.

- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

#### NOTICE

The use of incorrect service fluids can result in serious malfunctions and damage to the electric drive.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

#### NOTICE

After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

 Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Any spilt service fluids must be disposed of properly. Volkswagen recommends using a Volkswagen dealership.

## Preparing the vehicle for working in the bonnet space

The following steps should always be carried out in the specified order before working in the bonnet space :

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the vehicle's drive system has been deactivated.
3. Switch on the electronic parking brake at the position switch.
4. Deactivate the vehicle's drive system ([→ Deactivating the vehicle's drive system](#)).
5. 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 ([→ Deactivating the vehicle's drive system](#)).
6. Always keep other persons away from the bonnet space.
7. Secure the vehicle against rolling away.

#### WARNING

Ignoring any of the operating guidelines listed for your personal safety can lead to accidents and severe injuries.

- Always follow the operating guidelines and observe the general safety precautions.

## Opening and closing the bonnet



Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

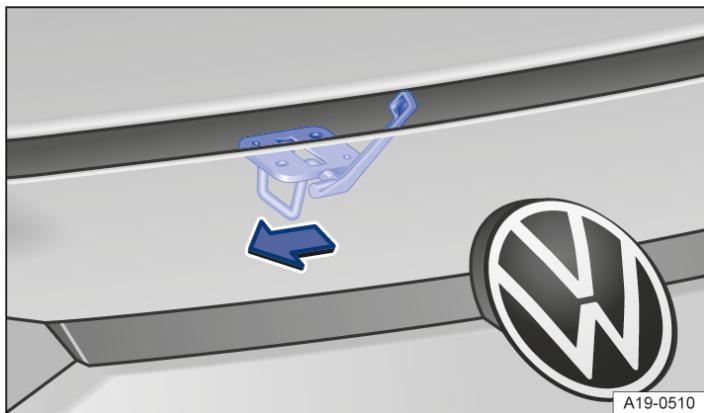


Fig. 2 On the bonnet: control lever.

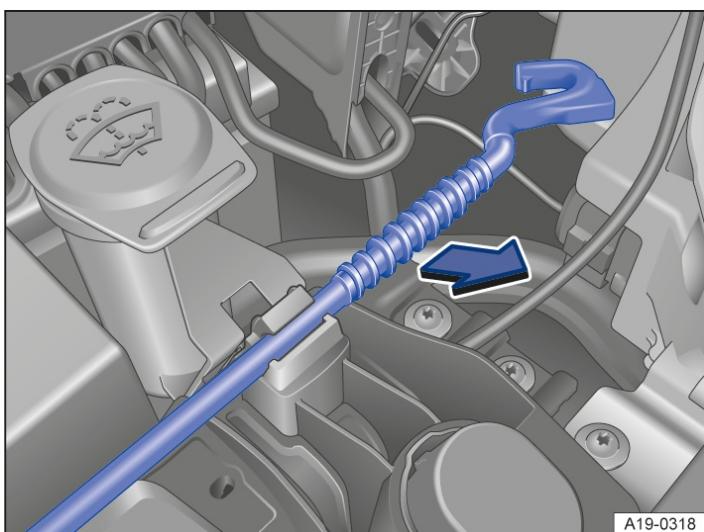


Fig. 3 In the bonnet space: bonnet stay in holder.

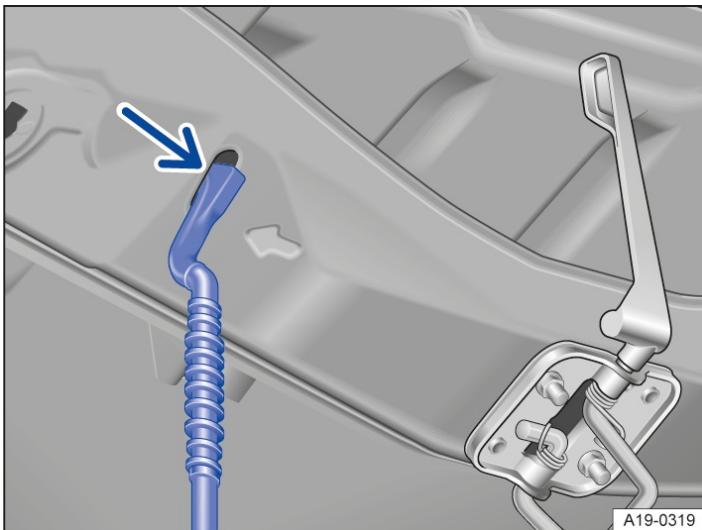


Fig. 4 On the bonnet: holder for bonnet stay.

## Opening the bonnet

1. Open the driver door and pull the release lever in the direction of arrow → Fig. 1. The bonnet is released from the lock carrier catch by spring force → !.
2. Raise the bonnet slightly and at the same time press the control lever in the direction of arrow → Fig. 2 to fully open the bonnet.
3. Take the bonnet stay in the direction of arrow out of its holder → Fig. 3 and push it into the opening → Fig. 4.

## Closing the bonnet

1. Lift the bonnet slightly and hold.
2. Unhook the bonnet stay from the opening → Fig. 3 and push it into its holder → Fig. 2.
3. Let the bonnet drop into the catch from a height of about 20 cm(8 in) – *do not* press it down!

If the bonnet has not closed properly, open it once more and then close it again.

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 lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you establish while driving that the bonnet is not closed properly, switch on the hazard warning lights, brake carefully, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

### **💡 NOTICE**

- The bonnet should only be opened when the wiper arms are flush to the windscreen and when they are switched off in order to avoid damage to the bonnet and the wiper arms.

## Display



Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly [Fig. 1](#).

 **Do not drive on!**

1. If necessary, lift the bonnet and then close it again.

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

### **WARNING**

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.

 The symbol can differ depending on the version of the instrument cluster.

## Service fluids and consumables

All service fluids and consumables e.g. coolant and batteries, are being constantly developed. For this reason, service fluids and consumables should be replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **WARNING**

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

### **NOTICE**

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

 Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.

## Washer fluid



Fig. 1 In the bonnet space: cap of washer fluid reservoir.

The washer fluid level should be checked regularly and refilled as necessary.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling. The strainer should only be removed for cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

1. Open the bonnet  (*→ In the engine compartment*).
2. The washer fluid reservoir is identified by the  symbol on the cap → Fig. 1.
3. Check that there is enough washer fluid in the reservoir.
4. To refill, mix clean water, not distilled water, with a commercially available windscreen washer fluid . Observe the mixture instructions on the packaging.
5. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze .

The filling quantity of the washer fluid reservoir is approx. 3.0–7.5 litres (3.1–7.9 quarts) depending on the vehicle and equipment.

### WARNING

Never mix coolant additive or other unsuitable additives into the washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

### NOTICE

Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.

## Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → . Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ([→ Coolant](#)).

### WARNING

Coolant is toxic.

- Keep coolant only in the sealed original container and in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Always store coolant out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

 Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

## Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% G 12 evo coolant additive (TL-VW 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 purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G 12 evo coolant additive must be used in order to obtain the optimum corrosion protection → .

### **WARNING**

Insufficient anti-freeze in the cooling system of the vehicle can cause the electric drive to break down and thereby cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

### **NOTICE**

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

- If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example brown instead of purple, the suitable coolant has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the electric drive and cooling system.

 Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

# Checking the coolant level and refilling coolant

## Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the electric drive to cool down → .
3. Open the bonnet  (*→ In the engine compartment*).
4. The coolant expansion tank is identified by the red  symbol on the cap → *Fig. 1*.



Fig. 1 In the bonnet space: coolant expansion tank cap (illustration).

### **WARNING**

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the bonnet space. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.
- The cooling system is under pressure when the electric drive is hot. Never open the cap of the coolant expansion tank when the electric drive is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting some downwards pressure on the cap.
  - Always protect your face, hands and arms from hot coolant or steam by placing a large and thick cloth on the cap of the coolant expansion tank.

## Warning lamp

 The warning lamp for the coolant will light up if the coolant level is too low.

 Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
3. Check coolant level and add coolant if the coolant level is too low and there is no correspondingly qualified workshop in the near vicinity.

## Checking the coolant level

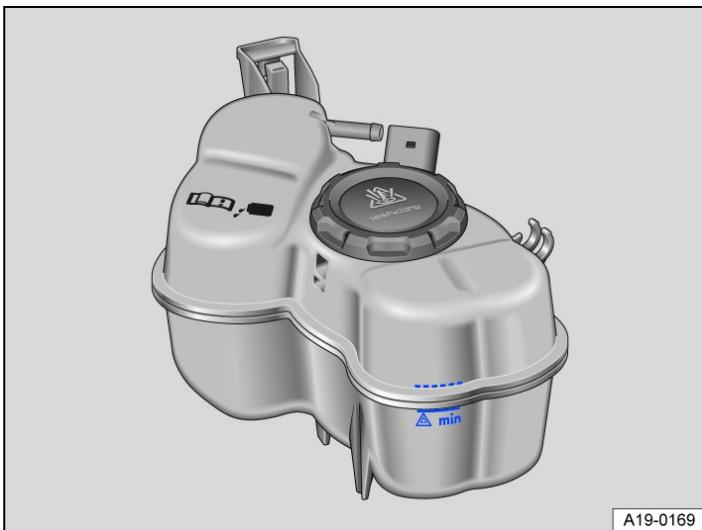


Fig. 2 In the bonnet space: markings on the coolant expansion tank.

The engine coolant may be above the marked area upon delivery of new vehicles. This is normal. It is not necessary to remove coolant.

1. Check the coolant level at the side markings of the coolant expansion tank when the electric drive is cold  
→ Fig. 2. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking "min". When the engine is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank → !.

## Adding coolant

1. Unscrew the lid carefully → !.
2. Refill only new coolant according to the Volkswagen specification ([→ Coolant](#)).
3. Add coolant up to the upper level marking.

After adding the coolant, the coolant level must be between the markings on the coolant expansion tank  
→ Fig. 2.

4. Close the cap tightly.
5. Check the coolant level after one day.

If the level drops below the minimum marking "min" again, please visit a correspondingly qualified workshop and have the cooling system checked. Volkswagen recommends using a Volkswagen dealership.

6. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive → !.

### NOTICE

- Do not fill coolant above the top edge of the marked area. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If in an emergency you do not have access to coolant of the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.
- Refill only with distilled water! All other types of water can cause corrosion in the electric drive due to the chemical components contained therein. This can also lead to electric drive failure. If any type of water other than distilled water is used, the fluid in the cooling system should be completely replaced immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

- Do not top up with engine coolant if there is no more coolant in the engine coolant expansion tank. Air could have entered the cooling system. Do not drive on. Seek assistance from a suitably qualified workshop. Failure to do so can damage the electric drive. Volkswagen recommends using a Volkswagen dealership.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids can result in serious malfunctions and damage to the electric drive.

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## Troubleshooting

### Coolant

The warning lamp flashes red.

Engine coolant temperature too high or coolant level too low.

### Cooling system

 Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Deactivate the vehicle's drive system.
3. Allow the electric drive to cool down.
4. Check the engine coolant level at 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 assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### together with Fault in high-voltage cooling system.

The warning lamps flash red.

 Stop the vehicle immediately

1. Stop the vehicle as soon as possible and when safe to do so.
2. Deactivate the vehicle's drive system.
3. Seek assistance from a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

## Brake fluid



Fig. 1 In the bonnet space: cap of the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times → .

### Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with VW standard 501 14 to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfills the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

### Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir → .

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

## **① Brake fluid level**

The indicator lamp lights up red.

Brake fluid level is too low.

1.  Do not drive on!
2. Check the brake fluid level.

If the brake fluid level is too low:

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the brake system checked.

## **Changing the brake fluid**

The brake fluid should be changed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership. Only brake fluid that conforms with the required specification should be used.

### **WARNING**

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable. Heavy use of the brakes with old brake fluid can cause a vapour lock due to the absorbed moisture. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.

- Have the brake system and brake fluid level checked regularly or have the brake fluid changed.
- Have the brake system filled only with new brake fluid.
- Make sure that the correct brake fluid is used. Use only brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6, but only in exceptional circumstances.

### **WARNING**

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Always store brake fluid in its original sealed container and out of the reach of children.

### **NOTICE**

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

 Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

## **Introduction to the topic**

The 12-volt vehicle battery is a component of the electrical system and in event of the high-voltage system failing, supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are

aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →  All work should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ([→ 12-volt vehicle battery](#)).

## Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the bonnet space.

## Explanation of the warnings on the 12-volt vehicle battery

-  Always wear eye protection!
-  Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!
-  No fire, sparks, naked lights or smoking!
-  A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!
-  Always keep children away from electrolyte and the 12-volt vehicle battery!
-  Always observe the owner's manual!

### WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never smoke and work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

### NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

### NOTICE

The 12-volt battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

When you activate the vehicle's drive system after the 12-volt battery has been totally discharged, replaced or after a successful jump start, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings once the 12-volt vehicle battery has recharged sufficiently.

## Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is located under the bonnet.

The electrolyte level of the 12-volt vehicle battery cannot be checked because the battery window is hidden by the main fuse box of the vehicle.

Always have the electrolyte level of the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

# Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using a Volkswagen dealership.

## Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging → . Volkswagen recommends using a Volkswagen dealership.

## Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. Volkswagen recommends using a Volkswagen dealership for this purpose. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using a Volkswagen dealership for this purpose. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only workshops qualified to do this have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries render the operating permit invalid.

## Disconnecting the 12-volt vehicle battery

Please observe 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

1. Switch off all electrical consumers before reconnecting the 12-volt vehicle battery.
2. First reconnect the positive cable and then the negative cable → .

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not be 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 Keyless Access:** 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 go to a suitably qualified workshop if the ignition cannot be switched on. Volkswagen recommends using a Volkswagen dealership.

## Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

- The performance of large electrical consumers may be reduced or they may be switched off completely.

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging. For example, if ignition or the side or parking lights are left switched on while the vehicle is parked for a long period.

## 12-volt vehicle battery is discharged

- Through use of electrical consumers when the vehicle's drive system has been deactivated.

### **WARNING**

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

### **WARNING**

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

### **WARNING**

Incorrectly connected cables can cause a short circuit.

- First connect the positive cable and then the negative cable.

### **NOTICE**

- Never connect or disconnect 12-volt vehicle batteries when the vehicle's drive system is activated. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.

 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

 Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

## Troubleshooting

### **12-volt vehicle battery**

The indicator lamp lights up red. The following text messages may be displayed: 12 V battery not charging. Stop vehicle safely!

Or:

Error: 12 V onboard supply. Stop vehicle safely! Consult vehicle wallet.

Or:

Error: 12 V supply. Stop vehicle safely! Consult vehicle wallet.

The 12-volt vehicle battery will not be charged while the vehicle is in motion.

There is a fault in the 12-volt vehicle electrical system.

 Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off any electrical consumers that are not required.
3. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
4. Have the electrical system checked.

## 12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Error: 12 supply. Unable to restart. Please visit workshop!

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

If the vehicle's drive system is deactivated in this situation it cannot be switched back on again. Start the vehicle using jump leads if necessary or seek expert assistance.

## 12-volt vehicle battery

The indicator lamp lights up yellow. The following text messages may be displayed: Error: 12 V battery diagnosis. Please visit workshop.

Fault in the system for monitoring the 12-volt vehicle battery.

Or:

Error: 12 V onboard supply. Please visit workshop.

Fault in the 12-volt vehicle electrical system.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

## 12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Error: Please replace 12 V battery. Visit workshop.

The 12-volt vehicle battery has almost reached the end of its service life.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the 12-volt vehicle battery checked and replaced if necessary ([→ 12-volt vehicle battery](#)).

## 12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Please have the 12 V battery checked. Visit workshop.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

## 12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: 12 V battery low. Charge by driving. 12-volt vehicle battery has poor charging capacity, caused for example by low temperatures.

1. Drive a short distance to recharge the 12-volt vehicle battery.

Or:

The indicator lamp lights up yellow.

Diagnosis of 12-volt vehicle battery stopped due to the vehicle being restarted, for example.

1. If the warning lamp continues to light up after the vehicle has been parked for a longer period of time, e.g. overnight, visit a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

### Tyre Pressure Loss Indicator

— Monitors various parameters, including rolling circumference, of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker ([→ Tyre pressure](#)).

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be resynchronised ([→ Tyre Pressure Loss Indicator](#)). This adjusts the reference pressure to the current tyre pressure.

The Tyre Pressure Loss Indicator (✉) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar ([→ Tyre pressure](#)).

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the

indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The Tyre 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 monitoring system additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the warning lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the  warning lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly ([→ Tyre Pressure Loss Indicator](#)).

#### **WARNING**

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check the tyre pressure regularly and always maintain the specified pressure ([→ Tyre pressure](#)). If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker ([→ Tyre pressure](#)).
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle ([→ Tyre pressure](#)).
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

#### **WARNING**

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the  indicator lamp lights up, stop immediately and check all tyres ([→ Tyre pressure](#)).
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker ([→ Tyre pressure](#)).
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load ([→ Tyre pressure](#)).
- Always inflate all tyres to the correct tyre pressure before every journey ([→ Tyre pressure](#)).
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected ([→ Tyre pressure](#)). Volkswagen recommends using a Volkswagen dealership.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.



Underinflated tyres will increase energy consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

## Tyre Pressure Loss Indicator

### Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS ([→ Brake support systems](#)).

### The rolling circumference can change:

- If the tyre pressure has been changed.
- If the tyre pressure is too low.
- If the tyre has structural damage.
- If the vehicle is loaded more heavily on one side.
- If snow chains have been fitted.
- If a temporary spare wheel has been fitted.
- If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator ( ) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar ([→ Tyre pressure](#)).

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The Tyre Pressure Loss Indicator can also display a malfunction in conjunction with the warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the warning lamp flashes for about 1 minute after the vehicle's drive system has been activated and then stays continuously lit.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. The

malfunctioning of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacing a wheel or tyre. When a wheel or tyre has been replaced, check whether the  warning lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly ([→ Tyre Pressure Loss Indicator](#)).

## Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

- If the tyre pressures have been changed.
- If one or more wheels have been changed.
- If the wheels are swapped over, e.g. from front to rear.

The Tyre Pressure Loss Indicator may only be re-synchronised if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

 After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap  in the Infotainment system.
4. Tap  (left).
5. Tap .
6. Tap .
7. When all four tyre pressures correspond to the required values, tap .

After an extended driving time(at least 20 minutes) with driving at different speeds, the system will automatically learn the new values and monitor them.

Or: to cancel the operation, tap .

The current tyre pressure is not saved and the system will not be re-synchronised.

## Troubleshooting for Tyre Pressure Loss Indicator

### Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1.  Do not drive on!
2. Check and adjust all tyre pressures ([→ Tyre pressure](#)).
3. Damaged tyres should be replaced.
4. Re-synchronise the Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#)).
5. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1.  Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator ([Tyre Pressure Loss Indicator](#)).
4. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

## Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

### WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- You must run in new tyres as they will initially have reduced grip and braking efficiency. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

### WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten

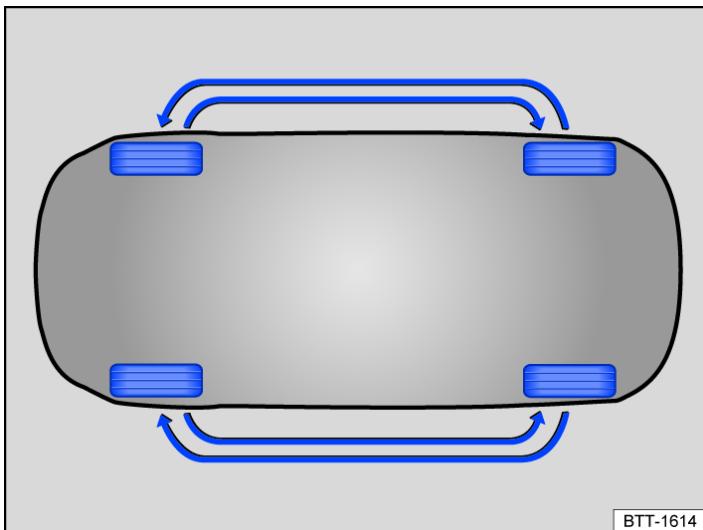
the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **⚠ WARNING**

If the tyre is not fitted correctly on the wheel rim, this can lead to the tyre suddenly losing air when driving or bursting and the wheel rim being damaged as a result. This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Handling wheels and tyres



BTT-1614

Fig. 1 Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

### Rotating wheels

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Avoiding damage to the wheel rims and tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure regularly.
- Regularly check tyres for damage, e.g. holes, slits, punctures or blisters.
- Never exceed the maximum speed and load permitted for the tyres that are fitted ([→ Tyre lettering and tyre type](#)).
- Damaged or worn tyres must be replaced immediately .
- Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid → **⚠**.
- Replace missing dust caps on the valves immediately.
- Remove foreign bodies that have not yet penetrated to the inside of the tyre .
- Observe all warnings of the tyre monitoring system ([→ Tyre Pressure Loss Indicator](#)).

### Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused

for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation → .

Winter and all-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 pressure](#)).

## Storing tyres

- Always store tyres in a cool, dry and preferably dark place.
- Do not store tyres mounted on the rim vertically.
- Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

## New tyres

- Drive particularly carefully for the first 600 km(370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip →  and braking efficiency → .
- All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

## Replacing tyres

- The vehicle is fitted at the factory with Volkswagen Genuine reduced rolling resistance tyres. Volkswagen Genuine tyres are marked with the symbol . The specified energy consumption and the specified range can be achieved only with these tyres. Make sure that any new tyres purchased have optimised rolling resistance ([→ Driving economically](#)).
- Seek advice at a correspondingly qualified workshop before purchasing new optimised rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership.
- Always replace tyres at least on an axle-by-axle basis → .
- Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.
- Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

## Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear ([→ Tyre Pressure Loss Indicator](#)).

### WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

### WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

## **WARNING**

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km(370 miles) in order to prevent accidents and serious injury.

## **WARNING**

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

## **NOTICE**

Avoid strong impacts and drive around obstacles if possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

## **NOTICE**

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

-  Old tyres should be disposed of properly and as required by legislation.
-  If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.
-  Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

## **Wheel rims and wheel bolts**

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

### **Wheel bolts**

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque ([→ Wheel bolts](#)).

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. ([→ Wheel bolts](#)).

### **Two-piece wheel bolts**

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

### **Wheel rims with bolted rim rings or trim elements**

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a correspondingly

qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

- Seal of conformity.
- Rim size.
- Name of manufacturer or brand name.
- Date manufactured (month/year).
- Country of origin.
- Production number.
- Raw materials batch number.
- Product code.

### WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

### WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- Have all work on wheel rims with bolted-on rings carried out by a correspondingly qualified workshop.  
Volkswagen recommends using a Volkswagen dealership.

## Tyre pressure

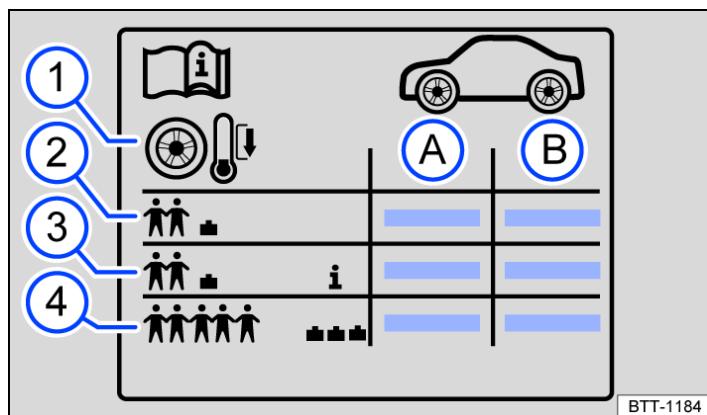


Fig. 1 Symbols on the tyre pressure sticker.

- (A) Tyre pressure for the tyres on the front axle.
- (B) Tyre pressure for the tyres on the rear axle.
- (1) Note: check the tyre pressure when the tyres are cold.
- (2) Tyre pressure for partial load.
- (3) *Vehicle-dependent*: comfort tyre pressure for partial load.
- (4) Tyre pressure for full load.

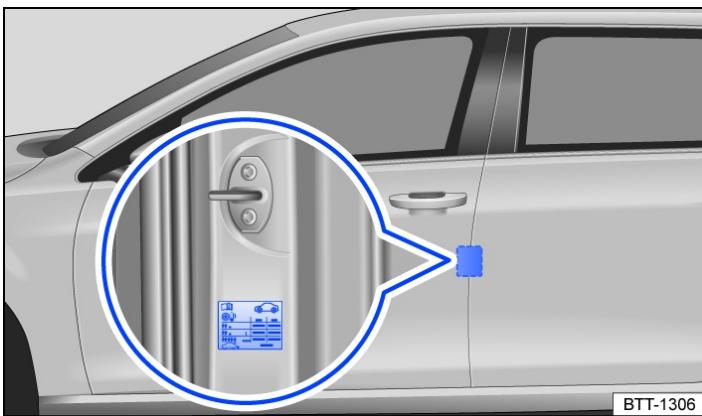


Fig. 2 On the driver door pillar: tyre pressure sticker  
(alternatively on the inside of the charging socket flap)

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → Fig. 2 or inside the charging socket flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre → . The correct tyre pressure is particularly important at high speeds.

## Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → Fig. 1. The comfort tyre pressure allows increased driving comfort. Energy consumption may increase when driving with comfort tyre pressure.

## Checking the tyre pressure

- Check the tyre pressure at least once a month.
- Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.
- Always adjust the tyre pressure to the load level → Fig. 1.
- After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.
- Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

### WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

### NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure that all valve caps are fully screwed on while driving.

 Underinflated tyres can contribute to an increase in energy consumption.

## Tread depth and tread wear indicators



Fig. 1 Tyre tread: tread wear indicators.

### Tread depth

Most driving situations require the highest possible tread depth. 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 inches), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-dependent legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

### Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 inch) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

#### WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to "float" along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

## Tyre damage

Damage to tyres and wheel rims is often hidden→⚠.

1. If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.
2. Check the tyres and wheel rims for damage.
3. Do not drive on if a tyre is damaged.
4. Changing a damaged wheel ([→ Changing a wheel](#)). If necessary, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.  
Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
5. If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

## Embedded foreign bodies in the tyres

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](#)). If necessary, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.  
Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
5. *Vehicles with mobility tyres:* leave the foreign body in the tyre and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

## Tyre wear

The tyre wear is affected by several factors:

- Style of driving.
- How well the tyres are balanced.
- Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

### WARNING

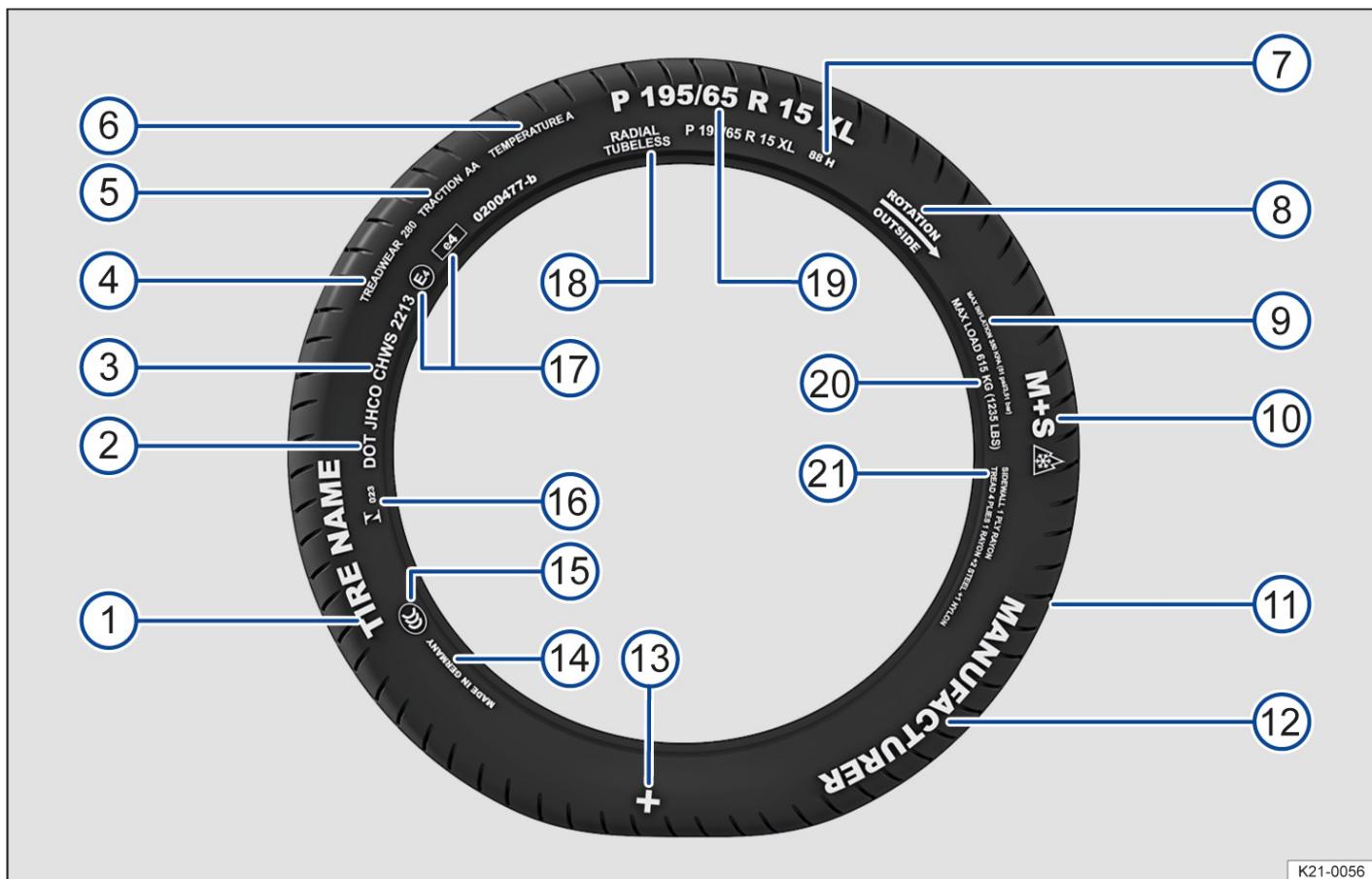
If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Instead, seek assistance from a suitably qualified workshop.

Volkswagen recommends using a Volkswagen dealership.

- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

## Tyre lettering and tyre type



K21-0056

Fig. 1 International tyre lettering.

### → Fig. 1 Tyre lettering (example), meaning

1	Product name	Individual tyre designation of the manufacturer.
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.
3	JHCO CHWS 2213	<p>Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:</p> <p>JHCO CHWS</p> <p>2213</p> <p>Date of manufacture: 22nd week in 2013.</p>

Information for the end user concerning comparative values for specified basic tyres (standardised test procedure):

4	TREADWEAR 280	<p>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.</p>
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→ Fig. 1 Tyre lettering (example) meaning  
wet braking performance of the tyre (A, A, B or C). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low

5	TRACTION AA	traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
7	88 H	Load index → <i>Tyre load</i> and speed index → <i>Speed index</i> .
8	Rotation and arrow	Denotes direction of rotation → <i>Tyres with directional tread pattern</i> .
	Or: Outside	Denotes outside of tyres → <i>Asymmetrical tyres</i> .
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.
10	M+S or M/S or A	Denotes winter tyres (mud and snow tyres) (→ <i>Winter tyres</i> ). Studded snow tyres are labelled with an <i>E</i> after the <i>S</i> .
11	TWI	Indicates the position of the tread wear indicator (→ <i>Tread depth and tread wear indicators</i> ).
12	Brand name, logo	Manufacturer.
13	+	Marking for Volkswagen Genuine tyres (→ <i>Handling wheels and tyres</i> ).
14	Made in Germany	Country of manufacture.
15	CC	Country-specific identification for China (China Compulsory Certification).
16	IX 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 <i>E</i> , tyres which comply with EC regulations are identified with <i>e</i> . This is followed by the multiple-digit approval number.
18	RADIAL TUBELESS	Tubeless radial tyre.
	Size designation:	
	P	Identification for passenger vehicle.
	195	Tyre width from wall to wall in mm.
19	65	Aspect ratio in %.
	R	Tyre construction: radial.
	15	Rim diameter in inches.
	XL	Heavy-duty tyres (extra load tyres).
20	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
	SIDEWALL 1 PLY	Details of the tyre carcass components:

RAYON  
→ Fig. 1 Tyre lettering (example of a rayon (artificial silk)).

(21)	TREAD 4 PLIES	Details of the tread components:
	1 RAYON +	In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk),
	2 STEEL +	2 steel belt plies and 1 nylon ply.
	1 NYLON	

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

## Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations (→ [Handling wheels and tyres](#)). Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

## Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

## Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

## Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

101

825 kg

102

850 kg

103

875 kg

104

900 kg

## Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph)

Some tyre manufacturers use the code "ZR" for tyres with a maximum permitted speed of over 240 km/h(149 mph).

## Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked "Permit" then the vehicle has an EC Certificate of Conformity.

— If there is no type plate, or no row marked "Permit" the vehicle does not have an EC Certificate of Conformity.

## Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (3/16 inches).

### The following applies when using winter tyres:

- Observe any country-specific legal requirements.
- Use winter tyres on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the sizes of tyre that have been approved for the vehicle.
- Winter tyres must have the same belt type, size and the same tread pattern.
- Observe the maximum speed permitted by the speed index → *Winter tyres*.

### Speed limitation

Winter tyres have a speed limit depending on the speed index [\(→ Tyre lettering and tyre type\)](#).

You can set a speed warning using the Vehicle settings and the Tyres menus in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a correspondingly qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using a Volkswagen dealership.

#### WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

-  The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.
-  In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after wheels are changed [\(→ Tyre Pressure Loss Indicator\)](#).
-  Ask a correspondingly qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using a Volkswagen dealership.

## Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the rear wheels. They may be fitted only to the following tyre and wheel combinations:

Tyre size	Wheel rim
215/55 R 18	7½ J x 18
215/50 R 19	7½ J x 19

If possible, use snow chains with fine-pitch links which do not protrude more than 9 mm, including the tensioner.

Volkswagen recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using a Volkswagen dealership.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on a temporary spare wheel or collapsible spare wheel.

1. In event of a flat tyre on one of the rear wheels, fit the temporary spare wheel or collapsible spare wheel on the front axle.
2. Replace the damaged rear wheel with the removed front wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

#### **WARNING**

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Observe the fitting instructions of the snow chain manufacturer.
- Never drive faster than permitted when snow chains are fitted.

#### **NOTICE**

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

 In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted ([→ Tyre Pressure Loss Indicator](#)).

# Wheel cover

## Removing wheel covers



Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the puller from the vehicle toolkit ([→ Vehicle toolkit](#)).
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this  
→ Fig. 1.

## Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt ([→ Wheel bolts](#)).
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

### **WARNING**

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

### **NOTICE**

The wheel cover can be firmly fixed and should not be removed using force.

## Wheel bolt caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

### Removing and fitting the caps

1. *Removing:* take the puller from the vehicle toolkit ([→ Vehicle toolkit](#)).
2. Insert the puller through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.
3. *Fitting:* press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

## Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, wheels should be changed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **WARNING**

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always deactivate the vehicle's drive system and switch off the ignition ([→ Parking](#)).
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change ([→ Tyre Pressure Loss Indicator](#)).

# Preparations for changing a wheel

## Checklist

---

The following actions must always be carried out in the given order in preparation for changing the wheel :

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. Deactivate the vehicle's drive system and switch off the ignition.
4. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
5. Switch on the hazard warning lights and set up the warning triangle ( *In an emergency*). Observe any legal requirements.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
7. Remove any items of luggage from the luggage compartment.
8. If necessary, remove the subwoofer .
9. Remove the vehicle toolkit from the luggage compartment.
10. Remove the hubcaps .

### **WARNING**

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

# Wheel bolts

## Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Loosening wheel bolts



Fig. 1 Changing a wheel: loosening the wheel bolts.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

1. Fit the box spanner over the wheel bolt as far as it will go → *Fig. 1*.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise → .

Or: if one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

## Loosening the anti-theft wheel bolt

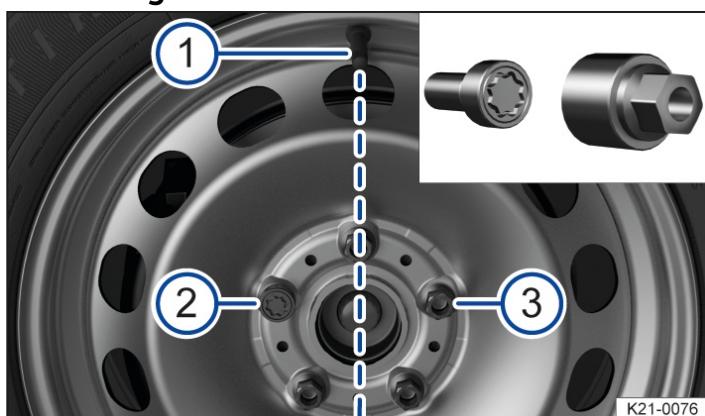


Fig. 2 Changing a wheel: tyre valve **1** and locations of the anti-theft wheel bolt **2** or **3**.

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.

2. Insert the adapter into the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise → .

## Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2*  or  according to the position of the tyre valve . The wheel cover can otherwise not be fitted.

## Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 120 Nm (88 ft-lbs).

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

### WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- Regularly check the tightening torque with a torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

### WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Use only wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

## Lifting the vehicle with the jack

### Jacking points

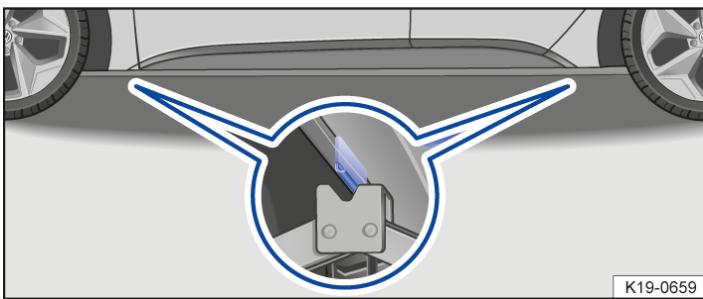


Fig. 1 Jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body. Always use the jacking point closest to the wheel you are working on → *Fig. 1*.

## Applying the jack

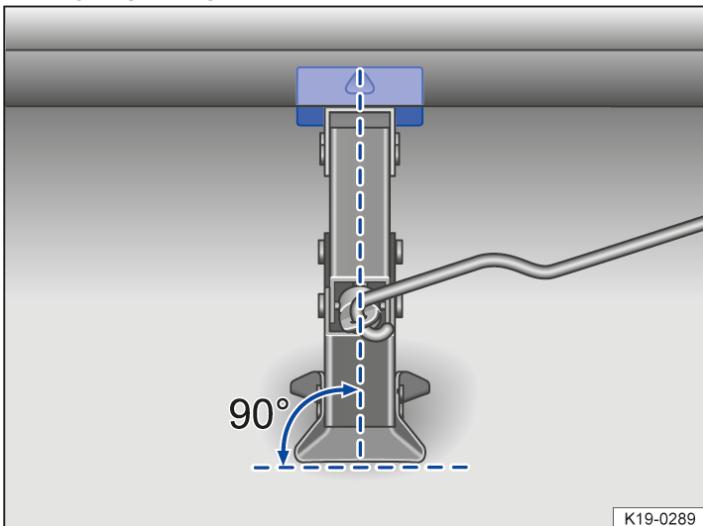


Fig. 2 Correct alignment of the jack.

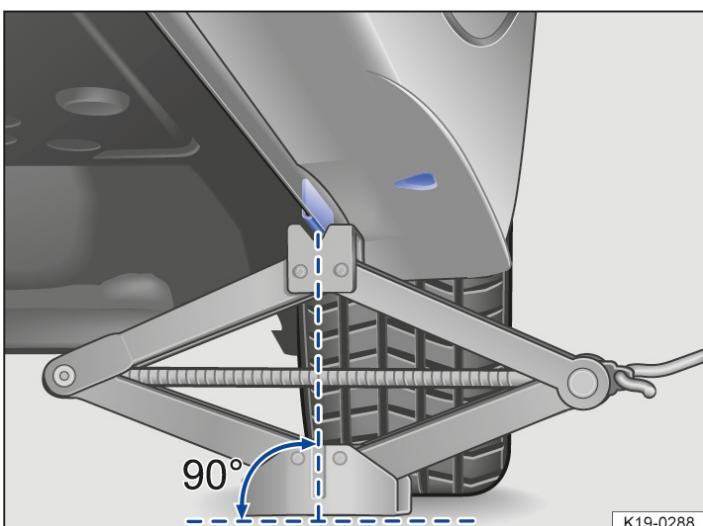


Fig. 3 Scissors jack applied at the rear on the left-side of the vehicle.

## Checklist

For your own safety, carry out the following points in the specified order → :

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Adjust the steering wheel so that the wheels point straight forwards.
3. Deactivate the vehicle's drive system and switch off the ignition (*→ Parking*).

4. Switch on the electronic parking brake.
5. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
6. Loosen the wheel bolts (*→ Wheel bolts*).
7. Insert the hand crank into the opening on the jack.
8. Find the jacking point under the vehicle *→ Fig. 1* which is closest to the wheel that is being changed.
9. Crank up the jack until it just fits under the jacking point of the vehicle.
10. 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*.
11. Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle *→ Fig. 2*.
12. Crank the jack further until the wheel is just clear of the ground.

#### **WARNING**

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Never jack up the vehicle if more than one tyre is damaged.
- Never jack up the vehicle when the vehicle's drive system is activated or if the vehicle is tilted to the side or on a gradient.
- Never activate the vehicle's drive system when the vehicle is jacked up.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the side member securely *→ Fig. 3* or *→ Fig. 2*.
- Never fit the vehicle jack on the high-voltage battery.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- To prevent the jack from slipping, place the jack on an anti-slip surface such as a rubber mat when it is used on a slippery surface such as tiles.
- Never place any part of your body, such as an arm or leg, underneath the vehicle if the latter is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

#### **WARNING**

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

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

## **Changing a wheel**

### **Removing the wheel**



Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist ([→ Changing a wheel](#)).
2. Loosen the wheel bolts ([→ Wheel bolts](#)).
3. Jack up the vehicle ([→ Jack](#)).
4. Using the wheel wrench → Fig. 1, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

## Fitting the spare wheel or temporary spare wheel

1. Note the tyre direction of rotation ([→ Tyre lettering and tyre type](#)).
2. Put the wheel in place.
3. Screw the anti-theft wheel bolt with the adapter clockwise to the correct position ([→ Wheel bolts](#)) and tighten *slightly*.
4. Screw in all the other wheel bolts in clockwise direction and tighten them *slightly*.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → . Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit the caps, wheel centre trim or wheel cover .

## After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked immediately ([→ Wheel bolts](#)).
4. The damaged wheel should be replaced as soon as possible.

### WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

 After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system ([→ Tyre Pressure Loss Indicator](#)).

## Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek assistance from a suitably qualified workshop if more than one vehicle tyre is damaged. Volkswagen recommends using a Volkswagen dealership. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### The tyre sealant must not be used:

- If the wheel rim is damaged.
- If the outside temperature is below -20°C (-4°F).
- If there are cuts or punctures in the tyre that are larger than 4mm.
- If the vehicle was driven with very low tyre pressure or a flat tyre.
- If the use-by date on the tyre filler bottle has expired.
- If a foreign object has been removed from the tyre.
- In connection with mobility tyres. The word "Seal" is visible on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

#### WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Always deactivate the vehicle's drive system and switch off the ignition ([→ Parking](#)).
- Stop the vehicle as soon as possible and when safe to do so. To inflate the tyre, park the vehicle at a safe distance from moving traffic ([→ In an emergency](#)).
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- If your skin comes into contact with the sealant, wipe it off immediately. The sealant poses a health hazard.
- Keep the breakdown set out of the reach of children.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

#### WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.

- leaf Dispose of used or out-of-date sealant in accordance with legal requirements.
- info You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- info Observe the separate operating instructions provided by the manufacturer of the breakdown set.

## Contents of the breakdown set

The breakdown set is located underneath the floor covering in the luggage compartment.

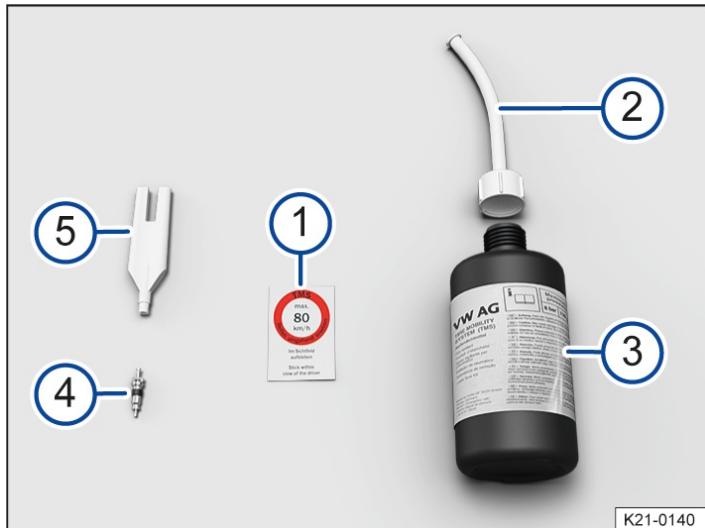


Fig. 1 Illustration: components of the breakdown set.

- 1 Sticker with the maximum permitted speed "max. 80 km/h" or "max. 50 mph".
- 2 Tyre sealant tube with plug.
- 3 Tyre filler bottle.
- 4 Spare valve core.
- 5 Valve core extractor.

There is a slot on the lower end of the valve core extractor → Fig. 1 5 for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core 4.

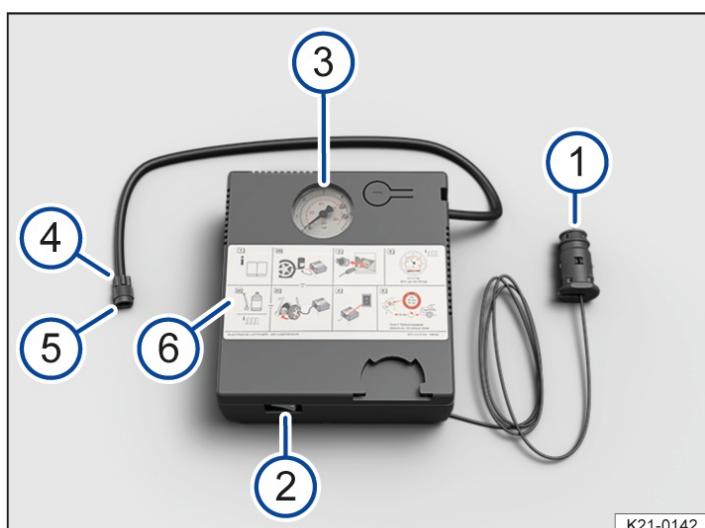


Fig. 2 Illustration: compressor from the breakdown set.

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- (1) 12-volt plug.
- (2) ON/OFF switch.
- (3) Tyre pressure display.
- (4) Air bleed screw → *Contents of the breakdown set*.
- (5) Tyre filler hose.
- (6) Air compressor.

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 The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

 There may also be a button on the air compressor instead of the air bleed screw.

# Preparations

## Checklist

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Always carry out the following actions in the given order → :

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. Deactivate the vehicle's drive system and switch off the ignition.
4. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
5. Switch on the hazard warning lights and set up the warning triangle ([In an emergency](#)). Observe any legal requirements.
6. Check whether the puncture can be repaired with the breakdown set ([Breakdown set](#)).
7. Remove any items of luggage from the luggage compartment.
8. Take the breakdown set out of the luggage compartment.
9. Take the sticker from the breakdown set ([Breakdown set](#)) and stick it on the dash panel within the driver's field of vision.
10. Do not remove the foreign object, e.g. a screw, from the tyre.

### WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

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

# Sealing and inflating tyres

## Sealing a tyre

1. Unscrew the cap from the tyre valve.
2. Use the valve core extractor → *Fig. 1* 5 to screw the valve core out of the tyre valve. Place the core on a clean surface.
3. Shake the tyre filler bottle → *Fig. 1* 3 vigorously several times.
4. Screw the tyre filler hose → *Fig. 1* 2 tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
5. Remove the plug from the tyre filler hose → *Fig. 1* 2 and place the open end fully on the tyre valve.
6. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
7. Remove the empty tyre filler bottle from the valve.
8. Use the valve core extractor → *Fig. 1* 5 to screw the valve core back into the tyre valve.

## Inflating the tyre

1. Screw the tyre filler hose → *Fig. 2* 5 of the air compressor tightly onto the tyre valve.
2. Make sure that the air bleed screw → *Fig. 2* 4 is closed.
3. Activate the vehicle's drive system.
4. Insert the 12-volt plug → *Fig. 2* 1 into one of the vehicle's 12-volt sockets ([→ Sockets](#)).
5. Use the ON/OFF switch → *Fig. 2* 2 to switch on the air compressor.
6. Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa). Maximum running time: 8 minutes →  → .
7. Switch off the air compressor.
8. If a pressure level of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
9. Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.
10. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
11. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →  Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
12. Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
13. Drive the vehicle no faster than 80 km/h (50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

## Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.

2. Reconnect the tyre filler hose → Fig. 2 5 and read the tyre pressure on the tyre pressure display → Fig. 2 3

1.3 bar (19 psi/130 kPa) and lower:

1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set →  Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

1.4 bar (20 psi/140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using a Volkswagen dealership.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### **WARNING**

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down before stowing it.

#### **WARNING**

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar(29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Instead, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or less after driving for 10 minutes. Instead, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### **NOTICE**

Switch the air compressor off after a maximum of 8 minutes to avoid overheating.

- Let the air compressor cool down for a few minutes before switching it on again.

## Service work and digital service schedule

### **Recording the service work performed ("digital service schedule")**

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using a Volkswagen dealership.

### **Service work**

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

- When which service was carried out.

- Whether any repairs are recommended, such as replacement of the brake pads in the near future.
- Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.
- Which components and service fluids were changed.
- When your next service is scheduled for.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **WARNING**

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **NOTICE**

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

 Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

## Inspection

Service event	Service interval
Inspection	According to the service interval display or after 2 years at the latest.

## How do I know which type of service applies to my vehicle?

Information on the type of service that the vehicle requires can be obtained from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

## Service interval display

The service interval display in the digital instrument cluster shows information about a due inspection ([→ Service interval display](#)). If necessary, additional work that is due can then also be carried out, e.g. changing brake fluid.

## Information on operating conditions

The service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

- Use in areas with high levels of dust.
- Driving mainly in winter conditions

This applies particularly to the following components (depending on the vehicle equipment):

- Enhanced air filter with activated carbon
- Air Care enhanced air filter with activated carbon.

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

### **WARNING**

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

### **NOTICE**

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

## Scope of service

The scope of service includes all inspection work and maintenance work that is required to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment e.g. engine, gearbox or service fluids). A suitably qualified workshop can provide details of the work that is required for your vehicle. Volkswagen recommends using a Volkswagen dealership. Or you can find this out using the electronic repair and workshop information system **erWin** ([Repairs and technical modifications](#)).

## Inspection work

For example, the systems listed below can be tested.

### *Electrics*

- 12-volt vehicle battery: replace if necessary.
- Lighting.
- High-voltage components.
- Horn.
- Headlight setting.
- Reset service interval display.

### *Engine and gearbox*

- Gearbox and final drive.
- Cooling system.
- Engine and components in bonnet space.

### *Running gear*

- Swivel joints and track rods.
- Tyres.
- Brake system.
- Drive shaft boots.
- Coupling rod and stabiliser mountings.
- Breakdown set.
- Steering.
- Shock absorbers and coil springs.

### *Body*

- Windscreen.
- Body corrosion.
- Windscreen wiper system and window washer system.
- Door arrester.
- Underbody.

1. Perform a road test.

## Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

- Enhanced air filter with activated carbon
- Brake fluid.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes. Volkswagen recommends using a Volkswagen dealership.

## Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Follow the application instructions on the packaging.

### **WARNING**

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

### **WARNING**

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

### **WARNING**

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

### **NOTICE**

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

# Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint work.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information →  , → .

## **WARNING**

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

## **NOTICE**

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at doors or the boot lid in cold weather. The components could freeze up.

## Removing stubborn dirt on matt paint

- Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.
- Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.
- Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.
- Spray grease and fingerprints with matt paint finish spray and rub off with a soft microfibre cloth.

## Automatic car washes

- Never select a wash program with wax or a drying agent for matt paint.
- Use only textile car washes and never brush car washes for matt paint.
- Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.
- Preferably use car washes without brushes.
- Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.
- Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned → .

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock ([→ Steering](#)).

✓ The windscreen wipers and the rain and light sensor ([→ Rain and light sensor](#)) are switched off.

✓ The Auto Hold function ([→ Auto Hold function](#)) is switched off.

✓ If present: the roof aerial was unscrewed and removed.

## **NOTICE**

Car washes that scan the contours mechanically may damage the vehicle, e.g. spoiler.

## High-pressure cleaner



Fig. 1 Warning sign: do not use a high-pressure cleaner in the marked area.

- Never use rotary nozzles. Observe the manufacturer's instructions.
- Use water up to a maximum temperature of +60 °C(+140 °F) only.
- Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from all the vehicle components.
- Do not point the water jet at the same location for too long.
- Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.
- Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

## Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.  
In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibre cloth at short intervals.
4. Clean wheels and side members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

## Notes on the high-voltage system

End the charging process and completely close the charging socket before washing the vehicle.

Also observe the safety information for the high-pressure cleaner → .

### WARNING

The incorrect use of a high-pressure cleaner can result in damage. This can cause accidents and serious injuries.

- Never point the jet from the high-pressure cleaner straight at the orange high-voltage cables or at components belonging to the high-voltage system or the 12-volt vehicle electrical system.

## NOTICE

The matt paint effect can be destroyed if the vehicle is not washed correctly.

- Never use wash programs with wax preservation.
- As a general rule, only cleaning agents that do not contain solid matter or abrasives, such as cleaning shampoos or insect remover, must be used.
- Do not use insect sponges, rough kitchen sponges or similar. These could damage the surface.

## NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

 Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

## Caring for and cleaning the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

### Windows, glass surfaces

- Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.
- Remove snow with a hand brush.
- Remove ice with a plastic scraper. Move the scraper in one direction only.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.
- Wiper blades: [\(→ Wiper blades\)](#).

### Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

- Use a clean, soft cloth and a mild soap solution 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.
- Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
- Have corrosion removed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.
- In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired. Volkswagen recommends using a Volkswagen dealership for this purpose.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

- In the case of matt paint, apply a special wax for matt paints to the cleaned vehicle with a soft sponge. Remove excess wax with a microfibre cloth.
- Even if a preservative wax is used regularly in the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.
- Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax. Never polish matt-painted surfaces. The surface will be irreparably damaged by polishing the paint.

## Plenum chamber, bonnet space



Fig. 1 Between the bonnet space and the windscreen:  
plenum chamber (illustration).

- Remove leaves and other loose objects with a vacuum cleaner or by hand → *Fig. 1* , → .
- Always have cleaning of the bonnet space performed by a correspondingly qualified workshop →  Volkswagen recommends using a Volkswagen dealership for this purpose.

Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

### NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned regularly by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

## Sensors, camera lenses



Fig. 2 At the rear of the vehicle: rear view camera system  
in the Volkswagen badge (illustration).

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

1. Switch on the ignition.
2. Set the selector lever position R.
3. Switch on the electronic parking brake.

#### 4. Clean the camera lens.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way as windows and glass surfaces (depending on vehicle equipment).

- Remove snow with a hand brush.
- Never use warm or hot water.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

### **Decorative films, protective films**

- Remove soiling the same way as for paint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner for matt decorative films.
- Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.
- Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

 The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

### **Trim parts made of chrome-plated plastic, aluminium or stainless steel**

- Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.
- Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

### **Headlights, tail light clusters**

- Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.
- Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

### **Wheels**

- Remove dirt and gritting salt deposits with plenty of water.
- Clean dirty alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.
- Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary go to qualified workshop.
- Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

### **Door lock cylinders**

1. Thaw door lock cylinders with a suitable door lock de-icer or with Volkswagen Genuine de-icer.  
Do not use door lock de-icer containing degreasing substances.

## **WARNING**

The area under the bonnet of the vehicle is a hazardous area. All work carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the area of the bonnet, always observe the required procedures and safety precautions ([→ In the engine compartment](#)).
- Have the work performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

## **NOTICE**

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

## **Vehicle interior cleaning and care**

The following overview contains recommendations for cleaning and care of individual vehicle components.

## **NOTICE**

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

## **Windows**

- Clean windows with a glass cleaner.
- Wipe the windows dry with a clean chamois leather or a lint-free cloth.

## **Textiles, microfibre cloth and leatherette**

- Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.
- Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.
- In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.
- In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
- Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.
- Never use high-pressure cleaners, steam cleaners and coolant spray.

## **Natural leather**

- Remove fresh contamination using a cotton cloth with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow fluids to seep into the seams.
- In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.
- Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.
- For grease-based soiling such as oil, remove fresh stains with an absorbent cloth.
- Apply leather care agent for seating furniture regularly and each time after the leather is cleaned. If the vehicle is

parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

## **Plastic parts**

- Clean with a soft, moist cloth.
- If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

## **Trim parts, trim strips made of chrome, aluminium or stainless steel**

- Clean with a clean, soft cloth and mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water in a dust-free environment.
- Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

## **Control elements**

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls.

## **Displays and screens**

Do not clean the instrument cluster display and Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

## **Rubber seals**

- Clean with a soft and lint-free cloth as well as plenty of water.
- Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

## **Seat belts**

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

### **WARNING**

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.

- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

## Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

## Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim which leaves stains on the seat cushion, then this is not due to the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system → .

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

- Never use high-pressure cleaners, steam cleaners and coolant spray.
- Never soak seat covers.
- Never switch on the seat heating to dry the seats.
- Do not use washing paste or fine detergent solutions.
- If in doubt, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.

 The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

## Accessories and replacement parts

Seek advice from a 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. The qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids. Volkswagen recommends using a Volkswagen dealership.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A qualified workshop is also qualified to install them correctly. Volkswagen recommends using a Volkswagen dealership.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers

and ventilator fans.

#### **WARNING**

Unsuitable accessories and spare parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

#### **WARNING**

Objects in the deployment zone of the airbags can cause serious or fatal injuries if the airbags are deployed.

- Never secure or position objects in the deployment zones of the airbags.

## Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications → .

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Have all repairs and technical modifications carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this with Volkswagen Genuine Parts®.

## Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Or register on the internet portal erWin (electronic repair and workshop information):

<https://erwin.volkswagen.de>

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

[literature.vw.com](http://literature.vw.com)

You can also register online in theerWin internet portal:

<https://erwin.vw.com>

## Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories OBD

). Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units → .

The diagnostic interface (OBD

) is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release

lever.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from suitably qualified workshops. Volkswagen recommends using a Volkswagen dealership.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

## **Vehicles with special auxiliary equipment or body parts**

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

## **Windscreen repairs**

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Impairment or damage to sensors and cameras**

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle.

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Further information:

- Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
- On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

## **Engine and transmission guard**

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions, accidents and fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### **WARNING**

Incorrectly performed repairs and modifications can damage the vehicle and cause accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

#### **WARNING**

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic interface.
- The event memory should be read only by a suitably qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership for this purpose.

## **Repairs and faults in the airbag system**

Repairs and technical modifications must always be carried out according to Volkswagen specifications → .

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

#### **WARNING**

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

## **WARNING**

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

## Mobile communication in the vehicle

### **Electromagnetic radiation**

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard → .

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

### **Using the telephone**

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →  or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

### **Two-way radios**

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

## **WARNING**

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

## **WARNING**

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

## Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

## Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles(as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

- A three-year warranty on paint defects.
- A twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

*The warranty does not cover the following:*

- Damage caused by external influence or insufficient care.
- Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
- Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

## Guarantee for high-voltage batteries in electric and hybrid vehicles

In addition to the above warranties and guarantees, Volkswagen dealerships also fulfil the warranty for high-voltage batteries that exists in many countries.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty conditions.

# Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

## Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or additional functions of the Infotainment system.

## Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

## Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

## Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

## Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

- Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
- Ambient conditions, e.g. temperature, rain and light sensor, adaptive cruise control.

As a rule, this data is volatile and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data storage devices. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

- Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.
- Faults or malfunctions in important system components, e.g. lights, brakes.
- System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.
- Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the vehicle's OBD

connection ("on-board diagnosis") that is required by law (*→ Repairs and technical modifications*). The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. This data, in particular information on component load-levels, technical events, operating errors and other faults, is transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. This data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

## Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Have the reprogramming entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Suitably qualified workshops are informed about this type of reprogramming. Volkswagen recommends using a Volkswagen dealership.

## Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

- Media files for playback of music, films or photos in an Infotainment system.
- Address book data for use with a hands-free system or navigation system.
- Navigation destinations entered.
- Data on the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephone, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

## **Integration of mobile telephones**

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables you to use selected mobile telephone apps in the vehicle, e.g. navigation or music player. The mobile telephone and vehicle do not interact in any other ways than those described here; in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can adjust here depend on the app you are using and the operating system on your mobile telephone.

## **Online services**

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile end devices, e.g. mobile telephones. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

## **Manufacturer services**

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

## **Third-party services**

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence over the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

## **Event data recorder**

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint system for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

- How various systems in your vehicle have functioned.
- Whether the driver and front passenger seat belts were fastened/secured.
- The extent to which the driver pressed the brake or accelerator pedal(if at all).
- How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

- Adaptive Cruise Control.
- lane keeping system.
- Park Assist.
- emergency braking function.

EDR data is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition, no personal data, e.g. name, gender, age or accident location, is recorded. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle owner (or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

## Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space and on certain vehicle parts.

- Never remove stickers and plates or render them illegible.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

## High-voltage warning sticker

Stickers with warnings about the high voltage in the vehicle electrical system are affixed in the vehicle front end and on high-voltage components, including the high-voltage battery ([High-voltage warning signs](#)).

### WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

#### NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

## Fluids in the air conditioning system

### Refrigerant in the air conditioning system

The sticker in the bonnet space contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the bonnet space, close to the refrigerant filler neck.

- ⚠ Warning: the air conditioning system must always be serviced by trained specialists.
- ✳ Type of refrigerant.
- ✳ Type of refrigerant oil.
- ✉ See workshop information (available only for Volkswagen dealerships).
- ⚠ The air conditioning system must always be serviced by trained specialists.
- ⚠ Flammable refrigerant.
- ⚠ Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

### Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. The label on the air conditioning compressor states the type and amount of refrigerant oil used ([→ Repairs and technical modifications](#)).

#### WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by specialists who are qualified to perform this task.

#### NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.

## Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

- On the windscreen between the glass layers.
- On the rear window and side windows with a printed aerial structure → .

### NOTICE

The printed aerial structure on the rear window and side windows can be damaged by corrosive or acidic substances or if hard objects rub against the windows.

- Do not affix any stickers in the area of the rear window and side windows.
- Never clean the area of the aerial structure with corrosive or acidic agents.

### NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

## Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a correspondingly qualified workshop to legitimately install or replace components and control units. Volkswagen recommends using a Volkswagen dealership.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

- Installation in other vehicles, e.g. after theft.
- Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

<https://reachinfo.volkswagen.com>

# Disposal of used batteries and electronic devices

## Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin . As the end user, you are subject to the legal obligation to return used batteries.

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. In order to avoid these consequences, you must ensure separate collection and proper return of used batteries.

Special care must be taken when handling batteries containing lithium, e.g. they must never be heated to high temperatures or become physically damaged. If gases or fluids escape, they can pose a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion.

- Used batteries can be returned to the Volkswagen dealership in EU member states and other countries.
- You can return high-voltage batteries to your Volkswagen dealership.
- Further information on return and recycling can be obtained from your Volkswagen dealership.

## Old electrical/electronic devices

Your vehicle contains electrical and electronic devices such as the SD card in the navigation system and remote controls. These devices are marked with a symbol showing a crossed-through waste bin .

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems.

- Batteries or rechargeable batteries contained in the devices that are not a fixed part of the device in question must be removed first and disposed of separately as batteries.
- You are responsible for deleting any personal data that is stored on the old devices.

Further information on return and recycling can be obtained from your Volkswagen dealership.

## Declaration of conformity

The respective manufacturers declare herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

### Radio-based equipment

- Electronic immobiliser.
- Vehicle key.
- Keyless locking and starting system Keyless Access.
- Adaptive Cruise Control (ACC).
- Autonomous Emergency Braking (Front Assist) incl. City Emergency Braking System.
- Lane change system (Side Assist).
- Pedestrian Monitoring.
- Emergency Assist.
- Driving assistant (Travel Assist).

### Electrical equipment

- 12-volt socket.
- Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts ([→ Sockets](#)).

## Third party copyright law information

<http://www.volkswagen.com/softwareinfo>

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

# Returning and scrapping end-of-life vehicles

## Returning end-of-life vehicles

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your Volkswagen dealership.

## Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. These requirements are known to the correspondingly qualified workshops.

Volkswagen recommends using a Volkswagen dealership.

# Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

## Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

*Vehicles with two seats:* there is no floor covering in the rear of the vehicle interior because there is no rear bench seat → .

*Vehicles with four seats:* the centre seat on the rear bench seat cannot be used → .

## Transporting children safely

As in vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats.

## Technical data

Technical data can be found in the vehicle documents.

### WARNING

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

### WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never drive with an adult or child sitting in the middle of the rear bench seat. The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

### WARNING

Risk of severe and fatal injuries.

- Never transport people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items.

## Simplified declaration of conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

[www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo)



## 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

## Ukraine

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive TR-355 where required by law.

The complete text of the declaration of conformity is available at the following internet address:

[www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo)



## Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

### **Door handle with NFC radio technology**

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

### **Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)**

Digades GmbH

Äußere Weberstraße 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

### **Tyre pressure sensors**

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

# Mapping tables

What the two letters in the tables mean(e.g. BX) (*→ Radio Equipment Directive (RED)*).

## Safety

This section contains the certificate numbers of the following components:

— *Garage door opener, Keyless Access, vehicle key, instrument cluster, ID. Cockpit, electronic immobiliser*

*Garage door opener:*

ADHL5D, EHL2	BH
ADHL5D, EHL2	BI

*Keyless Access:*

Kessy MQB-A, 5ZA 010 176, MQB-B B, MQB-B H, RSB19, 013854	
Kessy MQB37W	BX
VWTOUA PKETOUA	CS

*Remote control key/vehicle:*

FS09, FS12PM, FS125C, FS1744, FS1744M	
FS19	BW
FS12A	BV
FS12P	BU
FS94	BG
FS14K, FS14T, FS14TK	
FS14	BT
VWTOUA RKETOUA	CS
VK2	BS

*Instrument cluster:*

Instrument cluster 1, Instrument cluster 2, Instrument cluster 3	BK	Frequency band, maximum transmission power
BNF_HL, BNF_LL, NSF_HL, NSF_LL1, NSF_LL3	BJ	
eNSF	CR	
COLOUR5C, MEDIUM 5C	BL	
EFAS-4.10		
DTCO 1381	BM	

*Electronic immobiliser:*

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	AB
EZS-VW-Touareg	AB
LCW05-VWE1, LCW05-VWE5, LCW05-SEE5	AB

## 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):*

STH VW - 50000884,	AT
STH VW D- 50001194	BP
EasyStart R	
Telestart	BO

*Auxiliary heater (transmitter and receiver unit):*

50000864 D208L VW	BN
50001219 D208L VW	

## Tyres

This section contains the certificate numbers of the following components:

- *Tyre pressure sensors*

*Tyre pressure sensors:*

TSSRE4Dg, TSSRE4Uf, TSSSG4G5, TSSSG4G5b	AA
AG2FW4	AA

**Control unit**

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, valet keycard, wireless charging function, wireless seat belt warning system*

*Central control unit:*

BR11	
BCMevoC, BCM MQB27, BCM PQ25, BCM PQ35, BCM PQ37H, 5WK50248, 5WK50474	
5WK50254	BY
MQB37W	BX
BC-Module, BCM2, BCM2R, BCMevo, BCMevo5	
KFG: Max	
BCM PQ26 ROW (502N1xF0x)	
MEDIUM 5C	

*Door control unit:*

HUF71110, HUF71254,	AP
NFCTGS	BF
3G0.837.205, 3G0.837.206	BE
Mobile Key 4K0.959.754.xx	AD
DHA20	AC

*Wireless charging function:*

WCH-185, WCH-186	
WPC003-1	

*Wireless seat belt warning system:*

wSBR F-SG, wSBR S-SG	AI
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**Driver assist systems**

This section contains the certificate numbers of the following components:

— Radar sensors for assistance systems, V2X communication

Radar sensors for assist systems:

LCA 2.0A	BC
RSB19	BD
BSD 3.0	BB
RS4	AW
ARS4-B	AU
ARS5-B	AV
FR5CPEC	BA
LRR3, MRR1Plus	AZ
LRR4, MRR1Rear	AY
LRR4R, MRRe14FCR, MRRevo14F	AX
R3TR	AZ

V2X communication:

CM01TN-VWW	AO
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## Infotainment system and online communication

This section contains the certificate numbers of the following components:

— Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".

Infotainment system:

Approval numbers

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7C0.035.153, 7LA.035.153.A

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New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB	CP
New Radio Ultra Low SBT	CN
Radio Ultra Low Touch	CC
L41VW2, L42VW2, L56VW2, L69VW2, MIB2, MIB2 PQ MIN	
L40VW2	CM
L53VW2	CL
L62VW2	CA
MIB3 OI	CE
MIB3 OI (LGE)	CD
L73VW2, L77VW2	CA
MEB ICAS3	BZ
MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT	CF
MIB Standard 2 – ZR +/Nav mit BT and WLAN MIB Standard 2 – PQ +/NAV with BT and WLAN	CG
MIB Global Entry/Standard	CO
MIB HS	CQ
MIB3TOP	
MIB2STD	CH
MIB2STD Nav, MIB2STD Radio	CG
A473/A476/A750	CB
A580/A270	CK
, A475/A754, , MMI3G, MMI3G RU	
RRVW402B	XX
RRVW401*, RRVW402*	
MIB3E_MQB_BTWIFI	CJ
MIB3E_MQB_BT	CI

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*Bluetooth:*

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HT-5

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*Wi-Fi hotspot:*

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HT-5

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CCU4

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*Mobile phone interface:*

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HT-5

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*Online connectivity unit (OCU):*

DataPlug	CV
HT-6d, HT-6e	
TLAHW3IU-E, TLAHW3IU-R, TLVHM3IU-E, TLVHM3IU-R, TLVHW3IU-E, TLVHW3IU-R, TLVLM3IU-E, TLVLM3IU-R, TLVHE4IU-E, TLVHE4IU-R	BQ
TUVM01IU-G, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E	BR

## **Aerials**

This section contains the certificate numbers of the following components:

— *Aerials, aerial amplifier, connection to the external aerial.*

*Connection to the external aerial:*

UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3, LTE-MBC-EU, LTE-MBC-EU2
CM01TN-VWW

*Aerial amplifier:*

**General information on the data**

CSA-1	CT
575.035.225.B	
10A.035.577.A, 10A.035.577.B, 10A.035.577.C, 10A.035.577.D, 11A.035.577.A, 11A.035.577.B, 11A.035.577.C, 11A.035.577.D, 11A.035.577.F, 11A.035.577.M, 11E.035.577.A, 11E.035.577.D, 11E.035.577.B11E.035.577.C, 2GA.035.577, 2GA.035.577.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 575.035.225, 575.035.225.A,	XX
0-07-26-1912-00	
DDAECE01, 4N0.035.503.AB, 4N0.035.503.AC, 4N0.035.503.E, 4N0.035.503.F, 4N0.035.503.J, 4N0.035.503.L, 4N0.035.503.M, 760.035.577, 760.035.577.A, 760.035.577.S, 8S7.035.503.B	
4N0.035.503.AF, 4N0.035.503.AG	XX
4N0.035.503.Q	CU
6C0.035.577, 6R0.035.501.F	
6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.L, 7H0.035.507.E	XX
3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G7.035.577.A, 3G7.035.577.D, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 510.035.577, 510.035.577.A, 510.035.577.B, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 756xxxx	
4S0.035.225.A, 5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552.A, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 6V6.035.577.A, 6V9.035.577.A, 7N0.035.552.K, 7N0.035.552.J, 7P6.035.552.A,	
4S0.035.225.D, 5C5.035.552, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 6V6.035.577.B, 6V9.035.577.B, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.M	XX
920 105 105, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 301 030, 920 301 041, 920 355 001, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 554 002, 920 554 011, 920 554 012, 920 554 013, 920 554 014, 920 611 002, 920 627 A, 920 627 B	
920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 031, 920 301 042, 920 304 022, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 554 001, 920 554 003, 920 554 004, 920 611 001, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 011, 920 627 013, 920 627 017, 920 627 018, 920 627 023, 920 627 024, 920 627 048, 920 627 049, 920 627 051, 920 627 054, 920 627 055, 920 627 056, 920 639 001, 920 639 002, 920 639 003, 920 639 011	XX
3V5.035.577.B	XX

*Aerials:*

Vehicle identification number

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AM/FM1/DAB2/TV ECE (Impedance Converter)

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DSRC CAN Module / EFAS-4 DU(200046-8)

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754xxxx, 76xxxxx, 77xxxxx, 790xxxx

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3789.01

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XX

1K8.035.552.C, 4G5.035.225.A, 4G8.035.225.A, 4G9.035.225.A,

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1K8.035.552.F, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 760.035.577.T

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XX

5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 7N0.035.507.A, 7N0.035.507.B

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2GA.035.577.B, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.AH, 5WA.035.507.E

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2GC.035.577.A, 2GC.035.577.S, 565.035.577.C, 3V5.035.577.A, 3V5.035.577.F, 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, 7C0.035.501.F, 7C0.035.501.G

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7C0.035.501, 7C0.035.501.C, 7C0.035.501.D

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920 336 003, 920 417 007, 920 417 010, 920 481 002,

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920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014,

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2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A

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2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.526.AD, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.532.S, 2K5.035.540.A

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5QD.035.507.AG, 5QD.035.507.AH, 5QG.035.507.AG, 5QG.035.507.AH, 5Q0.035.507.A, 5WA.035.507.T, 5WD.035.507.A, 5WD.035.507.B, 5WD.035.507.E, 5WD.035.507.F, 5WG.035.507.A, 5WG.035.507.B, 5WG.035.507.E, 5WG.035.507.F

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5Q0.035.507.AG, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.F,

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6C0.035.501.5FQ

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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 \(RED\)](#)).

µW = Microwatt, mW = Milliwatt, W = Watt.

Ref.	Frequency band	Maximum transmission power
AA	433.92 MHz	10 mW
AB	125 kHz +/- 10 kHz	5.4 dB $\mu$ A/m
AC	13.56 MHz	0.67 mW
AD	13.56 MHz	0.0004 mW
AE	105 – 115 kHz	6 W

Ref.	Frequency band	Maximum transmission power
AF	111 kHz	42dB $\mu$ A/m
AG	2402 – 2480 MHz	6.1 mW
AH	2402 – 2480 MHz	0.05 W
AI	2400 – 2483.5 MHz	10 mW
AJ	2408 – 2480 MHz	10 mW
AK	21.13 – 22.75 kHz	
AL	21.13 – 22.75 kHz	34.2 dB $\mu$ A/m @10 m
AM	21.13 – 22.75 kHz	72 dB $\mu$ A/m @10 m
AN	5855 – 5925 MHz	2 W EIRP
AO	5860 – 5920 MHz	30.77 dBm EIRP
AP	125 kHz	22.7 dB $\mu$ A/m
AQ	434.42 MHz	32 $\mu$ W
AR	868.000 – 868.600 MHz	25 mW
AS	6.52 GHz, 7.04 GHz, 7.56 GHz	0 dBm
AT	868.7 – 869.2 MHz	0.24 mW
AU	76.0 – 77.0 GHz	35 dBm EIRP
AV	76.0 – 77.0 GHz	33 dBm EIRP
AW	24.075 – 24.250 GHz	15.1 dBm EIRP
AX	76.0 – 77.0 GHz	32 dBm EIRP
AY	76.0 – 77.0 GHz	20 dBm EIRP
AZ	76.0 – 77.0 GHz	30 dBm EIRP
BA	76.0 – 77.0 GHz	31.66 dBm EIRP
BB	24.05 – 24.25 GHz	0.05 W
BC	24.05 – 24.25 GHz	16.6 dBm EIRP
BD	6.0 – 8.5 GHz (6.52 GHz, 7.04 GHz, 7.56 GHz)	-6.2 dBm EIRP
BE	13.56 MHz	20 $\mu$ W
BF	13.56 MHz	11.53 dBm EIRP
BG	434.42 MHz	13.93 dBm EIRP
BH	433.92 MHz	0.04 mW EIRP
BI	868.00 – 868.60 MHz 868.70 – 869.20 MHz	1.05 mW EIRP
BJ	125 kHz	40 dB $\mu$ A/m
BK	125 kHz	5.5 dB $\mu$ A/m
BL	116 – 134 kHz	148.70 dB $\mu$ V/m
BM	5.795 – 5.815 GHz (DSRC) 1599 – 1610 MHz (GNSS)	-19.9 dBm EIRP

BN Ref.	868.7 – 869.2 MHz Frequency band	23.5 mW Maximum transmission
BO	868.0 – 868.6 MHz	30 mW
BP	868.7 – 869.2 MHz	25 mW
BQ	WCDMA band 1: 1922.4 – 1977.6 MHz WCDMA band 3: 1712.4 – 1782.6 MHz WCDMA band 8: 882.4 – 912.6 MHz	22.64 dBm 22.89 dBm 23.35 dBm
BQ	LTE band 1: 1920 – 1980 MHz LTE band 3: 1710 – 1785 MHz LTE band 7: 2500 – 2570 MHz LTE band 8: 880 – 915 MHz LTE band 20: 832 – 862 MHz LTE band 28A: 703 – 718 MHz LTE band 32: 1452 – 1496 MHz	22.15 dBm 21.82 dBm 21.63 dBm 21.98 dBm 22.47 dBm 22.03 dBm --
BQ	GSM 900: 880.2 – 914.8 MHz DCS 1800: 1710.2 – 1784.8 MHz GNSS: 1559 – 1610 MHz	31.99 dBm 29.98 dBm --
BR	GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz) GSM 1800 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz) WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz) WCDMA FDDVIII (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	2 W 1 W 0.25 W 0.25 W
BS	433.05 – 434.79 MHz	14 dBm EIRP
BT	434.42 MHz	10 dBm EIRP
BU	434.42 MHz	4.43 dBm EIRP
BV	434.42 MHz	11.77 dBm EIRP
BW	433.05 – 434.79 MHz	15 dBm EIRP
BX	433.05 – 434.79 MHz	10 dBm EIRP
BY	433.92 MHz, 434.42 MHz	
BZ	Bluetooth: 2402 – 2480 MHz Wi-Fi 2.4 GHz: 2412 – 2472 MHz Wi-Fi 5 GHz: 5150 – 5250 MHz Wi-Fi 5 GHz: 5725 – 5850 MHz	1.2 dBm EIRP 16.4 dBm EIRP 13.46 dBm EIRP 13.77 dBm EIRP
CA	2402 – 2480 MHz	4.86 dBm EIRP
CB	2402 – 2480 MHz	2.4 dBm EIRP
CC	2402 – 2480 MHz	4.3 dBm EIRP
CD	Bluetooth: 2402 – 2480 MHz Wi-Fi 2.4 GHz: 2412 – 2472 MHz Wi-Fi 5 GHz: 5150 – 5250 MHz Wi-Fi 5 GHz: 5725 – 5850 MHz GNSS: 1559 – 1610 MHz	2.30 dBm EIRP 16.80 dBm EIRP 12.17 dBm EIRP 13.48 dBm EIRP --
CE	Bluetooth: 2402 – 2480 MHz Wi-Fi 2.4 GHz: 2412 – 2472 MHz Wi-Fi 5 GHz: 5745 – 5825 MHz	8.94 dBm EIRP 16.63 dBm EIRP 13.66 dBm EIRP
CF	2402 – 2480 MHz	4.62 dBm EIRP

CI	2402 – 2480 MHz	4.05 dBm EIRP
Ref.	Frequency band	Maximum transmission power
CG	Bluetooth: 2402 – 2480 MHz	4.63 dBm EIRP
	Wi-Fi 2.4 GHz: 2412 – 2472 MHz	17.70 dBm EIRP
CH	2402 – 2480 MHz	4 dBm EIRP
CI	2400 – 2483.5 MHz	1.6 dBm EIRP
CJ	Bluetooth: 2400 – 2483.5 MHz	4.9 dBm EIRP
	Wi-Fi 2.4 GHz: 2400 – 2483.5 MHz	13.8 dBm EIRP
	Wi-Fi 5 GHz: 5150 – 5250 MHz	5.6 dBm EIRP
	Wi-Fi 5 GHz: 5725 – 5850 MHz	7.81 dBm EIRP
CK	Bluetooth: 2402 – 2480 MHz	0.9 dBm EIRP
	WLAN: 2400 – 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
CL	2402 – 2480 MHz	4.35 dBm EIRP
CM	2402 – 2480 MHz	0.36 dBm EIRP
CN	2402 – 2480 MHz	8 dBm EIRP
CO	2402 – 2480 MHz	-4.07 dBm EIRP
CP	2402 – 2480 MHz	5.6 dBm EIRP
CQ	Bluetooth: 2402 – 2480 MHz	10 dBm EIRP
	WLAN: 2400 – 2483.5 MHz	20 dBm EIRP
CQ	GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	30 dBm EIRP
CQ	WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	24 dBm EIRP
CQ	LTE FDD1 (uplink: 1920 – 1980 MHz / downlink: 2110 – 2170 MHz)	23 dBm EIRP
	LTE FDD3 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 – 2570 MHz / downlink: 2620 – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 – 862MHz / downlink: 791 – 821 MHz)	23 dBm EIRP
CR	125 kHz	5.4 dBuA/m
CS	433.47 – 434.37 MHz	-17dBm
	868.00 – 868.60 MHz	-17dBm
CT	5855 – 5925 MHz	33 dBm EIRP
CU	2402 – 2480 MHz	0 dBm
CV	2400 – 2483.5 MHz	0 dBm
XX	No transmission power; reception only	

## Egypt

### Type plate

## Algeria

31.AF/528/DT/DG/ARPT/18

## Argentina

<b>CNC</b> COMISIÓN NACIONAL DE COMUNICACIONES	H-21049
<b>CNC</b> COMISIÓN NACIONAL DE COMUNICACIONES	H-21050 W21-0073

Fig. 1

C-13277, C-13393, C-13823, C-14387, C-15807, C-16345, C-17908, C-18053, C-20288, C-20323, C-21797, C-22036, C-22292, C-22394, C-23301, C-24233, C-24447, C-25101, C-25102.

H-15700, H-16681, H-17001, H-17562, H-17563, H-17567, H-17568, H-20369, H-20370, H-20497, H-20731, H-20732, H-20733, H-21049, H-21050, H-21796, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22301, H-22302, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H-22855, H-22856, H-22961, H-23129, H-23480, H-23481, H-24442, H-24559, H-24598, H-24931.

## Australia

ACN/ARBN 004 528 778 / 58004528778, ABN 81 145 810 206, N11042, RCMA020050903, 2150-01, 2152-01

## Bahrain

Ref\_3002, Ref\_3003, DLM\_1405, DLM\_1416, Ref\_3489

## Benin

AGREE PAR L'ARCEP BENIN : Numéro d'agrément, Date d'agrément

016ARCEPSEDJPCDARGU2021\_2021\_02\_04

069ARCEPSEDRDAJRCGU2019\_2019\_04\_16

115ARCEPSEDRDAJRCGU2019\_2019\_07\_03

123ARCEPSEDRDAJRCGU2018\_2018\_06\_27

124ARCEPSEDRDAJRCGU2018\_2018\_06\_27

124ARCEPSEDRDAJRCGU2019\_2019\_07\_12

173ARCEPSEDRDAJRCGU2018\_2018\_09\_12

## **Botswana**

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941, 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196, 2019/2174, 2019/4311, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046, 2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470.

## **Brazil**

02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745.  
0263-16-9946, 0456-15-9946, 0716-15-3745, 0850-13-3745, 0918-14-53640939-14-2856, 0940-14-2856, 1140-12-2856, 1140-14-2856, 1497-14-9946, 1498-14-9946, 1690-15-5364, 1711-12-5364, 2220-14-3745, 2230-14-3745, 2294-15-3616, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068.

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.

00231-20-09215, 00720-19-05364, 00939-19-06673, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 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, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 0716-15-3745, 07084-18-03745, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215.

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](http://www.anatel.gov.br).

## **Brunei**

AA-000081,

DTA-001794, DTA-001795, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307, DTA-004928, DTA-004929, DTA-005273, DTA-005532

DRQ-D-MAJU-02-2011-111083:

DTA-001793, DTA-001981, DTA-001982, DTA-002433, DTA-003220, DTA-005975

LPD-37256

## **Chile**

3458/DO Nº45141/f26, 12190/DO Nº 48994/F26  
58798, 58799

## **Dominican Republic**

DE-0000320-Cc-17445, DE-0001203-19, DE-0001204-19, 183507

## **Europe and countries that approve radio equipment according to European Directives:**

See EU Declarations of Conformities at [www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo).

Further information on radio systems

## **Ghana**

NCA APPROVED: BR3-1M-GE2-...

X72, X69, 087, 088, 089, 09E, 0AF, 0BA, 0BB, 0BC, 0B0, 0B3, 0B4, 0B7, 0D2, 0BA, 0BC, 0EC, 0ED, 0EE, 10A, 10B, 130.

NCA APPROVED:

1R3-1M-7E1-0B7, 1R3-1M-7E1-160, 2R9-1H-7E0-XAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-0DA, 3R8-8M-7DF-2AA, 6X6-4H-7E0-OF3, 7E5-7M-X0B-RDR.

BRE-1M-GE2-15A, EX6-6M-GE2-17B, SRO-1M-7E4-2A9, ZRO-M8-7E3-X43, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZRO-M8-7E3-20B, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E.

## **Hong Kong**

US0031800001, HK0011902060, HK0011902061, HK0022000048

## **India**

ETA-920/2016/ERLO, ETA-1609/17-RLO(NE), ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20200503318.

NR-ETA/1215, NR-ETA/2015, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

## **Indonesia**

Certificates are available at the following Internet address [www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo).

 Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

 57027/SDPPI/2018, PLG ID: 7696

 57482/SDPPI/2018, PLG ID: 2208

 61642/SDPPI/2019, PLG ID: 4334

 61855/SDPPI/2019, PLG ID: 4334

■ 61981/SDPPI/2019, PLG ID: 4334

■ 62404/SDPPI/2019, PLG ID: 4334

■ 64520/SDPPI/2019, PLG ID: 4334

■ 67149/SDPPI/2020, PLG ID: 4334

■ 72586/SDPPI/2021, PLG ID: 4334

■ 72663/SDPPI/2021, PLG ID: 4334

■ 73094/SDPPI/2021, PLG ID: 4334

32143/SDPPI/2013, PLG ID:3073, 32144/SDPPI/2013, PLG ID:3073, 32221/SDPPI/2013, PLG ID:3073, 33651/SDPPI/2017, PLG ID: 2181, 33652/SDPPI/2017, PLG ID: 2181, 34468/I/SDPPI/2017; PLG ID: 2879, 34539/I/SDPPI/2017, PLG ID: 4211, 34691/SDPPI/2014, PLG ID: 4604, 38132/I/SDPPI/2017, PLG ID: 2130, 38296/I/SDPPI/2017, PLG ID: 4976, 44153/SDPPI/2016, PLG ID: 4211, 47817/SDPPI/2016, PLG ID: 6094, 50459/SDPPI/2017, PLG ID: 6051, 53856/SDPPI/2017, PLG ID: 4211, 55438/SDPPI/2018, PLG ID: 6051, 55776/SDPPI/2018, PLG ID: 7205, 56625/SDPPI/2018, PLG ID: 7708, 57406/SDPPI/2018, PLG ID: 7708, 57647/SDPPI/2018, PLG ID: 7708, 57687/SDPPI/2018, PLG ID: 7708, 58206/SDPPI/2018, PLG ID: 5834, 62361/SDPPI/2019, PLG ID: 8837, 67688/SDPPI/2020, PLG ID: 3813

57059/SDPPI/2018, PLG ID: 7696

PLG ID: 4334:

58849/SDPPI/2018, 60924/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/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, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 67154/SDPPI/2020, 67359/SDPPI/2020, 67495/SDPPI/2020, 67512/SDPPI/2020, 71563/SDPPI/2020, 72556/SDPPI/2021, 72557/SDPPI/2021, 62443/SDPPI/2019

## **Israel**

51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-54730, 51-55347, 51-63653, 51-69416, 51-69417, 55-02626, 63-63304, 63-66687

## **Jordan**

TRC/LPD/...

2010/91, 2014/9, 2014/241, 2014/248, 2014/258, 2014/274, 2015/387, 2016/252, 2016/538, 2016/584, 2016/591, 2017/63, 2017/254, 2018/1, 2018/162, 2018/381, 2019/152, 2019/153, 2019/155, 2019/233, 2019/234.

TRC No.: T/4/11/11/...

3680, 3681, 4387, 4555, 5621, 5649, 5653, 5896, 5898, 9851

## **Columbia**

2018300044, 2019802791, 2019802792

## **Kuwait**

Ref 2410, Ref 3399, Ref 3421, Ref 3437.

## **Lebanon**

2665/E&M/2018, 11372, 04/12-1234

## **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/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), RALM/69A/1018/S(18-3829),

RDDC/72A/0518/S(18-1697), RDDK/22A/1016/S(16-3306, RDDK/72A/0518/S(18-1697)

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/35A/0719/S(19-2874), RFCL/34A/0619/S(19-2421), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385)

## **Morocco**

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

MR 5835 ANRT 2010, MR 7906 ANRT 2013, 06/03/2013, MR 9102 ANRT 2014, MR 9107 ANRT 2014, 18/03/2014 MR 9778 ANRT 2014, 11/11/2014, MR 9918 ANRT 2014, 22/12/2014, MR 11030 ANRT 2015, MR 12089 ANRT 2016, 15/06/2016, MR 12123 ANRT 2016, 22/06/2016, MR 12623 ANRT 2016, 11/10/2016, MR 12901 ANRT 2016, 30/11/2016, MR 13255 ANRT 2017, 09/02/2017, MR 13576 ANRT 2017, MR 13900 ANRT 2017, 04/05/2017, MR 14830 ANRT 2017, 2017/09/28, MR 15669 ANRT 2018, 31/01/2018, MR 15674 ANRT 2018, 31/01/2018, MR 15675 ANRT 2018, 31/01/2018, MR 16263 ANRT 2018, 06/04/2018, MR 16606 ANRT 2018, 17.05.2018, MR 16657 ANRT 2018, 23.05.2018, MR 16726 ANRT 2018, 30.05.2018, MR 16794 ANRT 2018, 05.06.2018, MR 16860 ANRT 2018, 18.06.2018, MR 16861 ANRT 2018, 18.06.2018, MR 16905 ANRT 2018, 21.06.2018, MR 16906 ANRT 2018, 21.06.2018, MR 16907 ANRT 2018, 21.06.2018, MR 16908 ANRT 2018, 21.06.2018,

MR 17015 ANRT 2018, 03.07.2018, MR 17016 ANRT 2018, 03.07.2018, MR 17079 ANRT 2018, 11.07.2018, MR 17080 ANRT 2018, 11.07.2018, MR 17201 ANRT 2018, 06.08.2018, MR 17202 ANRT 2018, 06.08.2018, MR 17203 ANRT 2018, 06.08.2018, MR 17204 ANRT 2018, 06.08.2018, MR 17505 ANRT 2018, 2018/09/14, MR 17528 ANRT 2018, 19/09/2018, MR 17576 ANRT 2018, 26/09/2018, MR 17678 ANRT 2018, 11.10.2018, MR 17679 ANRT 2018, 11.10.2018, MR 18103 ANRT 2018, 30.11.2018, MR 18928 ANRT, 2019\_02\_25

MR 19106 ANRT 2019, 14.03.2019, MR 19108 ANRT 2019, 14.03.2019, MR 19315 ANRT 2019, 04.04.2019, MR 19338 ANRT 2019, 09.04.2019, MR 19339 ANRT 2019, 09.04.2019, MR 19767 ANRT 2019, 15.05.2019, MR 19768 ANRT 2019, 15.05.2019, MR 19769 ANRT 2019, 15.05.2019, MR 20859 ANRT 2019, 11.09.2019, MR 21473 ANRT 2019, 28.11.2019, MR 21807 ANRT 2019, 23.12.2019, MR 23231 ANRT 2020, 26.05.2020

## **Mauritius**

TA/2018/0084, TA/2019/0509, TA/2019/0510

## **Mexico**

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015

RCPAPR318-2005, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPCOAR18-1800, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMM17-1053, RLBHTS19-1995, RLVC01820-0821, RLVCOAR15-0008, RLVC0BC16-1823, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHERS17-0286, RLVMABN18-1512, RLVMABN18-1512-A1, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVWFS17-2122, RLVWFS17-2122-A1.

RLVWW1718-1092, RLVWW1718-1169, RLVWW1718-1170, RLVWW1718-1171, RLVWW1718-1314, RLVWW1718-1315, RLVWW1718-1316, RLVWW1718-1317, RLVWW1718-1507, RLVWW1718-1508, RLVWW1718-1509, RLVWW1718-1517, RLVWW1718-1518, RLVWW1718-1519, RLVWW1718-1567, RLVWW1718-1568, RLVWW1718-1789, RLVWW1718-1790, RLVWW1718-1928, RLVWW1718-1929, RLVWW1719-1795, RLVWW1818-1248, RLVWW1818-1249, RLVWW1818-1258, RLVWW1819-0009, RLVWW1819-0023.

RTIVWCO19-1185, RTILGTL19-0483.

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.

## **Moldova**

24, 024, 1014, 1024, 8526, MD OC TIP 024 A674-19, MD OC TIP 024 A675-19

## **Mozambique**

450/DECH/DRI/INCM/2020

## **New Zealand**

R-NZ

ABN 81 145 810 206 2151-01, 2153-01

## **Nigeria**

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/:

3137/2019, 3138/2019

## **Oman**

TRA/TA:

R/1630/13, R/1697/14, R/1733/14\_D080134, R/1743/14\_D090016, R/1995/14, R/2210/14\_D080134, R/2289/14\_D080134, R/2609/15\_D100428, R/2903/15\_D080134, R/3315/16\_DA80134, R/3331/16\_D080134, R/3370/16, R/3621/16\_D080134, R/3701/16\_D080134, R/3848/17\_D080134, R/3957/17\_D080134, R/5130/18\_23/01/2018, R/5442/18\_D100428, R/5443/18\_D100428, R/5617/18\_D100428, R/6132/18\_D172249, R/6696/18, R/7145/19\_D172338, R/7481/19\_D172338, R/7604/19\_D100428, R/7704/19, R/7752/19 R/8052/19\_D090024, R/8056/19\_D090024, R/8649/19\_D090024, R/8749/19\_D172338, R/9347/20\_D172338, R/9675/20\_D192564, R/9676/20\_D192564.

D100428:

R/5725/18, R/5772/18, R/5774/18, R/5819/18, R/5820/18, R/5884/18, R/5885/18, R/5886/18, R/5887/18, R/6021/18, R/6022/18, R/6023/18, R/6024/18, R/6166/18, R/6366/18, R/6372/18, R/6535/18, R/6616/18, R/6695/18, R/7244/19, R/7383/19, R/7384/19, R/8171/19, R/10363/20,

TA-R/7240/19, TA-R/7604/19.

## **Pakistan**

Pakistan Telecom Authority (TAC No:)

Approved by PTA...

9.1048/2018, 9.245/2020, 9.3012/2018, 9.9112/2019, 9.652/2016, 9.929/2018.

## **Paraguay**

216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198.

1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

## **Philippines**

ESD-1408668C, ESD-1409181C, ESD-1510139C, ESD-1613057C, ESD-1816419C, ESD-1816997C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1818098C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919559C, ESD-1919803C, ESD-1919804C

## **Qatar**

CRA/SA/2015/R-4714, CRA/SA/2016/R-5808, CRA/SA/2018/R-6820, CRA/SM/2018/R-7447, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054

## **Zambia**

ZMB/ZICTA/TA/:

2016/11/1, 2017/9/27, 2018/5/23, 2018/6/20, 2018/8/38, 2018/8/39, 2018/8/40, 2018/8/41, 2018/9/10, 2018/10/10, 2018/10/15, 2018/10/16, 2018/10/17, 2018/10/18, 2018/10/19, 2018/10/20, 2018/10/21, 2018/10/24, 2018/10/25, 2018/10/26, 2018/10/27, 2018/12/16, 2019/3/23, 2019/3/37, 2019/4/08, 2019/5/13, 2019/6/13, 2019/7/7, 2019/11/47, 2019/11/48, 2020/2/35, 2020/10/51.

## **Saudi Arabia**

29563, 2019-1205, 2019-1221

## **Serbia**

P1617197200, P1619073700, P1619073800, P1619095800, P1620069300, 34540-768/18-5, 34540-1313/16-3, И005 12, И005 13, И011 13-4, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, И005 20, И011 14, И011 15, И011 17, И011 18, И011 19, ИН005 19.

## **Singapore**

Complies with IMDA Standards:

103238, DA103787, DA104328, DA104682, DA104682 (N0688-15), DA105282, DA107248, DA107974  
DB103858, DB106879, DB106879 (N3083-18), DB107220.  
G1594-19, N2152-20, N2404-19, N2405-19, N3688-18, N4975-17.

## South Africa

TA-2005/614, TA-2009/464, TA-2010/1235, TA-2012/1747, TA-2012/1821, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597, 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-2017/2824, TA-2018/175, TA-2018/732, TA-2018/998, TA-2018/1205, TA-2018/2868, TA-2018/3466, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/5217, TA-2020/7390.

## Thailand

Class A NBTC ID:

5700619-XXXX, A57004-17-xxxx, A57019-16-xxxx.

RT 1751, RT 1752, 255.A.2560, FPK8IMMO5DMRRe14FCR.

Class B NBTC ID:

B38038-20-1814, B38166-20-1814.

- 1) เครื่องโทรศัพท์เคลื่อนที่ ที่มีความสามารถสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.
- 2) เครื่องวิทยุคมนาคมที่มีระดับการแฝ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คุณสมบัติการก่อจิตกรรมการโทรศัพท์เคลื่อนที่ที่กำหนด

## Tunisia

AHO-0177-18

AHO-0991-19

AHO-0278-20 (RS4)

## Turkey

See EU Declarations of Conformities at [www.volksvagen.com/generalinfo](http://www.volksvagen.com/generalinfo).

Further information on radio systems

## Countries outside the US, which approve and permit radio systems in accordance with US FCC guidelines:

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010, 2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031, 2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034, 2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043, 2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053, 2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056, 2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072, 2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533, 2AOUZ18020534, 2AOUZ18100931

2AVXWWSBRC001, 2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 772C-LB1FD, BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB30I, BEJTLVM3IU-N, BEJTUVM01IU, BEJTLVHW3IU-E, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG011719A, NBG013854, NBG01RS4, NBGBCMEVO, NBGBCMEVO5, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS93N, NBGMQB8B, NBGMQB8H, NBGRSB19, NBG011719A, NBG013854, NF3-FR5CPEC, NF3-LRR4, NF3-MRR1PLUS, NF3-MRR1REAR, NF3MRREVO14F, NF3-LRR3SCU, NT8-VWMIBREGIO, NZLADHL5D, OAYARS4B, OAYARS5B, OYGTSSRE4UD, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD, WJLHT-5.

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3

This device complies with part 15 (and Part 18) of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 (and to Part 18) of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

**CAUTION TO USERS:** Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.

**Radiation Exposure:** This device (RK7185-00, QZ9-KA3) has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction.

## Ukraine

Further information on radio systems

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.volksvagen.com/generalinfo](http://www.volksvagen.com/generalinfo).

1APTV R3TR, 1BOSC0001, 1HELARS40, 10094.007280-19, 1.001.021241-20-TE, 0848, TLAHW3IU-E, TLVHM3IU-E, TLVLM3IU-E, TLAHW3IU-W, TLVHM3IU-W

1.001.017067-18-TE, 1.001.018566-19-TE, 1.001.018601-19-TE, 1.001.018646-19-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

UA.R.TR.052.081-20, UA.R.TR.052.088-19, UA.R.TR.052.089-19, 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.052.598-19, UA.R.TR.052.613-19

UA.TR.028: 680.13-CET, 680.14-CET, 680.15-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, 2539.9-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, 2580.4-CET, 2580.5-CET, 2610.2-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.0026-19, UA.TR.109.R.0029-19, UA.TR.109.R.0030-19, UA.TR.109.R.0032-19, 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.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.0304-18, UA.TR.109.R.0305-18, UA.TR.109.R.0307-18, 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.0375-18, 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.0438-18, UA.TR.109.R.0467-18, UA.TR.109.R.0598-18

UA RF: 1BOSC0001, UA RF: 1CONT0001, UA RF: 1CONT0002, UA RF: 1HELABSD3, UA RF: 1HELARS40

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.0226-19, UA.032.CT.0227-19, UA.032.CT.0313-19, UA.032.CT.0527-19

920697B

## **United Arab Emirates**

TRA, REGISTERED No DEALER No

ER0109760/13\_DA0043253/10, ER0126849/14\_DA0127935/14, ER34947/14\_DA0043252/10, ER35423/14\_DA35176/14, ER37807/15\_DA38660/15, ER45520\_DA44932, ER46672/16\_DA38660/15, ER48223\_DA44932, ER49378/16\_DA38660/15, ER49719/16\_DA0062437/11, ER49796/16\_DA35176/14, ER50430/16, ER51643/17, ER53878/17\_DA44932/15, ER54754/17\_DA0043253/10, ER55421/17\_DA36758/14, ER61136/18\_DA40068, ER61137/18\_DA0089862/12, ER62570\_DA44932, ER63911\_DA44932, ER66801/18\_DA77281/18, ER66978/18\_DA36758/14, ER68006/18\_DA40068/15, ER69987/19\_DA44932/15 ER70009/19\_DA44932, ER70046/19\_DA44932, ER70554/19\_DA0043253/10, ER70659/19\_DA44932, ER70659/19\_DA44932/15, ER71148/19\_DA0043253/10, ER71355/19\_DA38660/15, ER71413/19\_DA0089862/12, ER71414/19, ER73393/19, ER74095/19ER76324/19\_DA56674/16, ER77956/20\_DA76153/18, ER89638/20\_DA36975/14, ER90294/20\_DA0043253/10.

## **Vietnam**

A0858170820AF04A3,

B1189140520AF04A2

C00082015, C0080180319AF04A2, C010121051BAF04A2, C0101230419AF04A2, C0118220519AF04A2,  
C0119220519AF04A2, C0163150719AF04A2, C0197111217AF04A2, C0314061219AF04A2,  
C0438061120AF04A3

## **Belarus**

BY/112 11.01.TP024 020 00007

BY/112 11.01.TP024 020 00008

BY/112 11.01.TP024 020 00047

BY/112 11.01.TP024 020 00059

BY/112 11.01.TP024 030 00140

Ra.RU.21ИР01

Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and vehicles for other countries. All data in the official vehicle documents always take precedence.

The official vehicle documents show which drive and which power output your vehicle has.

Please observe the notes and information for vehicles with N1 approval ([→ N1 approval](#)).

## **Weight**

The values for the kerb weight in the following tables apply to the road-ready vehicle with drive (75 kg), service fluids and, if applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

- Passengers
- All luggage
- Add-on parts

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate ("safety compliance label") on the B-pillar on the driver side ([→ Safety certificate](#)).

## **Performance figures**

The values apply only for optimum road and weather conditions.

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

## **Gradient angle**

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

## Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

The basic structure is explained below using the example of the vehicle identification number WVWZZZCBZLE400953. This is an example.

Group	1	2	3	4	5	6	7
Position:	1 2 3	4 5 6	7 8	9	10	11	12 13 14 15 16 17
Example	W V W	Z Z Z	C B	Z	M	E	4 0 0 9 5 3

1 Vehicle manufacturer identifier:

WVW

Volkswagen Passenger Cars

WVG

VW Touareg/Auto 5000 AMPV

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus(Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor (Indonesia)

2 Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

3 Vehicle class per model:

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

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 or check character: the filler characters may differ depending on manufacturer.

⑤ VIN index per model year:

M

2021

N

2022

P

2023

R

2024

⑥ Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

G, K

Volkswagen Kaluga Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

V, U

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

7 Sequential production number in a model year.

## Position of the vehicle identification number



Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the

following locations:

- In the bonnet space in the right water drainage channel.
- In the bonnet space on the right suspension turret.
- In the bonnet space close to the bonnet hinge on the right side of the vehicle.
- Behind the right front seat under the floor covering.

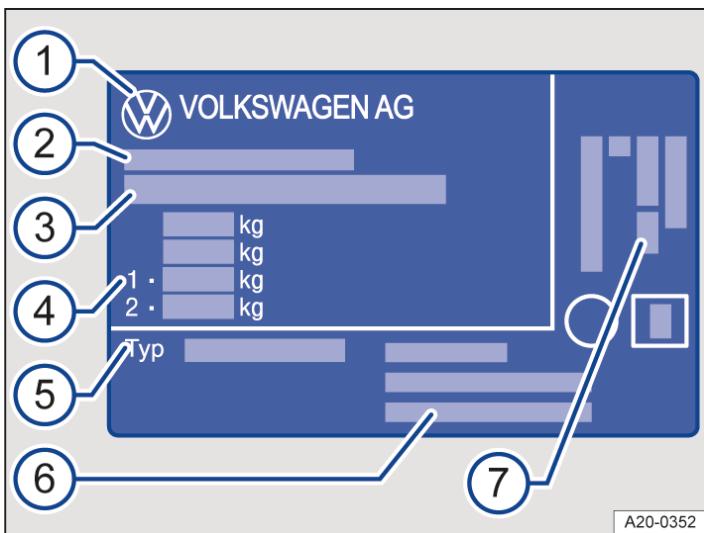


Fig. 1 Type plate (illustration): variant 1.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

- 1 Manufacturer code.
- 2 Type approval.
- 3 Vehicle identification number.
- 4 Gross vehicle weight rating.
  - Gross combination weight rating (vehicle plus trailer).
  - Gross front axle weight rating.
  - Gross rear axle weight rating.
- 5 Vehicle type.
- 6 Manufacturer's address.
- 7 Engine code.

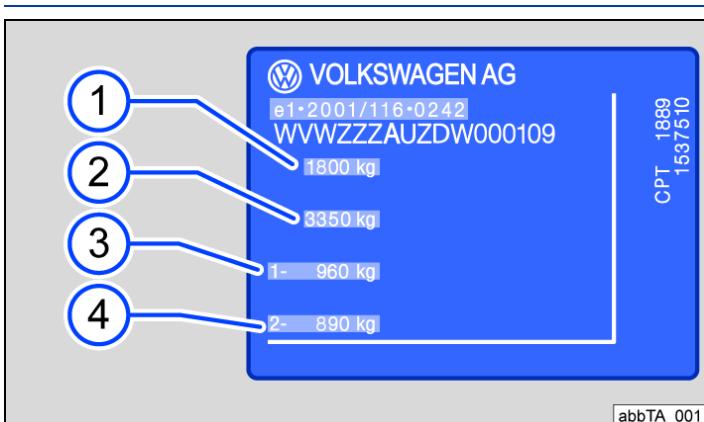


Fig. 2 Type plate (illustration): variant 2.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

- 1 Gross vehicle weight rating.
- 2 Gross combination weight rating (vehicle plus trailer).
- 3 Gross front axle weight rating.
- 4 Gross rear axle weight rating.

---

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

## Safety certificate



Fig. 1 Safety certificate (illustration).

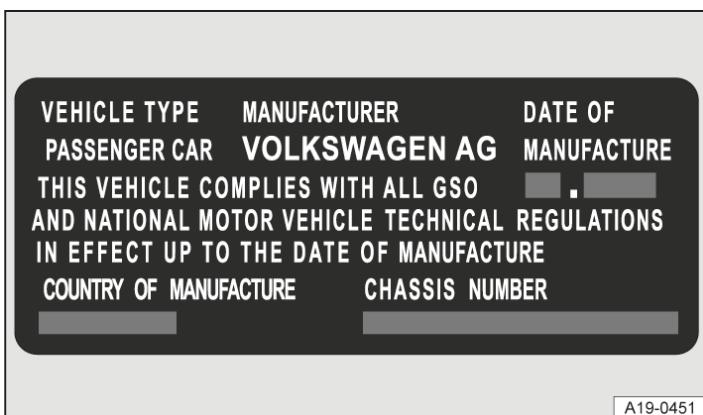


Fig. 2 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

- Vehicle type
- Manufacturer
- Date of manufacture
- Country of manufacture
- Vehicle identification number

## Dimensions

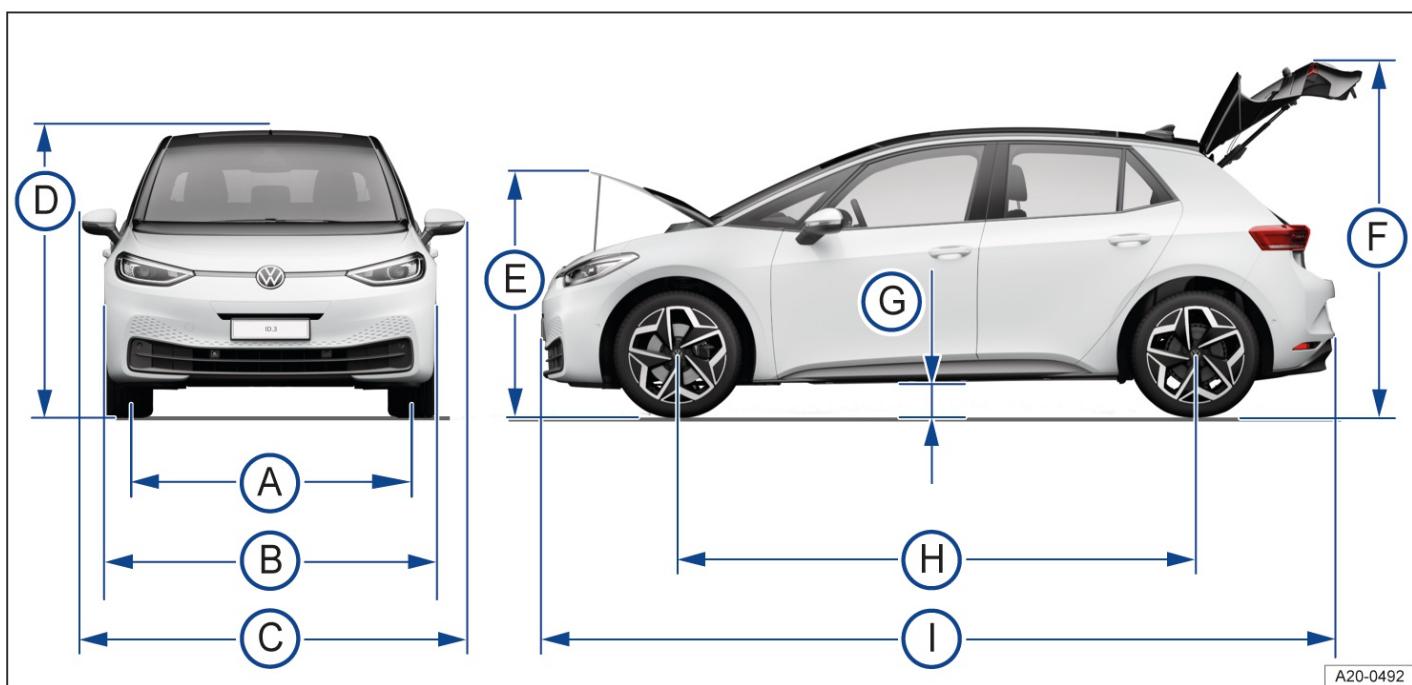


Fig. 1 Vehicle dimensions.

The data in the table apply to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Kerb weight is without driver and without payload.

### Key to Fig. 1:

A	Front track	1,536 – 1,548 mm
	Rear track	1513 – 1525 mm
B	Width	1,809 mm
C	Width from one exterior mirror to the other	2,070 mm
D	Height to the upper edge of the roof at kerb weight	1,552 mm
	Height at kerb weight with GPS aerial	1,568 mm
E	Height with open bonnet at kerb weight	1,687 mm
F	Height with open boot lid at kerb weight	2048 mm
G	Ground clearance between the axles at kerb weight	150 mm
H	Wheelbase at kerb weight	2,770 mm
-	Turning circle diameter	10.2 m
I	Length from bumper to bumper	4,261 mm
	Length with factory-fitted bicycle carrier preparation when the ball coupling is mounted	4,356 mm

# 93 kW, 45 kWh, electric motor

## Engine overview

Power, maximum	kW	93
Engine code		EBJD
Maximum torque	Nm	245
Maximum speed	km/h	160

## Weights and axle loads

Kerb weight	kg	1781
Gross vehicle weight rating	kg	2250
Gross front axle weight rating	kg	1050
Gross rear axle weight rating	kg	1250

## High-voltage system

Battery capacity	kWh	45
Charging power AC charging, maximum	kW	7.2
Charging power DC charging, maximum (depending on equipment)	kW	50 or 100

107 kW, 58 kWh, electric motor

### Engine overview

Power, maximum	kW	107
Engine code		EBJC
Maximum torque	Nm	275
Maximum speed	km/h	160

### Weights and axle loads

Kerb weight	kg	1812
Gross vehicle weight rating	kg	2270
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	1260

### High-voltage system

Battery capacity	kWh	58
Charging power AC charging, maximum	kW	11
Charging power DC charging, maximum	kW	100

110 kW, 45 kWh, electric motor

### Engine overview

Power, maximum	kW	110
Engine code		EBJD
Maximum torque	Nm	310
Maximum speed	km/h	160

### Weights and axle loads

Kerb weight	kg	1781
Gross vehicle weight rating	kg	2250
Gross front axle weight rating	kg	1050
Gross rear axle weight rating	kg	1250

### High-voltage system

Battery capacity	kWh	45
Charging power AC charging, maximum	kW	7.2
Charging power DC charging, maximum (depending on equipment)	kW	50 or 100

150 kW, 58 kWh, electric motor

### Engine overview

Power, maximum	kW	150
Engine code		EBJC
Maximum torque	Nm	310
Maximum speed	km/h	160

### Weights and axle loads

Kerb weight	kg	1812
Gross vehicle weight rating	kg	2270
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	1260

### High-voltage system

Battery capacity	kWh	58
Charging power AC charging, maximum	kW	11
Charging power DC charging, maximum	kW	100

# 150 kW, 77 kWh, electric motor

## Engine overview

Power, maximum	kW	150
Engine code		EBJA
Maximum torque	Nm	310
Maximum speed	km/h	160

## 4-seater: weight ratings and axle loads

Kerb weight	kg	1935
Gross vehicle weight rating	kg	2,280
Gross front axle weight rating	kg	1070
Gross rear axle weight rating	kg	1260

## 5-seater: weight ratings and axle loads

Kerb weight	kg	1928
Gross vehicle weight rating	kg	2300
Gross front axle weight rating	kg	1070
Gross rear axle weight rating	kg	1260

## High-voltage system

Battery capacity	kWh	77
Charging power AC charging, maximum	kW	11
Charging power DC charging, maximum	kW	125

