

Thank you for choosing Volkswagen

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

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

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

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

Volkswagen AG

About this owner's manual

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

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

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else.

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

Booklets in the vehicle wallet:

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

Description of symbols

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

DANGER

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

WARNING

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

CAUTION

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

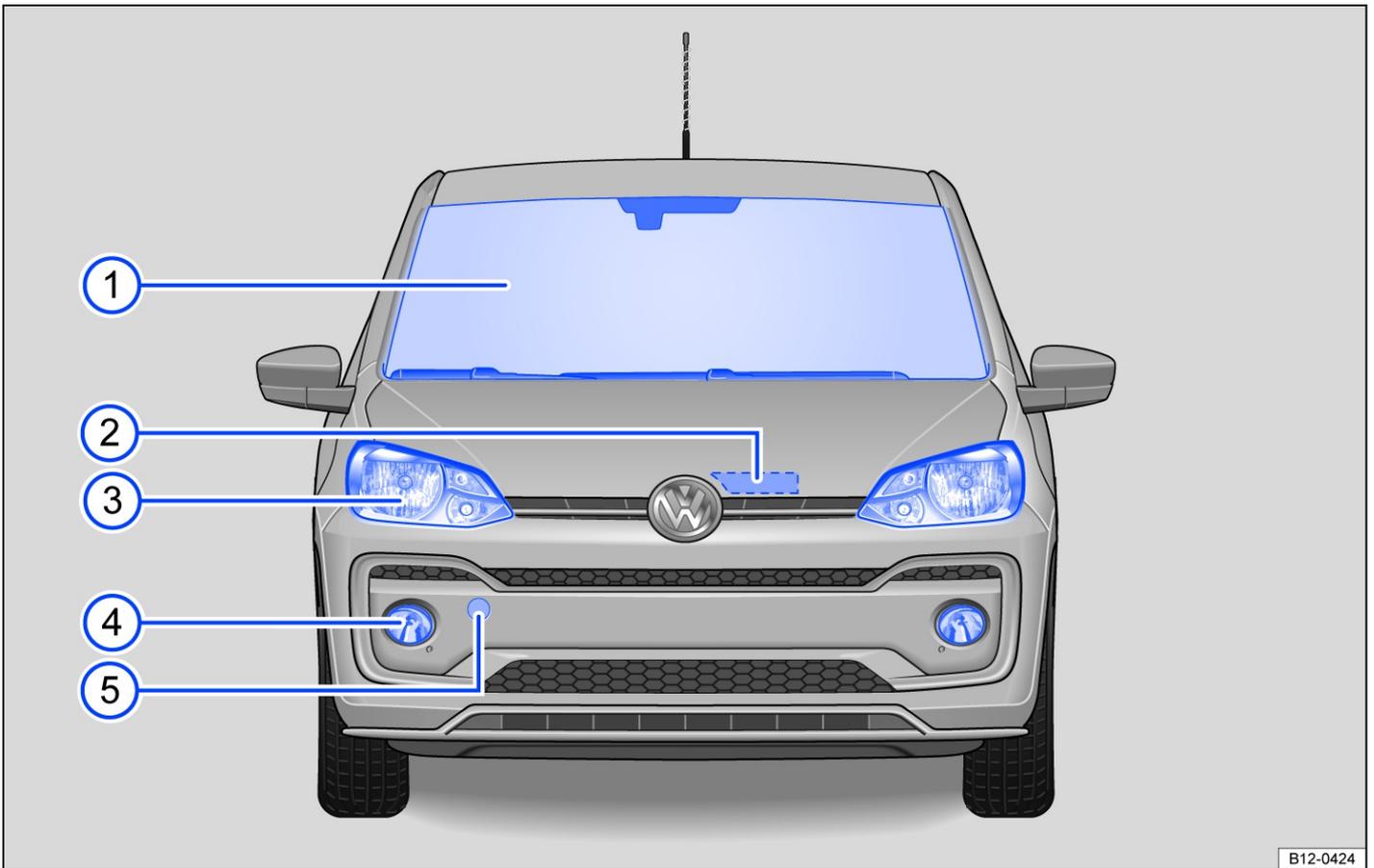
NOTICE

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

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

 Texts with this symbol contain additional information.

Front view



B12-0424

Fig. 1 Overview of the front of the vehicle.

Key to Fig. 1:

- ① Windscreen:
 - with vehicle identification number
 - with windscreen wiper (*→ Wipers*)
- ② Bonnet opening lever (*→ In the engine compartment*)
- ③ Headlights
- ④ Lights in the bumper
- ⑤ Behind a cover: mounting for towing eye

Side view

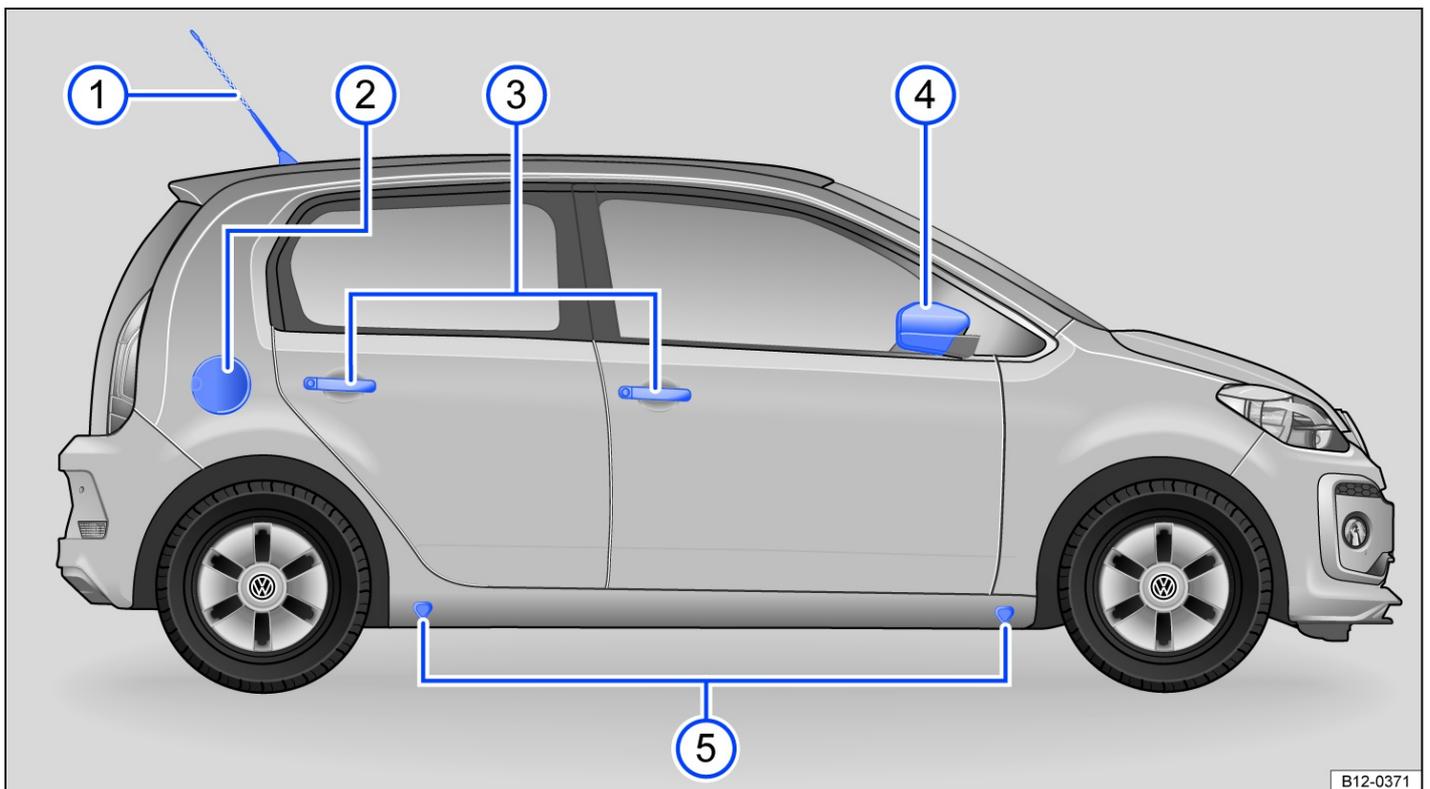


Fig. 1 Overview of the right side of the vehicle.

Key to Fig. 1:

- ① Roof aerial (*→ Radio reception and aerials*)
- ② Tank flap
- ③ Door release lever
- ④ Exterior mirrors (*→ Exterior mirrors*)
- ⑤ Jacking points

Rear view

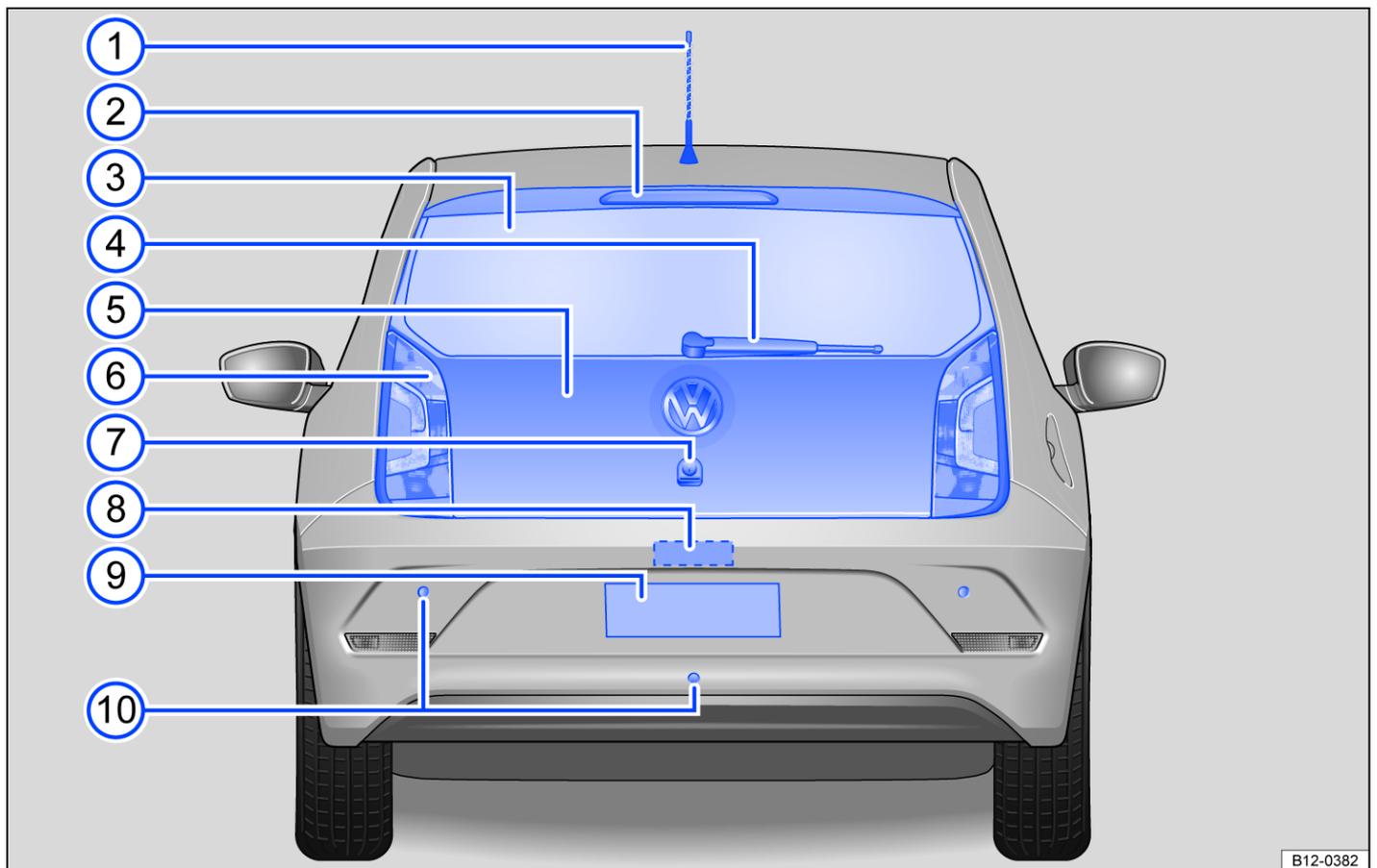


Fig. 1 Overview of rear of the vehicle

Key to Fig. 1:

- ① Roof aerial (*→ Radio reception and aerials*)
- ② High-level brake light
- ③ Rear window with rear window heating
- ④ Rear window wiper (*→ Wipers*)
- ⑤ Boot lid
- ⑥ Tail light clusters
- ⑦ Handle with boot lid release button
- ⑧ Area:
 - of the camera for parking systems , (*→ Vehicle care, exterior*)
 - of the number plate light
- ⑨ Number plate carrier
- ⑩ Sensors for assist systems (*→ Vehicle care, exterior*)

Driver door

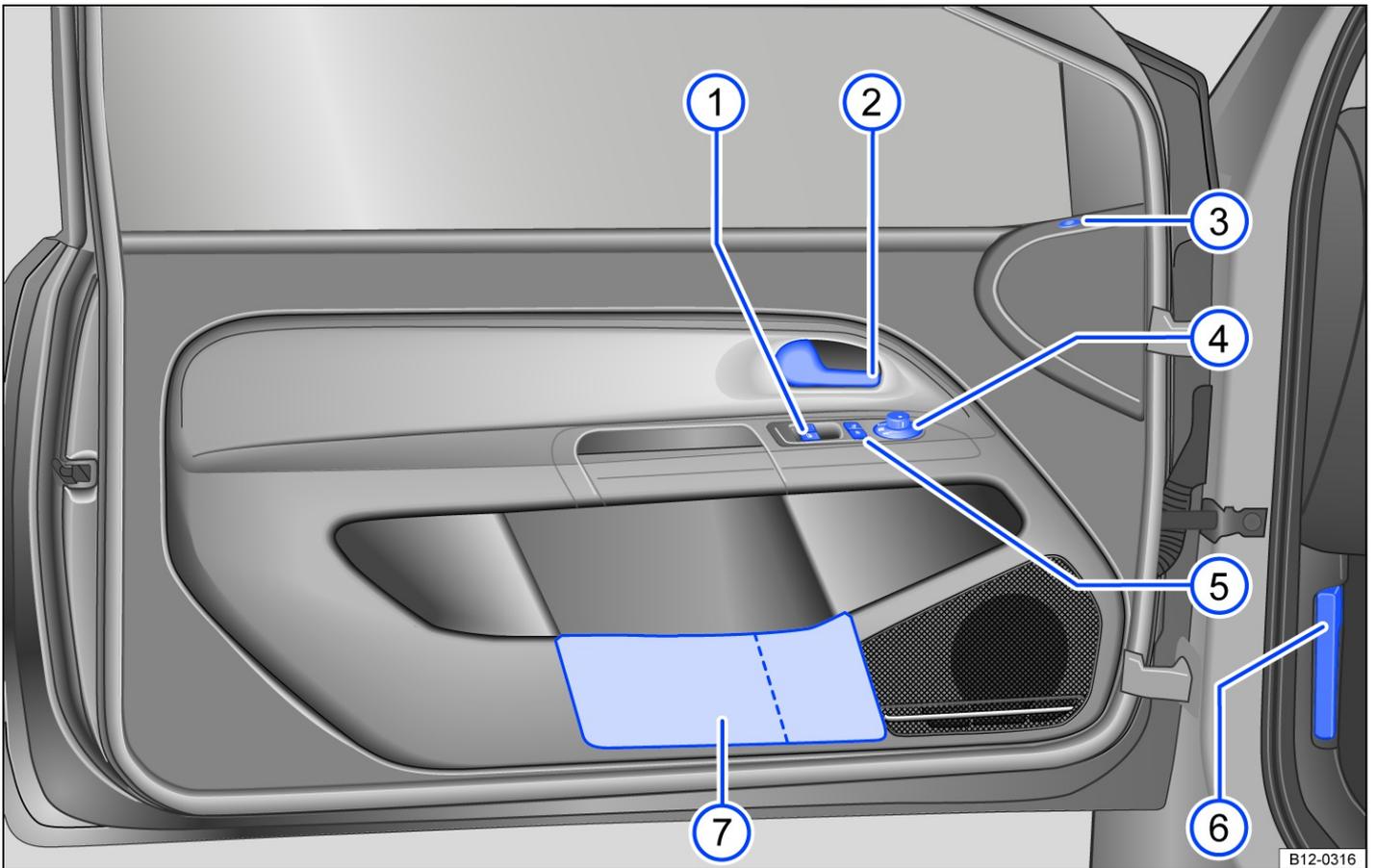


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

Key to Fig. 1:

- ① Buttons for operating the electric windows
- ② Door release lever
- ③ Central locking system indicator lamp (*→ Indicator lamp in the driver door*)
- ④ Rotary knob for exterior mirror adjustment and functions (*→ Exterior mirrors*)
- ⑤ Central locking button for locking and unlocking the vehicle (*→ Indicator lamp in the driver door*)
- ⑥ Bonnet release lever (*→ In the engine compartment*)
- ⑦ Stowage compartment:
 - with bottle holder

Driver side

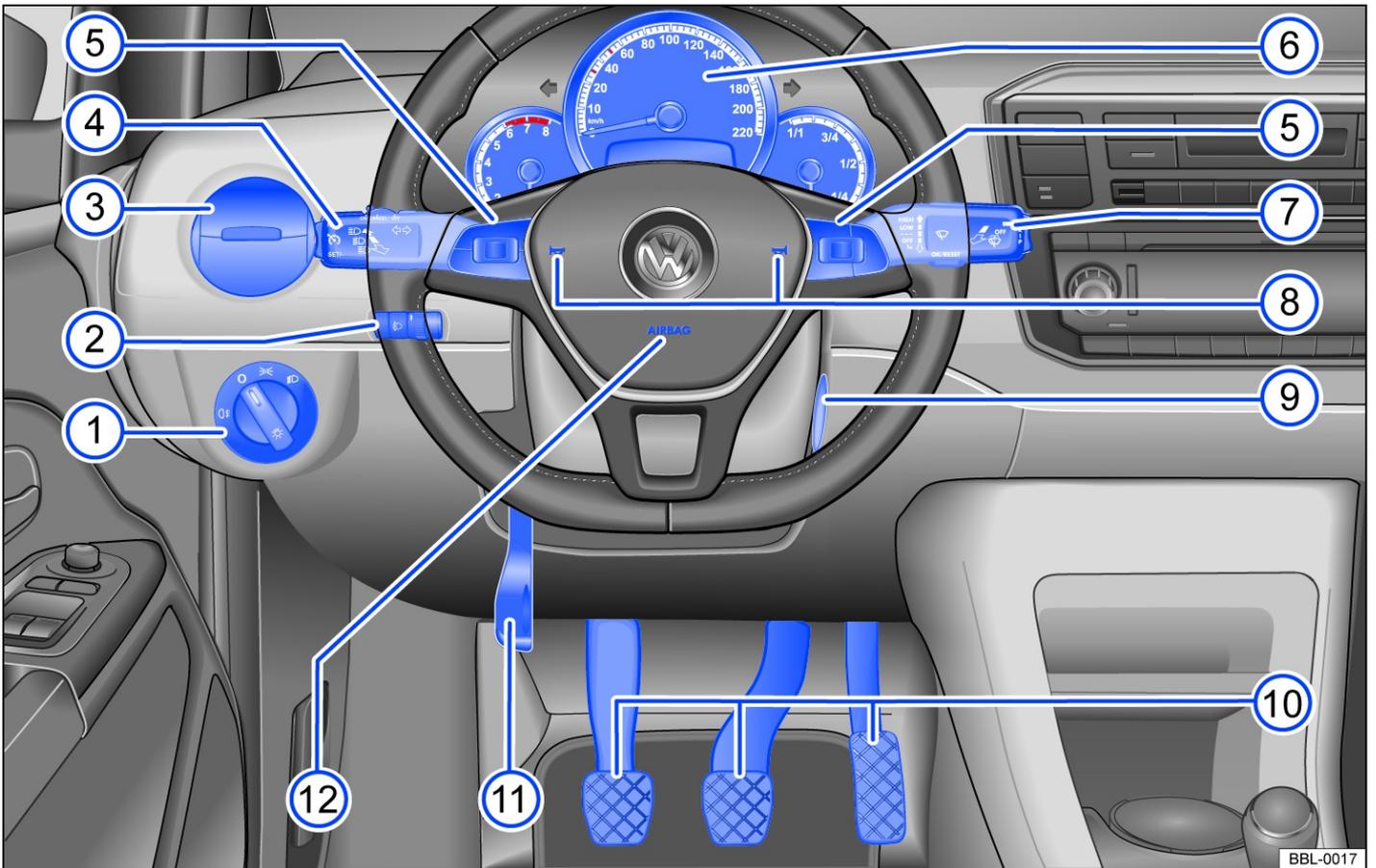


Fig. 1 Overview of the driver side (left-hand drive vehicles).

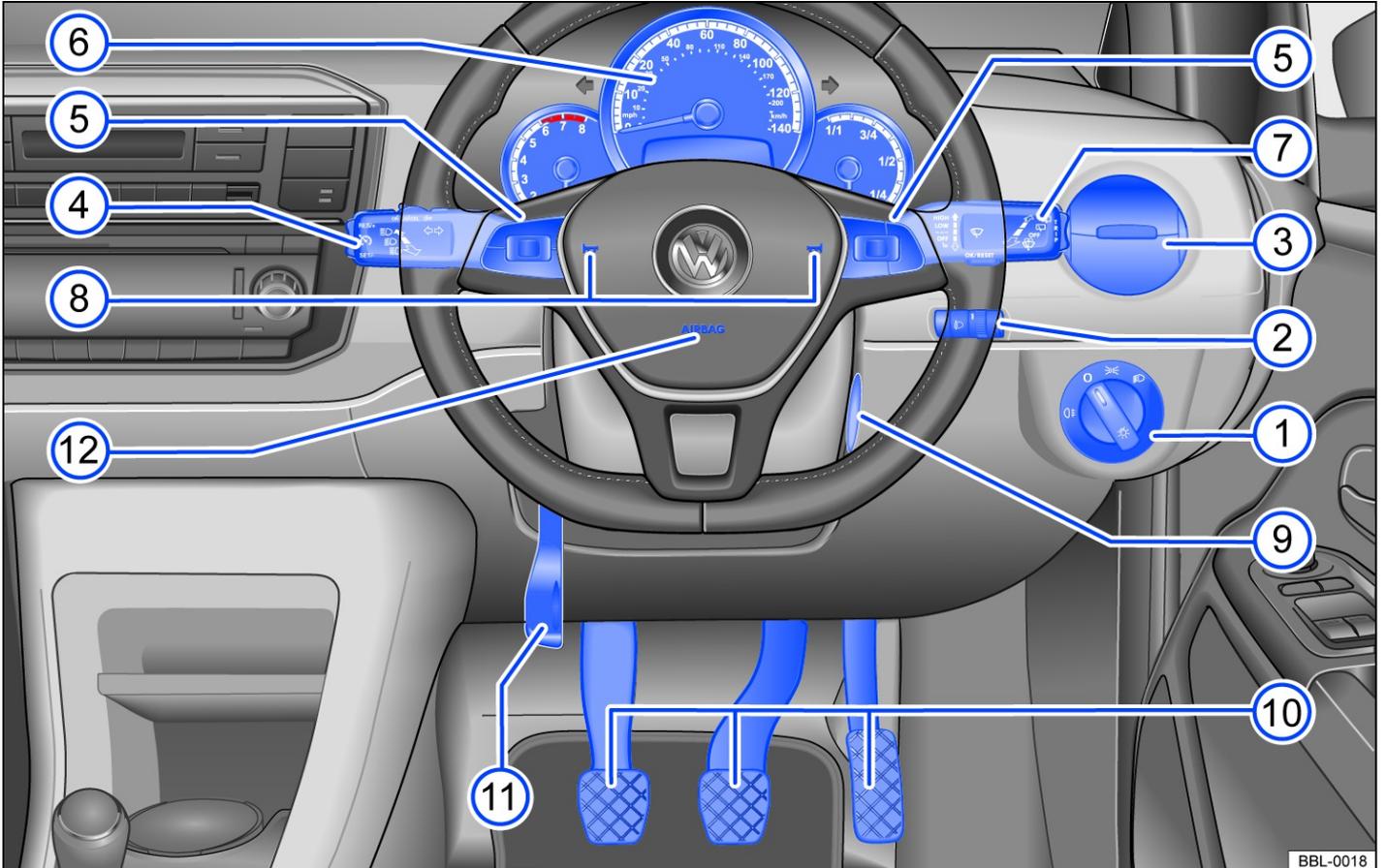


Fig. 2 Overview of the driver side (right-hand drive vehicles).

Key to Fig. 1 and Fig. 2:

- ① Light switch
 - ② Headlight range control (*→ Headlight range control*)
 - ③ Vent
 - ④ Turn signal and main beam lever (*→ Turn signals*), (*→ Main beam*)
 - With switches and buttons for the driver assist systems
 - ⑤ Controls on the multifunction steering wheel:
 - for driver assist systems
 - for menu selection (*→ Menus and information displays*)
 - for audio, navigation ⏪ ⏩
 - for opening the telephone menu or accepting telephone calls 📞
 - for volume adjustment 🔊 🔇
 - for activating voice control 🗣️ (function may not be available depending on vehicle equipment)
 - ⑥ Instrument cluster
 - with warning and indicator lamps (*→ Symbols in the instrument cluster*)
 - ⑦ Lever for wipers and washers
 - With buttons for operating the menus
 - ⑧ Horn
 - ⑨ Ignition lock (*→ Ignition lock*)
 - ⑩ Pedals (*→ Pedals*)
 - ⑪ Lever for adjusting the steering column position
 - ⑫ Location of the driver front airbag
-

Centre console

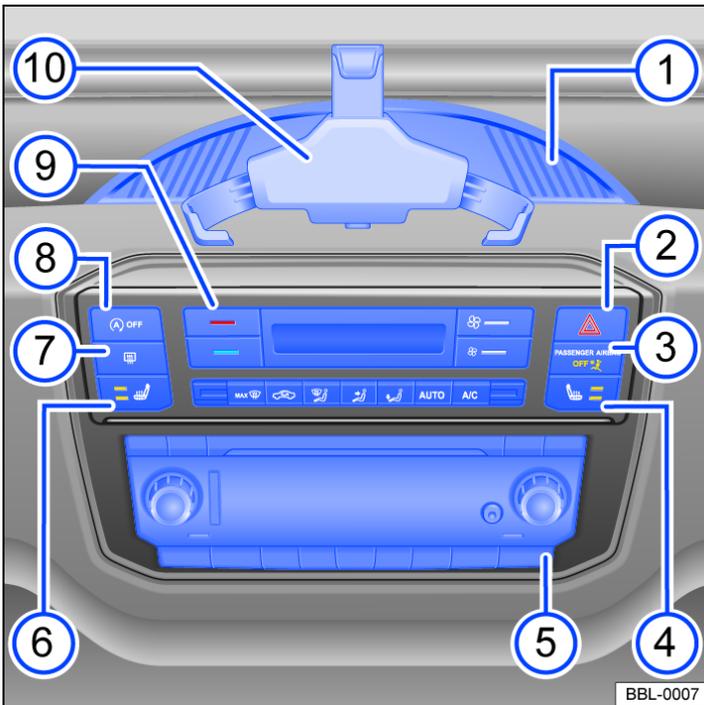


Fig. 1 Overview of the upper section of the centre console.

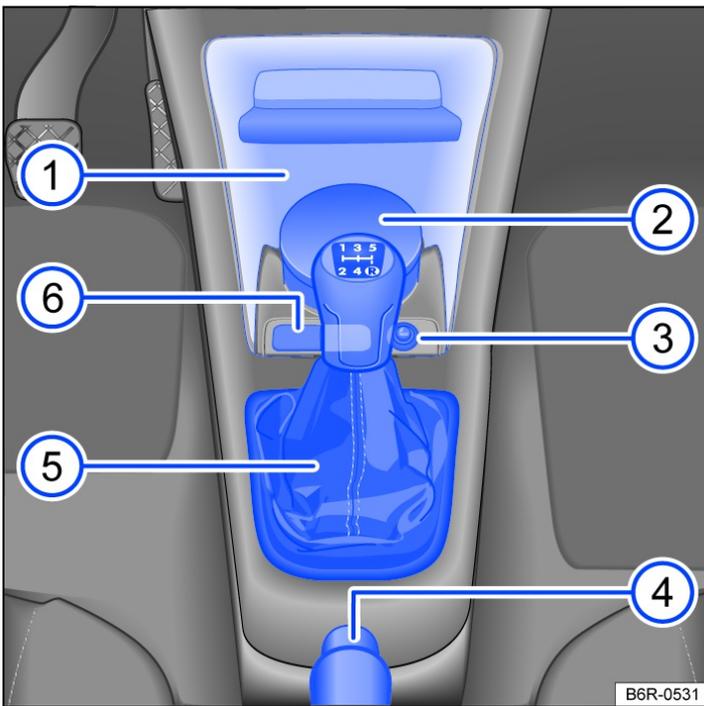


Fig. 2 Overview of the lower section of the centre console.

Key to Fig. 1:

- ① Vent
- ② Hazard warning lights button 
- ③ Indicator lamp for the front passenger front airbag switch-off function **OFF** 
- ④ Button for right-hand seat heating or button for the rear window heating (depending on the vehicle equipment)
- ⑤ Infotainment system
- ⑥ Button for left-hand seat heating
- ⑦ Button for rear window heating (depending on the vehicle equipment)
- ⑧ Button for start/stop system (*→ Start/stop system*)

- ⑨ Controls for the air conditioning system, heating and fresh air system
 - ⑩ Portable smartphone holder ([*→ Portable smartphone holder*](#))
-

Key to *Fig. 2*:

- ① Stowage compartment with drink holder
 - ② Ashtray
 - ③ Cigarette lighter or 12-volt socket ([*→ Sockets*](#))
 - ④ Handbrake lever
 - ⑤ Lever for the manual gearbox
 - ⑥ Button:
 - for City Emergency Braking System
 - for Tyre Pressure Loss Indicator ([*→ Tyre Pressure Loss Indicator*](#))
-

Front passenger side

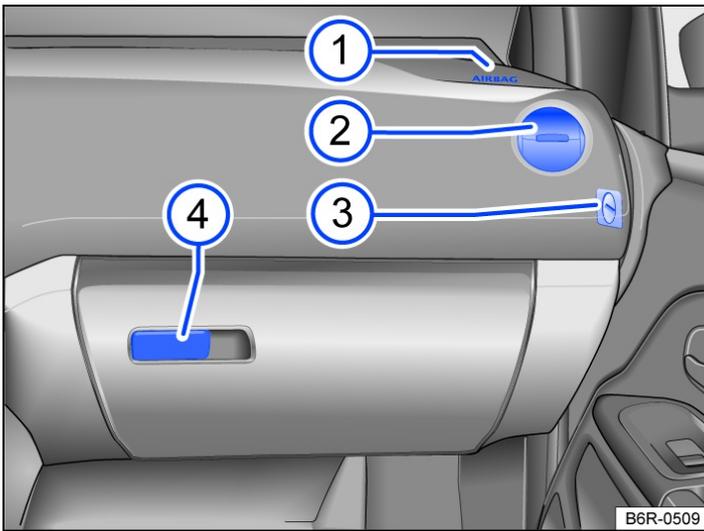


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

Key to Fig. 1:

- ① Location of front passenger front airbag in the dash panel
 - ② Vent
 - ③ To the side of the dash panel: key-operated switch for disabling the front passenger front airbag
 - ④ Glove box:
 - with opening lever
 - with button for Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#))
 - with holder for pens, notepads and coins
 - with glasses compartment
-

Controls in the roof

Symbol	Meaning
 The symbols consist of a rectangular button with a light icon and the number '0', and three circular buttons with light icons.	Buttons for interior and reading lights .
 The symbols are three car icons: a side view, a top-down view, and a front view.	Switch for glass roof (-> Glass roof).

Symbols in the instrument cluster

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

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

WARNING

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

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

Symbol	Meaning
	Fasten seat belt → <i>Warning lamp</i>
	The handbrake is applied → <i>Operating the handbrake</i>
	Brake system fault → <i>Brake system fault</i>
	Low brake fluid level → <i>Brake fluid level</i>
	Engine oil pressure too low → <i>Engine oil pressure too low</i>
	Fault in the engine coolant system →
	Vehicle door open → <i>Displays</i>
	Bonnet open → <i>Displays</i>
	Boot lid open → <i>Displays</i>
	Alternator fault → <i>Start/stop system, → Alternator fault</i>
	Urgent natural gas system check due → <i>Urgent natural gas system check</i>
	Gearbox overheated → <i>Fault in gearbox</i>
	Fault in airbag and belt tensioner system → <i>Fault in airbag system or belt tensioner</i>
	Front passenger front airbag switched off → <i>Front passenger front airbag switched off</i>
	Vehicle not secured from rolling away → <i>The vehicle is not secured against rolling away, → Vehicle with an automated manual gearbox is not secured from rolling away</i>
	Check the brake pads → <i>Brake pad wear indicator</i>
	Traction Control fault → <i>Traction Control is faulty or has been switched off for system-related reasons</i>
	Electronic Stability Control (ESC) switched off for system reasons → <i>Fault in ESC, or ESC switched off for system-related reasons</i>
	Anti-lock brake system (ABS) fault → <i>ABS failure or fault</i>
	Fuel tank almost empty → <i>Fuel gauge</i>
	Natural gas fuel tank almost empty → <i>Fuel gauge</i>
	Rear fog light switched on → <i>Switching the fog lights on and off</i>
	Fault in steering → <i>Fault in steering</i>

	Low tyre pressure → <i>Low tyre pressure</i>
	Fault in the tyre monitoring system → <i>Fault in the Tyre Pressure Loss Indicator</i>
EPC	Fault in engine management system → <i>Fault in engine management system</i>
	Exhaust system fault → <i>Emissions-relevant fault</i>
	Particulate filter clogged with soot → <i>Particulate filter clogged with soot</i>
	Natural gas system check due → <i>Natural gas system check</i>
	Gearbox fault → <i>Fault in gearbox, → Gearbox overheated, → Fault in gearbox</i>
	Depress the brake pedal. → <i>Engine does not start</i>
	Turn signals → <i>Turn signal indicator lamp</i>
	Speed stored, control active → <i>Operating the cruise control system with the turn signal lever</i>
	Main beam or headlight flasher → <i>Switching main beam on and off</i>
	Engine coolant temperature low →
	Outside temperature colder than +4°C (+39°F) → <i>Displays</i>
	Start/stop system active → <i>Start/stop system, → Start/stop system</i>
	Start/stop system not available → <i>Start/stop system</i>
InSP	Service due → <i>Service interval display</i>
	Tank almost empty → <i>Fuel gauge</i>
	City Emergency Braking System → <i>City Emergency Braking System not available.</i>

Introduction to the topic

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

WARNING

Accidents and injuries can occur if the driver is distracted.

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

Analogue instrument cluster

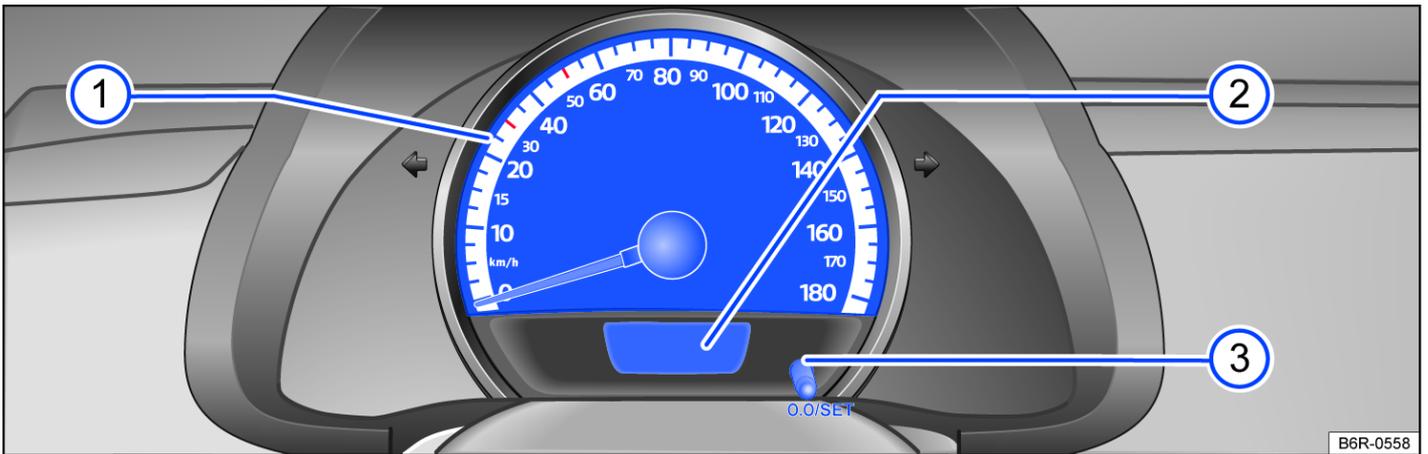


Fig. 1 Instrument cluster in the dash panel (type 1).

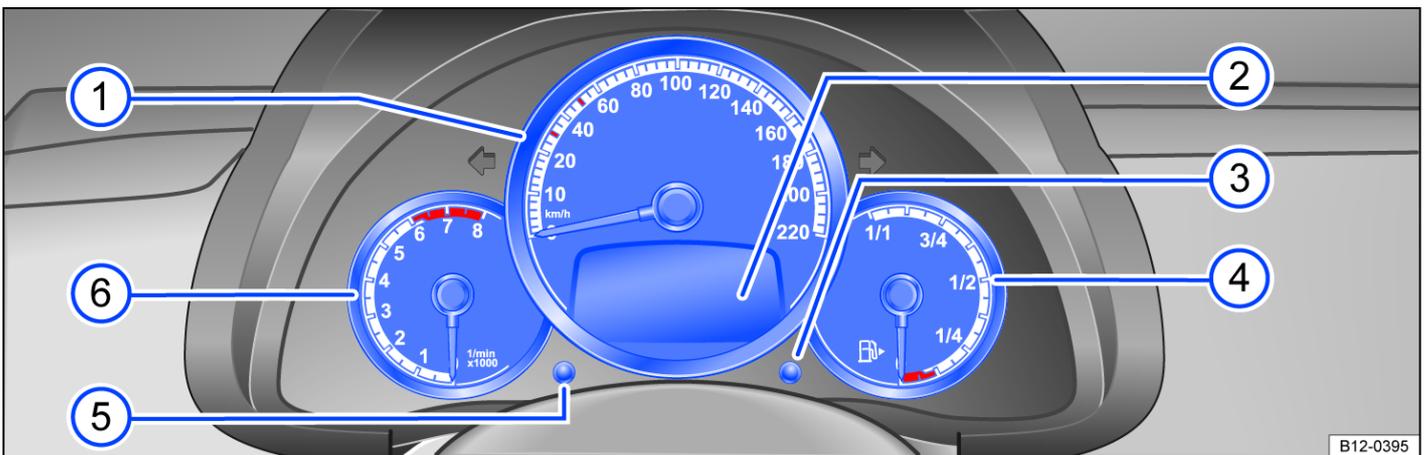


Fig. 2 Instrument cluster in the dash panel (type 2).

Depending on the vehicle model, the scale division in type 2 may vary → Fig. 2.

Descriptions of the instruments → Fig. 1 and → Fig. 2:

- ① Speedometer. in km/h or in mph and km/h, depending on the vehicle.
- ② Displays (→ *Displays*).
- ③ Reset button for the trip recorder display (trip) → *Mileage displays*.
- ④ Fuel gauge (→ *Fuel gauge*).
- ⑤ Setting button for the clock or for switching between outside temperature display and clock (→ *Displays*).
- ⑥ Rev counter (running engine speed in revolutions x 1,000 per minute) (→ *Rev counter*).

 With the help of the smartphone holder "maps + more dock" other instruments can be displayed depending on the vehicle model, e.g. outside temperature display (→ *Portable smartphone holder*).

Rev counter

Rev counter

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

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

NOTICE

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

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

Fuel gauge

Fuel gauge in the display in the instrument cluster



Fig. 1 In the instrument cluster display: fuel gauge for petrol

 The indicator lamp lights up. The fuel tank is almost empty. Segments → Fig. 1  flash for about ten seconds. The reserve volume is being used up.

— Fill the tank as soon as possible.

Fuel gauge in the instrument cluster

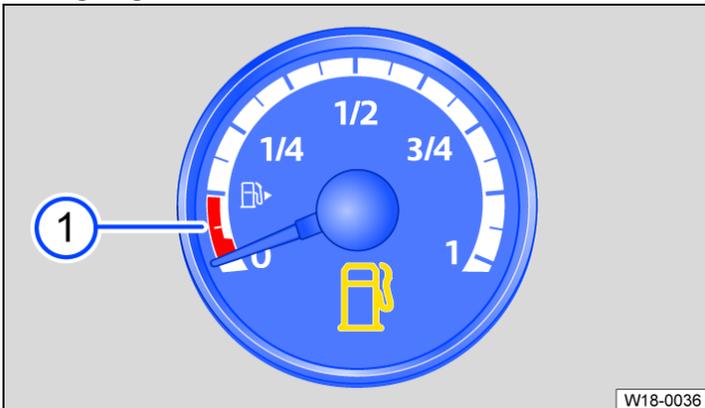


Fig. 2 In the instrument cluster: fuel gauge for petrol.

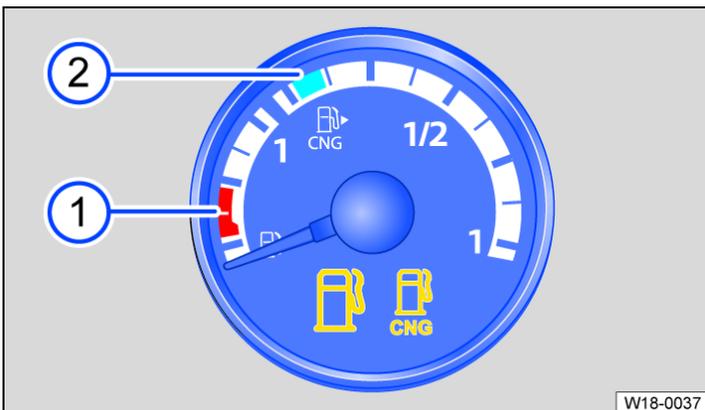


Fig. 3 In the instrument cluster: fuel gauge for natural gas and petrol.

 The indicator lamp lights up yellow. The reserve volume (red marking → Fig. 2  , → Fig. 3 ) is being consumed → .

— Fill the tank as soon as possible.

Vehicles with a natural gas engine

 The indicator lamp lights up yellow. The fuel tank for natural gas is almost empty. The reserve volume (blue marking → Fig. 3 ²) is being used up → .

— Refuel with natural gas as soon as possible.

While driving, the indicator on the fuel gauge points to the area corresponding to whichever fuel is currently being used. Each time the ignition is switched on, the indicator first moves for a few seconds to the area for petrol, to show the amount of fuel currently remaining. The indicator then moves to the natural gas area. Once the engine has started up the indicator moves to the area for whichever fuel is currently being used.

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

WARNING

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

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

NOTICE

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

 For vehicles with a natural gas engine, the fuel gauge of the petrol tank can only show the correct filling amount after a short delay depending on the refill amount.

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

Displays

Overview of the display

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

- Open doors, bonnet and boot lid.
- Warning and information displays.
- Trip counters.
- Time.
- Outside temperature.
- Selector lever positions .
- Gear-change indicator ([→ Gear-change indicator](#)).
- Multifunction display (MFD) ([→ Driving data display \(multifunction display\)](#)).
- Service interval display ([→ Service interval display](#)).
- Start/stop system status display ([→ Start/stop system](#)).
- Fuel gauge ([→ Fuel gauge](#)).
- Belt status display for the rear seats.

Open doors, bonnet and boot lid

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

cluster designs may have different displays.

Warning and information displays

The system checks certain components and functions in the vehicle when the ignition is switched on or while the vehicle is in motion. Malfunctions are indicated by warning symbols on the instrument cluster display. A signal tone is also given in certain cases. Different instrument cluster designs may have different displays.

Mileage displays

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

The *trip recorder* (trip) shows the distance travelled since the trip recorder was last reset. The final digit shows distances of 100 m.

- Press button  briefly to switch between trip recorder and range.
- Press the button  with the trip recorder displayed longer to reset the trip recorder and any other multifunction displays (→ [Menus and information displays](#)). After pressing for about five seconds, the “old” figure on the trip recorder will be restored.

Gear-change indicator

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

Time

Vehicle with instrument cluster type 1.

- Switch on the ignition.
- Keep the reset button on the instrument cluster pressed until the time display flashes.
- Release the button and press and hold it again until the hour display flashes.
- Press the button briefly to set the hours.
- Press and hold the button until the minutes display flashes.
- Press the button briefly to set the minutes.
- Press and hold the button to finish setting the time.

Vehicle with instrument cluster type 2.

- Switch on the ignition.
- To set the time, select the time display if not already selected. To do this, press the rocker switch on the wiper level or press the setting button in the instrument cluster.
- Press and hold the  button to mark the hour display so that it flashes.
- Press  to continue. Press and hold to scroll through quickly.
- Press the  button again briefly to select the minute display so that it flashes.
- Press  to continue. Press and hold to scroll through quickly.
- Press the  button again to finish setting the clock.

Outside temperature display

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

When the vehicle is stationary or travelling at very low speeds, the temperature displayed may be slightly higher than the actual outside temperature as a result of the heat radiated from the engine.

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

Selector lever positions

The chosen selector lever position is indicated by luminous lettering on the selector lever. In positionD the selected gear and the current position are shown in the instrument cluster display. In position M (Tiptronic) only the selected gear is shown.

Start/stop system status display

The instrument cluster display shows information about the current status ([→ Start/stop system](#)).

Belt status display for the rear seats

Once the ignition has been switched on, the driver can see the belt status display in the instrument cluster display and therefore can tell whether or not the rear passengers have fastened their seat belts.

Saving a speed for the speed warning

- Select the Speed warning --- km/h display.
- Press button **OK/RESET** on the wiper lever or the **OK** button on the multifunction steering wheel to save the current speed and activate the warning.
- If necessary, set the desired speed within about five seconds with the rocker switch **TRIP** in the wiper lever or with the buttons **▲** or **▼** in the multifunction steering wheel. Then press **OK/RESET** or **OK** again or wait a few seconds. The speed is now saved and the warning is activated.
- Press **OK/RESET** or **OK** button to deactivate. The stored speed will be deleted.

WARNING

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

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



Different instrument clusters are available, which means that the versions and displays may vary.



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.



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

Driving data display (Multifunction display)

The multifunction display (MFD) is equipped with two automatic memories: 1 - Trip memory and 2 - Total journey memory. The number of the current memory on display will be shown in the lower right-hand corner of the display.

— When the ignition is switched on and memory 1 or 2 is shown in the display, press the **OK/RESET** button on the wiper lever or **OK** button on the multifunction steering wheel to switch between the two memories.

Trip memory

The memory collects travel and consumption data from the moment the ignition is switched on until it is switched off. The memory is automatically deleted whenever the journey is interrupted for more than two hours. If the journey is continued within two hours of the ignition being switched off, the new values will be added to the recorded data.

Total journey memory

Depending on which instrument cluster is installed, the memory collects journey data for any number of individual journeys up to a total of 19 hours and 59 minutes travel time or 1,999.9 km (miles) distance travelled. Once these total limits have been reached, the memory will be deleted automatically and begin again at 0.

Possible displays

Time

Current time in hours (h) and minutes (min).

Travel time

Driving time in hours (h) and minutes (min) that has elapsed since the ignition was switched on.

Current fuel consumption

While the vehicle is in motion, the current consumption is displayed in l/100 km. When the engine is running and the vehicle is stationary it is measured in l/h or, in vehicles with gas engines, in kg/100 km and kg/h.

Average fuel consumption

The average fuel consumption will be shown in l/100km or, in vehicles with gas engines, in kg/100 km after a distance of approximately 100 metres has been travelled. The display will show dashes until this point. The displayed value will be updated approximately every five seconds.

Range

Approximate calculation of the distance in km that can still be travelled with the current fuel level under the current driving conditions. One factor used for calculating this figure is the current level of fuel consumption.

Distance

The distance travelled in km since the ignition was switched on.

Average speed

The average speed will be shown after a distance of approximately 100 metres has been travelled. The display will show dashes until this point. The displayed value will be updated approximately every five seconds.

Digital speed display

Current vehicle speed displayed digitally.

Digital coolant temperature display

Current temperature of the coolant temperature displayed digitally. If the --.- appears in the instrument cluster display and the  red warning light flashes, there is a fault in the engine cooling system.  Do not continue driving! Seek expert assistance.

Digital outside temperature display

Current outside temperature displayed digitally.

Speed warning --- km/h

If the saved speed (within the range of 30 km/h (18 mph) and 250 km/h (155 mph)) is exceeded, an acoustic warning will be given, along with a visible warning if required. In some markets this warning will also be made at speeds over 120 km/h (75 mph). This warning is a legal requirement and may not be changed.



With the help of the smartphone holder "maps + more dock" other instruments can be displayed depending on the vehicle model, e.g. outside temperature display ([→ Portable smartphone holder](#)).

Service interval display

Displays for service events are shown on the instrument cluster display.

The service interval display provides information on service deadlines.

The service intervals are specified in vehicles with service dependent on the time/distance travelled.

Service notification

If a service is due in the near future, a service notification will appear on the display when the ignition is switched on.

Service in --- km or --- days appears in the instrument cluster display. The number of kilometres or amount of time shown correspond to the maximum number of kilometres or maximum time that can still be driven before the next service.

Service event

In case a service is due, an acoustic signal sounds when the ignition is switched on and a Service reminder appears for a few seconds in the form of abbreviated text **InSP**. Volkswagen recommends that the due service should be carried out within the next 100 km (62 miles).

Accessing service schedules

You can access the current service schedule when the ignition is switched on, the electric drive is switched off, and the vehicle is stationary:

- Select the Settings menu.
- Select the menu option Info in the Service submenu.

An overdue service is indicated in the instrument cluster with Service since --- km or --- days

Resetting the service interval display

If the service was not performed by a Volkswagen dealership, the display can be reset in the instrument cluster as follows:

- Switch off the ignition.
- Press and hold down the  button in the instrument cluster.
- Switch on the ignition again.
- Release the  button and press it again briefly within approximately ten seconds.

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

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

 If the 12-volt vehicle battery is disconnected for long periods, the system will not be able to calculate the time when the next service is due. The service displays could then display incorrect information. In this case, observe the maximum permissible maintenance interval.

Introduction to the topic

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

The buttons on the wiper lever are omitted in vehicles equipped with a multifunction steering wheel .

WARNING

Accidents and injuries can occur if the driver is distracted.

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



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



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

Instrument cluster menus

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

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

MFD (multifunction display) ([→ Driving data display \(multifunction display\)](#)).

Audio.

Telephone.

Vehicle status Display and storage of current warning or information texts.

Settings .

Language.

MFD data.

Time.

Winter tyres.

Units.

Service.

Factory settings.

Back.

Main menu

MFD

Information and settings for the multifunction display (MFD) ([→ Driving data display \(multifunction display\)](#)).

Veh. status

Current warning or information texts. The menu option only appears if warning and information texts are available. The number of messages will be shown in the display. Example: 1/1 or 2/2 ([→ Displays](#)).

Settings

Various setting options, e.g. for time, language and units .

Operation using the multifunction steering wheel



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

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The multifunction display is controlled using the buttons on the multifunction steering wheel only.

The functions of the buttons on the multifunction steering wheel depend on the equipment level of the vehicle.

Opening the main menu

- Switch on the ignition.
- If a message or vehicle pictogram is displayed, press the  → Fig. 1 button on the multifunction steering wheel.
- To navigate through the individual menu options, press the button  or  several times.

Opening a submenu

- Press and hold the  or  button on the multifunction steering wheel until the required submenu option is selected.
- The selected submenu option is shown between the two horizontal lines. There is also a triangle on the right-hand side: .
- To open the submenu option, press the  button on the multifunction steering wheel.

If no selection is made in the submenu within a few seconds, the screen switches back to the previous menu.

Making changes to settings in the menu

- Make the desired changes with the arrow buttons on the multifunction steering wheel. If necessary, press and hold the buttons to increase or decrease the values quickly.
- Use the  button on the multifunction steering wheel to mark and confirm the selection.

Returning to the main menu

- In the submenu, select the menu option Back to leave the submenu.

Operating using the wiper lever

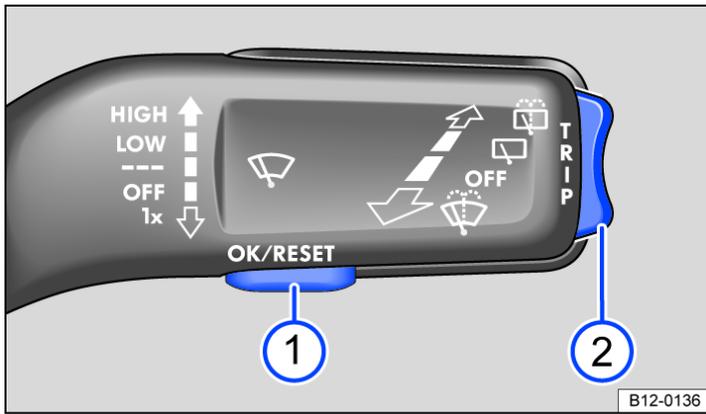


Fig. 1 The windscreen wiper lever: button ① to confirm and rocker switch ② to change the display.

Opening the main menu

- Switch on the ignition.
- If a message or the vehicle pictogram is displayed, press the **OK/RESET** button → Fig. 1 ①.
- To list the main menu, press and hold rocker switch → Fig. 1 ②.

Opening a submenu

- Press the rocker switch **TRIP** → Fig. 1 ② on the wiper lever at the top or bottom until the required submenu option is marked.
- The selected submenu option is shown between the two horizontal lines. There is also a triangle on the right-hand side:◀.
- To open the submenu option, press the → Fig. 1 ① button on the wiper lever.

If no selection is made in the submenu within a few seconds, the screen switches back to the previous menu.

Making changes to settings in the menu

- Use the rocker switch on the wiper lever to make changes to your settings. If necessary, press and hold the buttons to increase or decrease the values quickly.
- Use button → Fig. 1 ① on the wiper lever to confirm a selection.

Returning to the main menu

- Select the menu option Back or press and hold rocker switch → Fig. 1 ②.

Switching between displays

- Press the rocker switch on the wiper lever → Fig. 1 ②.

Setting the time (only for vehicles with instrument cluster type 2)

- Press and hold the button **OK/RESET** → Fig. 1 ① on the wiper lever to mark the hour display so that it flashes.
- Use the rocker switch on the wiper lever → Fig. 1 ② to make the settings. To do this, push the rocker switch up or down to increase or decrease the hours display.
- Press the **OK/RESET** button in the windscreen wiper lever again briefly to select the minute display so that it flashes.
- Use the rocker switch on the windscreen wiper lever to make the settings. To do this, push the rocker switch up or down to increase or decrease the minutes display.
- Press the **OK/RESET** button on the windscreen wiper lever briefly to finish setting the time.

Settings for the clock can also be made directly using the setting buttons on the instrument cluster.

Deleting memory 1 or 2 manually

— Select the memory that you wish to delete.

— Press and hold the **OK/RESET** → *Fig. 1*  button for approximately two seconds.

General notes

Preparing for a journey and driving safety

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

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

Driving abroad

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

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

Checks when filling the tank

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

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

- ✓ Engine oil level .
 - ✓ Coolant level .
 - ✓ Brake fluid level ([→ Brake fluid](#)).
 - ✓ Tyre pressure ([→ Tyre pressure](#)).
 - ✓ Vehicle lighting necessary for traffic safety:
 - ✓ Turn signals.
 - ✓ Side lights, dipped beam headlights and main beam headlights.
 - ✓ Tail light clusters.
 - ✓ Brake lights.
 - ✓ Rear fog light.
 - ✓ Number plate light.
-

Information on changing bulbs .

⚠ DANGER

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

⚠ WARNING

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

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

⚠ WARNING

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

📌 NOTICE

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



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



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

Introduction to the topic

Number of seats

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

Each seat is equipped with a seat belt.

WARNING

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

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.
- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Always secure children in the vehicle in an authorised child restraint system which is suitable for their height and weight and .
- Always keep your feet in the footwell while the vehicle is in motion. Never place your feet on the seat or dash panel, for example, and never ride with your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

The dangers of assuming an incorrect sitting position

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

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

Whenever the vehicle is in motion:

- Never stand in the vehicle.
- Never stand on the seats.
- Never kneel on the seats.
- Never tilt the backrest too far to the rear.
- Never lean against the dash panel.
- Never lie on the seats in the passenger compartment and on the rear bench seat.
- Never sit on the front edge of a seat.
- Never sit sideways.
- Never lean out of a window.
- Never put your feet out of a window.
- Never put your feet on the dash panel.
- Never place your feet on the seat cushion or seat backrest.
- Never travel in a footwell.
- Never sit on the armrests.
- Never travel on a seat without wearing the seat belt.
- Never travel in the luggage compartment.

⚠ WARNING

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

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

Correct sitting position

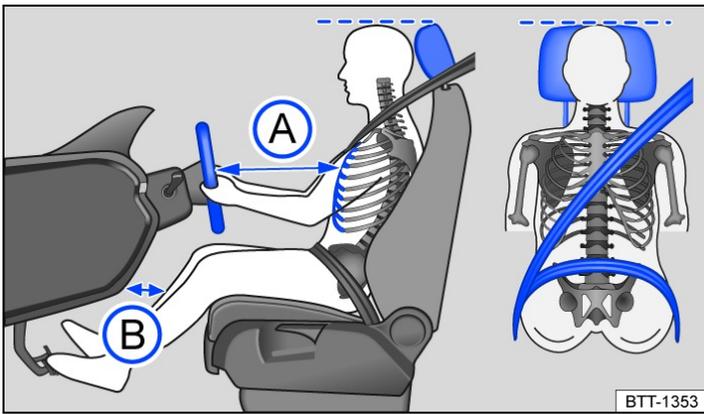


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

Notes for the driver:

- Move the backrest into an upright position so that your back rests fully against it.
- Adjust the seat so that the distance between the steering wheel and your breastbone is at least 25 cm → Fig. 1 **A** and the circumference of the steering wheel can be held at the sides with both hands and your arms slightly bent.
- The steering wheel must always point towards the breastbone and not towards the face.
- Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly bent and so that the distance from the dash panel to your knees is at least 10 cm → Fig. 1 **B**.
- Adjust the height so that you can reach the highest point of the steering wheel.
- Always leave both feet in the footwell to help ensure you maintain control of the vehicle at all times.
- Adjust and fasten seat belts properly .

Notes 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 triggered.
- Keep both feet in the footwell while the vehicle is in motion.
- Adjust and fasten seat belts properly .

Notes for the rear passengers:

- 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.
- When adjusting for shorter people, push the head restraint to the first position, even if the head is then located underneath the top edge of the head restraint.
- For tall people, push the head restraint up as far as it will go.
- Keep both feet in the footwell while the vehicle is in motion.
- Adjust and fasten seat belts properly .

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.
- Have damaged seat belts immediately replaced by new seat belts that have been approved by Volkswagen for the vehicle. Seat belts subjected to stress and stretched during an accident must be replaced by a qualified workshop. Renewal may be necessary even if there is no apparent damage. The belt anchorages should also be checked.
- Seat belts cannot be repaired. They must be replaced.
- Never try to repair, modify or remove the seat belts yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a qualified workshop.
- Always keep the seat belt clean.

Warning lamp



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



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

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

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

Belt status display for the rear seats

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



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



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

The belt status display will be shown for approximately 30 seconds if a seat belt is fastened or unfastened on the rear seats. The display can be hidden in the instrument cluster by pressing the **[0.0 / SET]** button.

If a seat belt for one of the rear seats is unfastened while the vehicle is in motion, the belt status display will flash for a maximum of 30 seconds. If the vehicle is travelling faster than approximately 25 km/h (15 mph) an acoustic signal will also be given.

WARNING

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

Frontal collisions and the laws of physics

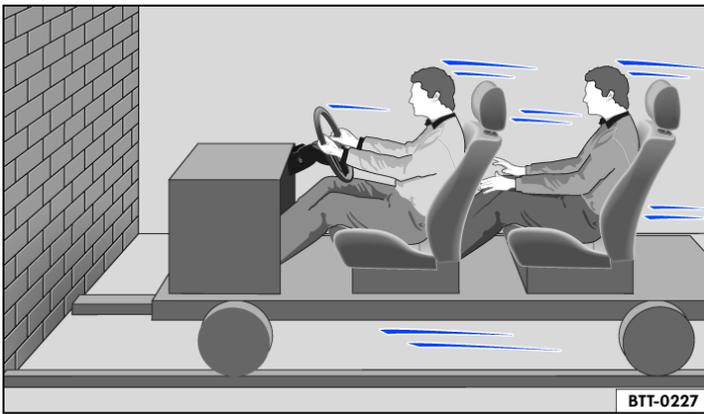


Fig. 1 Unbelted occupants in a vehicle heading for a brick wall.

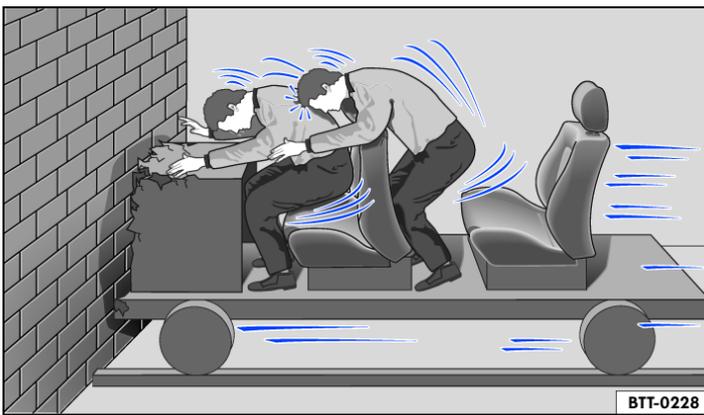


Fig. 2 Unbelted occupants in a vehicle heading for a brick wall.

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

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

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

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

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

At speeds of approximately 30 km/h (19 mph) to approximately 50 km/h (31 mph), the forces acting on bodies in a collision can easily exceed one tonne (1,000 kg). These forces are even greater at higher speeds.

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

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



Fig. 1 An unbelted driver is thrown forwards.

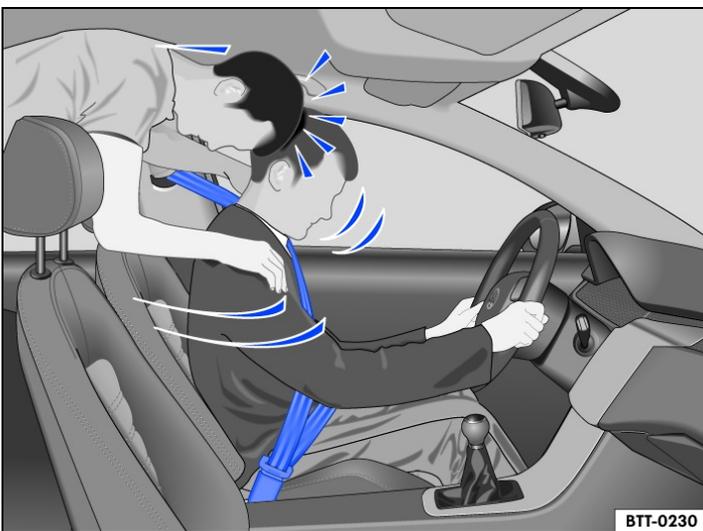


Fig. 2 The unbelted rear passenger is thrown forwards, hitting the belted driver.

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

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

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

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

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

Seat belt protection

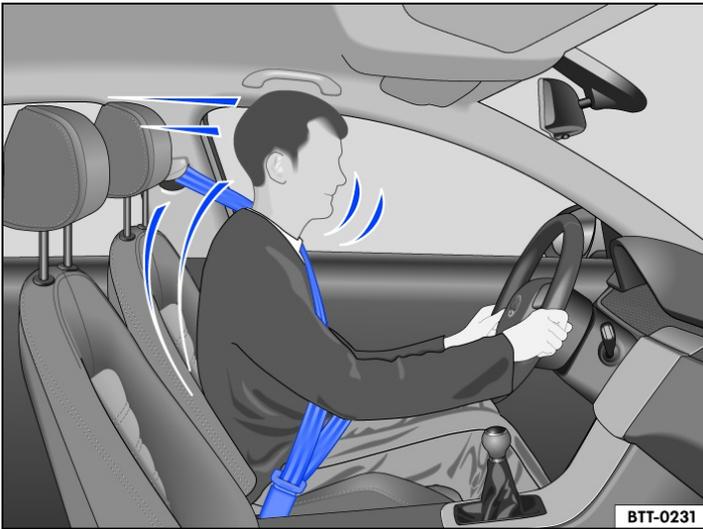


Fig. 1 Driver restrained by a properly positioned seat belt during a sudden braking manoeuvre.

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

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

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

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

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

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

Using seat belts

Checklist

Using the seat belts → ⚠:

- ✓ Check the condition of all seat belts regularly.
 - ✓ Keep the seat belts clean.
 - ✓ Avoid allowing any foreign bodies or fluids to get on to the seat belt or latch plate or into the slot for the seat belt buckle.
 - ✓ Do not trap or damage the seat belt and latch plate, for example when closing the door.
 - ✓ Never remove, modify or repair the seat belt or any part of the belt fixture system.
 - ✓ Always fasten the seat belt correctly before every journey and keep it fastened while the vehicle is in motion.
-

Twisted seat belt

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

- Take hold of the latch plate then slowly and carefully pull out the seat belt.
- Untwist the seat belt and guide it back slowly by hand.

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

WARNING

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

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

Fastening and unfastening seat belts

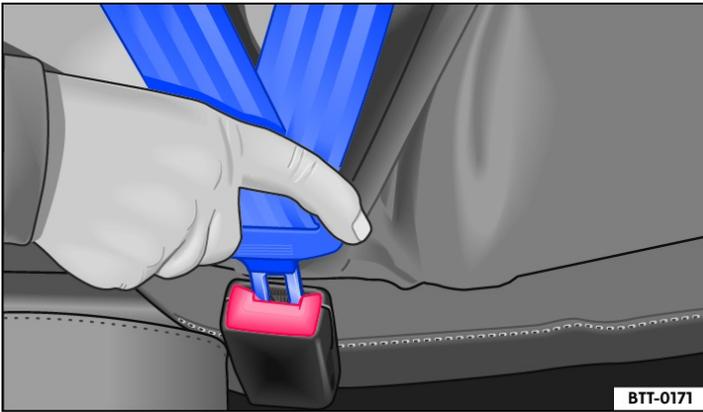


Fig. 1 Inserting the seat belt latch plate into the buckle.

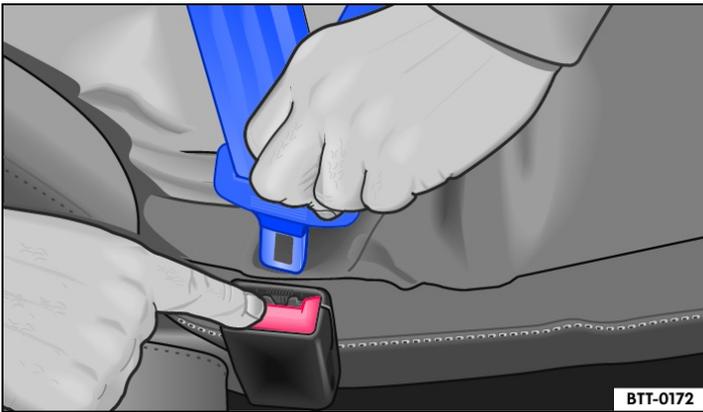


Fig. 2 Removing the latch plate from the buckle.

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

Fastening the seat belts

Fasten seat belts before every trip.

- Adjust the front seat and head restraint correctly .
- Engage the seat backrest in an upright position → ⚠.
- Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt in the process → ⚠.
- Insert the latch plate securely into the buckle belonging to the occupied seat → Fig. 1.
- Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

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

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

⚠ WARNING

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

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

Seat belt routing

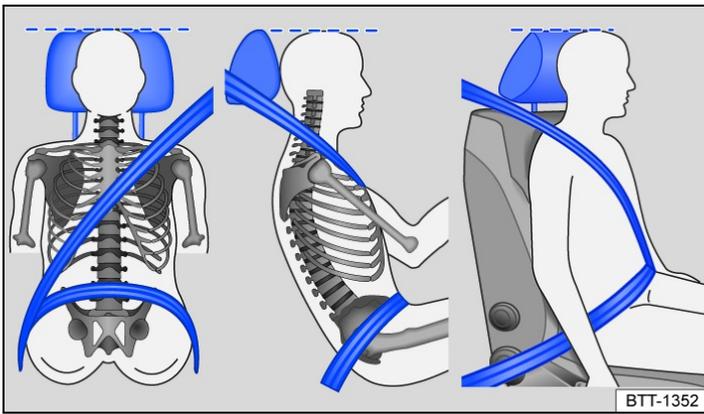


Fig. 1 Correct seat belt routing and head restraint adjustment.

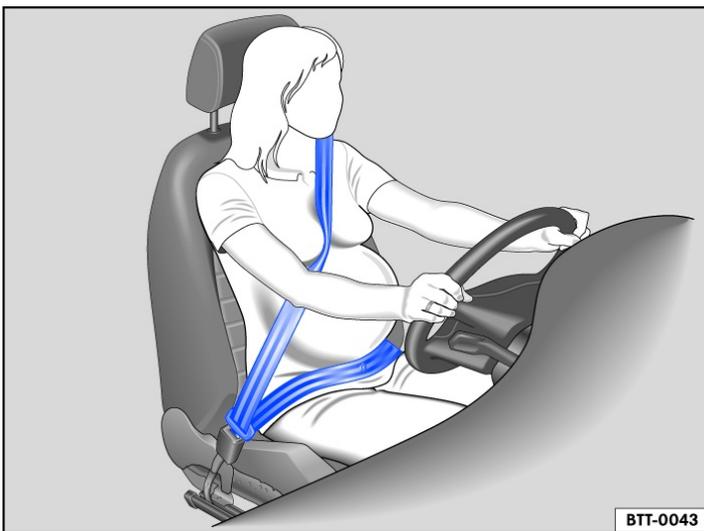


Fig. 2 Correct seat belt routing during pregnancy.

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

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

Correct seat belt routing

- The shoulder part of the seat 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 part of the seat belt must always lie across the pelvis, never across the stomach.
- The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

For pregnant women the seat belt must be positioned evenly over the chest and as low as possible over the pelvis. It must lie flat so that no pressure is exerted on the lower body – this applies in every stage of 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 .

⚠ WARNING

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

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.

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

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

Belt retractor, belt tensioner, belt tension limiter

The seat belts in the vehicle are part of the vehicle safety concept and include the following important functions:

Belt retractor

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

Belt tensioners

The seat belts for the front seat occupants are equipped with belt tensioners.

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

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

Belt tension limiter

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



All safety requirements must be observed when the vehicle or components of the system are scrapped. Qualified workshops are familiar with these requirements ([→ Belt tensioner](#)).

Service and disposal of belt tensioners

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

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

WARNING

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

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

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

Introduction to the topic

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

WARNING

Never rely solely on the airbag system for your protection.

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

Type of front passenger front airbag system

Volkswagen offers two different front passenger front airbag systems.

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

Airbag system

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

Characteristics of the airbag system:

- Front passenger front airbag in the dash panel.
- 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.
- Indicator lamp  in the instrument cluster display.
- PASSENGER AIR BAG OFF  indicator lamp in the centre console.
- Key-operated switch in the side of the dash panel on the passenger side(only visible when the front passenger door is open).

Indicator lamp



Fig. 1 In the centre console: indicator lamp for disabled 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 centre console lights up continuously → Fig. 1.

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

WARNING

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

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

Troubleshooting

Fault in airbag system or belt tensioner

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

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

- Go to a qualified workshop.
- Have the airbag system and belt tensioners checked.

Airbag system or belt tensioner deactivated with diagnostic tool

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

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

- Go to a qualified workshop.
- Have a check carried out to establish whether the airbag system or belt tensioners must remain switched off.

OFF **Front passenger front airbag switched off**

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

The front passenger front airbag has been switched off.

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

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 in which the airbags are not triggered or have already been triggered. For example, if the vehicle collides with a further vehicle following the initial 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 .

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 driver and front passenger.
- Belt tension limiters for driver and front passenger.
- Front airbags for driver and front passenger.
- Combined curtain and side airbags for the driver and front passenger.
- Airbag indicator lamp .
- PASSENGER AIR BAG indicator lamp **OFF**  in the centre console.
- Control units and sensors.
- Whiplash-optimised head restraints.
- Adjustable steering column.
- If fitted, ISOFIX anchor points for child seats on the rear outer seats.
- If fitted, mounting points for the top tether for child seats.

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

- The ignition is switched off in a collision.
- The deceleration rate measured in a frontal collision is too low for the control unit.
- Minor side collision.
- Rear collision.
- Vehicle rolls over.

— The collision speed is lower than the required reference value in the control unit.

Front airbags

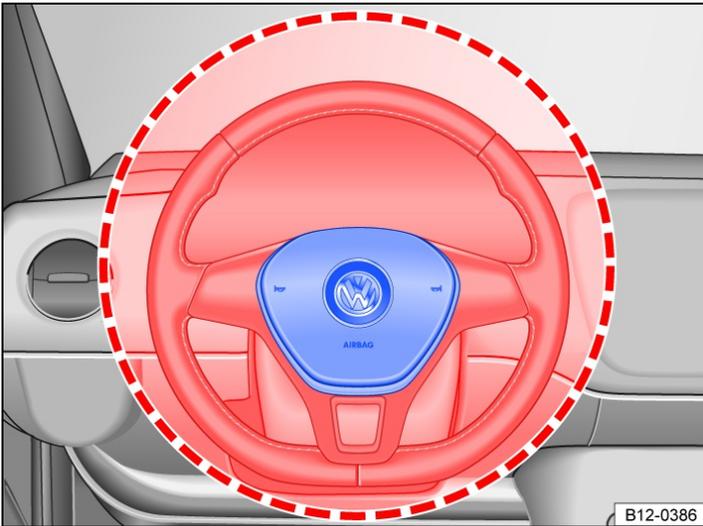


Fig. 1 Location and deployment zone of the driver front airbag.

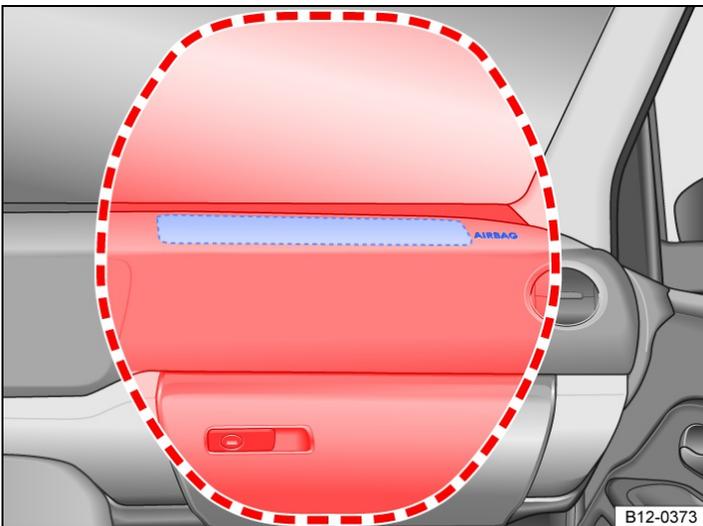


Fig. 2 Location and deployment zone of the front passenger front airbag.

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

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

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

⚠ DANGER

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

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

 WARNING

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

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

Switching the front passenger front airbag on and off



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

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

Switching on the front passenger front airbag

- Switch off the ignition.
- Open the door on the front passenger side.
- Fold the key bit of the vehicle key all the way out.
- Insert the key bit into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point → ①.
- Turn the vehicle key, without using force, to the position **ON**.
- Remove the vehicle key from the key-operated switch and fold away the key bit → ①.
- Close the door on the front passenger side.
- Check that the PASSENGER AIR BAG indicator lamp **OFF**  in the centre console does *not* light up (→ [Indicator lamp for standard airbag system](#)).

Deactivating the front passenger front airbag

- Switch off the ignition.
- Open the door on the front passenger side.
- Fold the key bit of the vehicle key all the way out.
- Insert the fully folded-out key bit into the key-operated switch in the dash panel up to the second point of resistance → *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point → ①.
- Turn the vehicle key, without using force, to the position **OFF**.
- Remove the vehicle key from the key-operated switch and fold away the key bit → ①.
- Close the door on the front passenger side.
- The PASSENGER AIR BAG indicator lamp **OFF**  in the centre console lights up continuously when the ignition is switched on (→ [Indicator lamp for standard airbag system](#)).

Confirmation that the front passenger front airbag has been deactivated

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

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

WARNING

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

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

⚠ WARNING

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

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

ⓘ NOTICE

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

ⓘ NOTICE

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

Combined curtain and side airbags

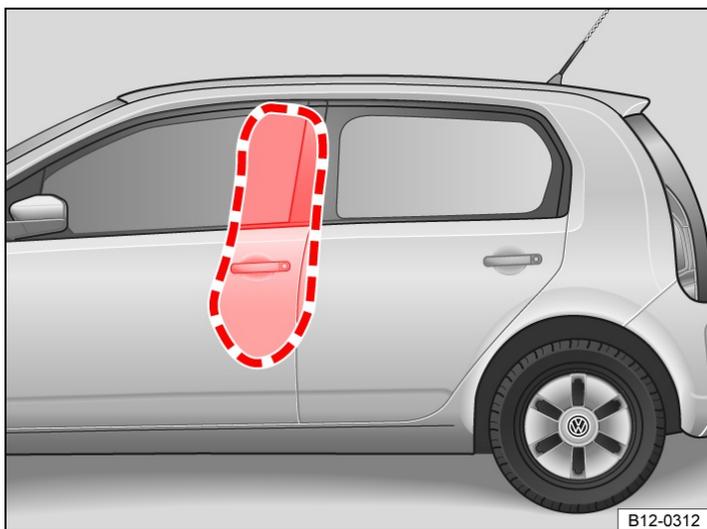


Fig. 1 On left-hand side of vehicle: deployment zone of the combined curtain and side airbag.

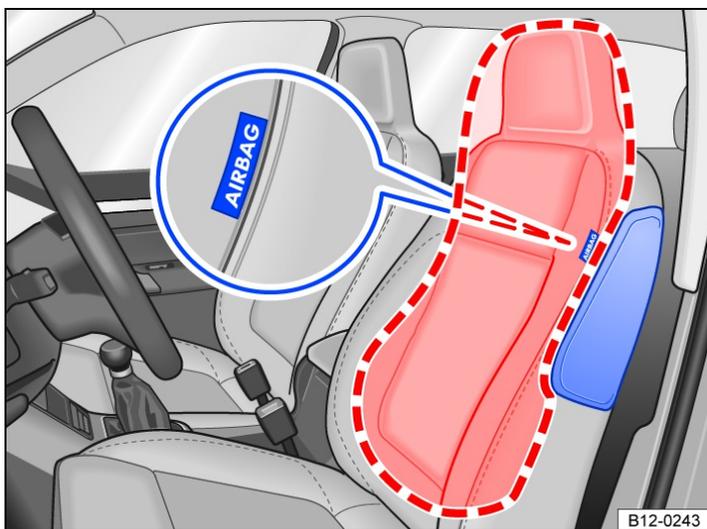


Fig. 2 On the side of the front seat: location and deployment zone of the combined curtain and side airbag.

In some models, there are combined curtain and side airbags for the front seats → Fig. 1. The combined curtain and side airbags are located in the outer seat backrest padding → Fig. 2 of the driver seat and front passenger seat.

The locations of the airbags are shown by labels with the word "AIRBAG".

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

During a side collision, the combined curtain and side airbag will be deployed on the vehicle's side of impact, reducing the risk of injury to the areas of the occupants' heads and bodies facing the impact.

⚠ WARNING

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

- Always keep the deployment zones of the combined curtain and 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 passengers keep to this rule.
- The coat hooks in the vehicle should only be used for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the combined curtain and side airbag may not be able to deploy if it has been triggered.

⚠ WARNING

Incorrect use of the driver and front passenger seat could hinder the proper function of the combined curtain and side airbags 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 bolster, the combined curtain and side airbags may not be triggered correctly, may not trigger at all or may trigger unexpectedly.
- Any damage to the original seat upholstery or around the seams of the combined curtain and side airbag units must be repaired immediately by a qualified workshop.

Introduction to the topic

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

Note the following:

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

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

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

WARNING

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

- Children who are either under 12 years of age or less than 150 cm 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 driver's lap while driving.
- Never leave a child unsupervised in a child seat.
- Never allow a child to be carried in a vehicle without being properly secured, and never allow a child to stand up or to kneel on a seat, or to sit incorrectly while the car is in motion. This is particularly important for children carried on the front passenger seat. In an accident, children may sustain serious injuries to themselves and others.
- The child seat can only provide maximum protection if the seat belt is routed correctly around it. Always ensure that the seat belt is routed as specified in the instructions provided by the child seat manufacturer. If the seat belt is routed incorrectly it may cause injuries even in a minor accident.
- After an accident, it is vital to replace any child seats that were in use during the accident, as they could have sustained non-visible damage.

NOTICE

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

Types of child seat



Fig. 1 Example illustrations of child seats.

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

Standards for child seats

Regulations ECE-R 44 or ECE-R 129

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

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

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

Child seat weight classes

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

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

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

Child seat approval categories

Child seat approval categories

Child seats can be classified as universal, semi-universal or vehicle-specific (all in accordance with regulation ECE-R 44), or as 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 with i-Size approval must conform to the installation and safety requirements prescribed in regulation ECE-R 129. Contact the child seat manufacturer to find out whether child seats are approved for this vehicle, and if so which ones, in accordance with i-Size.

Installing and using child seats



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



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

Country-specific regulations

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

Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer → ⚠.
- Whenever possible, fit all child seats to the rear 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 .
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position .
- The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle .

Airbag sticker

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

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

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

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

Risks involved in carrying children on the front passenger seat

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

Rear-facing child seats may be used on the front passenger seat only if the front passenger front airbag has been deactivated. A deactivated front passenger front airbag is indicated by the continuously lit PASSENGER AIR BAG OFF  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

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

- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Use only 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.
- Use only 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 click into ISOFIX attachment points at the bottom of the backrest (on the outer rear seats). The ISOFIX securing system as described here is specific to the EU ([↪ Child seat with ISOFIX or i-Size](#)). An upper strap (top tether) or a support foot may sometimes have to be used in addition to the ISOFIX anchor points described above.

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

Additional securing points:

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

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

Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

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

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

WARNING

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

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

Securing a child seat with ISOFIX/i-Size

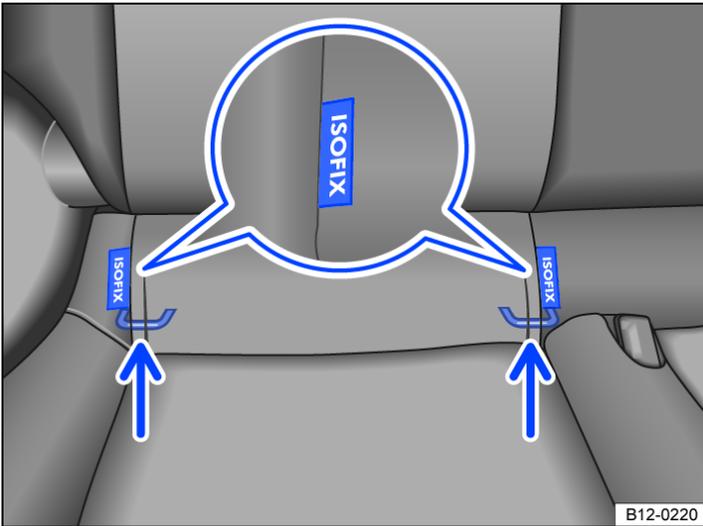


Fig. 1 Markings identifying the ISOFIX anchor points for child seats.



Fig. 2 Markings identifying the i-Size anchor points for child seats.



Fig. 3 Illustration: fitting a child seat with the attachment arms.

Quick guide to ISOFIX and i-Size installation

The markings for the ISOFIX or i-Size anchor points depend on equipment and country.

The table below shows the options for securing ISOFIX or i-Size child seats to ISOFIX or i-Size anchor points at the various possible seats in the vehicle.

Group	Size class	Front passenger seat	Seats on the rear bench seat
Group 0: up to 10 kg	E	X	IL-SU
Group 0+: up to 13 kg	E	X	IL-SU
	D	X	
	C	X	
Group 1: 9 to 18 kg	D	X	IL-SU, IUF
	C	X	
	B	X	
	B1	X	
	A	X	
Group 2: 15 to 25 kg	-	X	IL-SU
Group 3: 22 to 36 kg	-	X	IL-SU
i-Size child restraint system	-	X	X

- Size class: the size class shown corresponds to the permissible weight range of the child using the seat. The size class is indicated on the ECE test certificate for child seats with universal or semi-universal approval. A size class indication is affixed to the child seat.
- X: seat not suitable for securing an ISOFIX or i-Size child seat in this group.
- IL-SU: seat suitable for installing an ISOFIX child seat with "semi-universal" approval. Refer to the vehicle list supplied by the child seat manufacturer.
- IUF: seat suitable for installing an ISOFIX child seat with "universal" approval.
- i-U: seat suitable for installing a front-facing or rear-facing i-Size child seat with "universal" approval.
- i-UF: seat suitable for installing a front-facing i-Size child seat with "universal" approval.

Installing child seats with ISOFIX/i-Size

The location of the ISOFIX or i-Size anchor points is shown by a symbol → *Fig. 2* or by a label marked "ISOFIX" → *Fig. 1*.

- Observe the instructions (→ *Child seats*).
- Push the attachment arms on the child seat into the ISOFIX or i-Size anchor points as shown by the arrows → *Fig. 3*. The child seat must click and audibly securely into place.
- Pull on both sides of the child seat to check whether the seat has clicked properly into place.
- If the child seat is fitted with a support foot, the foot must stand firmly on the floor of the vehicle.

Using insert guides

If the child seat anchor points are not directly accessible, insert guides make fitting and removing the child seat easier. First attach the insert guides to the anchor points. Then secure the child seat as per the installation guide.

NOTICE

Avoid damage to the upholstery and seat cushions caused by the insert guides.

- Always pull the insert guides off the anchor points before folding the rear seat forward, or when removing the child seat.

Securing child seats with the top tether

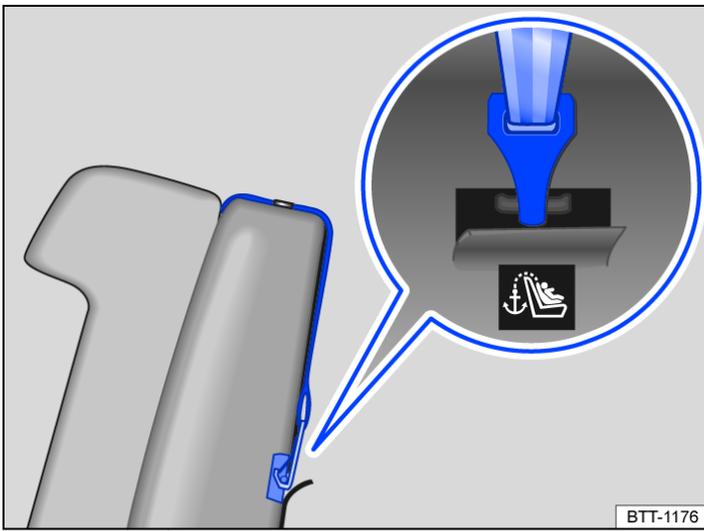


Fig. 1 On the back of the rear bench seat: anchor rings for the top tether.

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

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

- Observe the instructions ([→ Child seats](#)).
- Push the head restraint on the vehicle seat all the way up or remove it.
- Position the child seat in the centre of the seat cushion.
- Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows ([→ Child seat with ISOFIX or i-Size](#)). The child seat must click and audibly securely into place.
- Remove the luggage compartment cover if necessary.
- Guide the top tether of the child seat to the rear into the luggage compartment and hook it into the top tether anchor ring in the rear seat backrest → *Fig. 1*.
- Tighten the upper strap so that the top of the child seat rests against the rear seat backrest.

WARNING

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

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

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

Securing a child seat using the seat belt

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

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

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

Securing a child seat using the seat belt

- Observe the instructions ([→ Child seats](#)).
- Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.
- Ensure that the seat belt is not twisted.
- Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Making you and your vehicle safe

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

Checklist

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

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

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

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

- When traffic ahead suddenly slows down or you reach the tail end of a traffic jam to warn vehicles behind you.
- There is an emergency situation.
- The vehicle has broken down.
- When tow-starting or towing.

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

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

WARNING

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

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

WARNING

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

- Always follow the instructions in the checklist and observe the general safety procedures.

WARNING

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

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

NOTICE

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

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

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

Equipment for an emergency

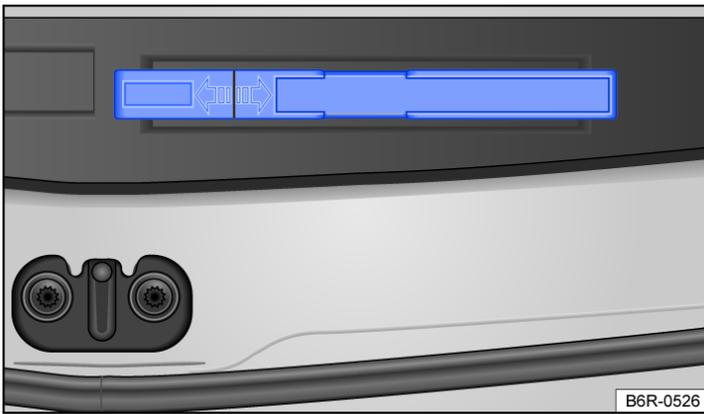


Fig. 1 In the luggage compartment: warning triangle stowage compartment under the floor covering.

First-aid kit

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

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

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

Warning triangle

Depending on the equipment level, the warning triangle illustrated here may be located in a stowage compartment under the luggage compartment floor → *Fig. 1*.

The warning triangle must comply with legal requirements.

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

High-visibility waistcoat

Depending on the vehicle equipment, the high-visibility waistcoat may be located in a stowage compartment in the front door trim or in the glove box (→ *Driver side*), (→ *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 in the vehicle.
- Stow the high-visibility waistcoat in a stowage compartment so that it is easily accessible.

Functions of the vehicle key

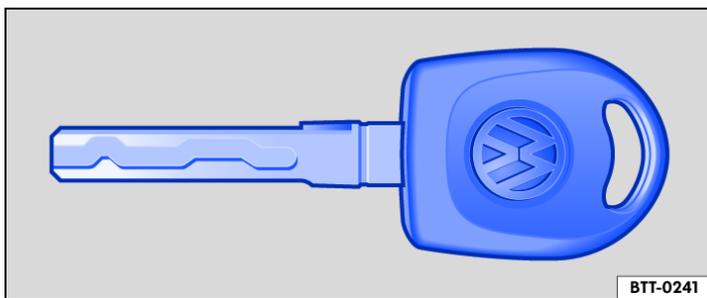


Fig. 1 Mechanical vehicle key.



Fig. 2 Vehicle key.

Key to Fig. 2:

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

⚠ WARNING

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

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

ⓘ NOTICE

Protect the key from moisture and excessive vibration.

Changing the button cell (vehicle key with key bit)

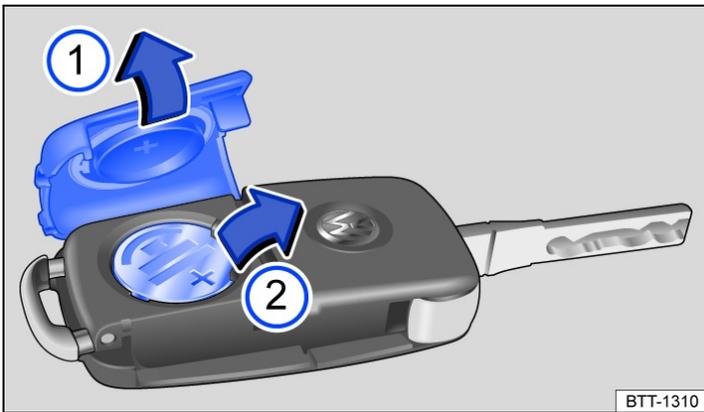


Fig. 1 Vehicle key: replacing the button cell.

Key to Fig. 1:

- ① Cover.
- ② Button cell.

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

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

⚠ DANGER

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

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

⚠ NOTICE

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

🍃 Batteries of type used in your vehicle key can contain perchlorate. This can make special handling necessary. Comply with all statutory stipulations when handling and disposing of such batteries. We recommend having this service performed by a Volkswagen dealership or by an authorised workshop.

Synchronising the vehicle key

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

Synchronising the vehicle key:

- Unfold key bit or remove spare key .
- If necessary, remove the cover from the driver-side door handle ([→ Doors](#)).
- Press the  button on the vehicle key.
- Unlock the vehicle using the key bit.
- Switch on the ignition.

The synchronisation process is complete.

Troubleshooting

Vehicle cannot be locked or unlocked

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

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

— Close the driver door.

— OR: synchronise the vehicle key ([→ Vehicle key](#)).

— OR: change the button cell in the vehicle key ([→ Vehicle key](#)).

Indicator lamp does not flash

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



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

Introduction to the topic

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

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

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

A symbol in the instrument cluster display indicates if one or more doors are not closed properly (*→ Displays*).  Do not continue driving! Open the appropriate door and then close it again.

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

WARNING

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

- Stop as soon as possible and close the door.
- Ensure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Doors should only be opened or closed when you are sure there is no-one in their path.

WARNING

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

- Always keep a good grip on the handle when opening and closing doors.

WARNING

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

- The doors and boot lid should therefore be opened or closed only when you are sure that nobody is in their path.

WARNING

Careless locking of the doors can cause serious injuries.

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

NOTICE

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

Indicator lamp in the driver door

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

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

Automatic locking and unlocking

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

- The vehicle is at a standstill and the vehicle key has been removed.
- *In vehicles with an Automated Shift Gearbox:* the parking lock P is engaged and the ignition is switched off.
- OR: the vehicle is stationary and the  button has been pressed.
- OR: the door release lever has been operated.
- OR: in an accident where the airbags have been triggered ([/→ Doors](#)).

Automatic unlocking gives emergency responders access to the vehicle.

Central locking button

Key to :

 Unlock the vehicle.

 Lock the vehicle.

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

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

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

- The doors can be opened from the inside by pulling the door release handle. The unopened doors and boot lid remain locked and cannot be opened from the outside.

Opening or closing doors manually

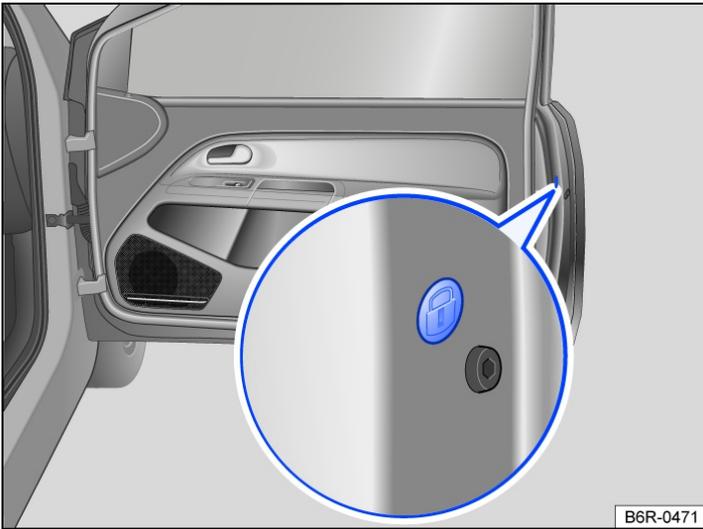


Fig. 1 In end face of the front passenger door: manual lock covered by a rubber seal.



Fig. 2 Manually locking the vehicle with the vehicle key.

When manual locking takes place, all doors are locked. If unlocked manually, only the driver door or the front passenger door is unlocked.

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

Locking the driver and front passenger door manually:

- Open the door.
- Remove the rubber seal from the front edge of the door. The seal is marked by a lock symbol → *Fig. 1*.
- Insert the key bit into the slot in the recess and turn it clockwise as far as it will go → *Fig. 2*.
- Put the rubber seal back in place and close the door fully.
- Ensure that the door is locked.

Unlocking the driver and front passenger door manually:

- Pull the door release lever.
- The vehicle should be checked by a qualified workshop as soon as possible.

Childproof lock

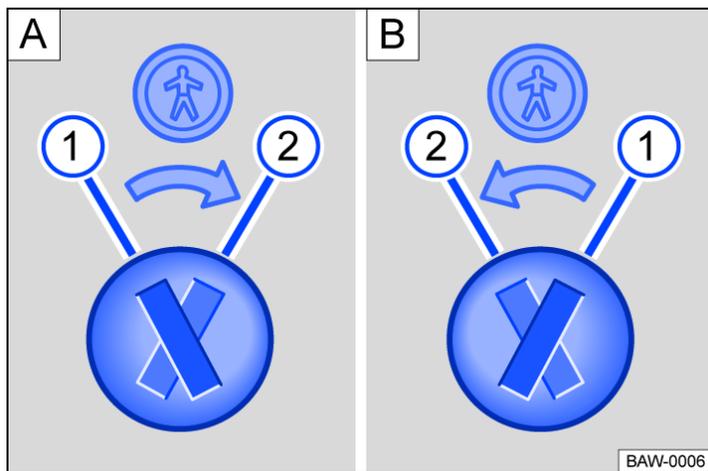


Fig. 1 Childproof lock: **A** rear left door, **B** rear right door.

Key to *Fig. 1*:

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

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

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

Switching the childproof lock on and off

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

⚠ WARNING

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

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

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.

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

Turn signals do not flash

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

— At least one of the doors or the boot lid is not closed.

Vehicle locks itself automatically

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

— The vehicle was unlocked but not opened.

— The ignition was not switched on.

— The boot lid was not opened.

— The vehicle was unlocked by means of the lock cylinder.

— The vehicle was locked with the central locking button in the vehicle interior.

Locking the vehicle after airbags have been triggered

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

— Switch off the ignition.

— Open the driver's door and close it again.

— Lock the vehicle.

Introduction to the topic

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

WARNING

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

- 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 attached 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.
- 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, shut the boot lid and trap 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 could occur if the boot lid is unlocked or opened incorrectly or without due care and attention.

- The boot lid may not always be detected as being unlocked if there is a carrier and items attached to it. The boot lid may open suddenly while the vehicle is in motion if it is unlocked.

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. on a luggage carrier.
- Remove the snow or load before opening the boot lid.

WARNING

Do not push down the boot lid with your hand on the rear 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

Opening the boot lid

- To unlock the boot lid, press the  button on the vehicle key.
- Press the button on the boot lid and lift it using the handle.

Closing the boot lid

- Pull the boot lid downwards by the handle in the interior trim with sufficient momentum so that it engages in the lock→



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

The instrument cluster display indicates if the boot lid is open or not closed properly ([→ Displays](#)).

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

WARNING

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

- When closing the boot lid, please ensure that there are no hands in the direct path of the boot lid as it moves.



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

Unlocking the boot lid manually

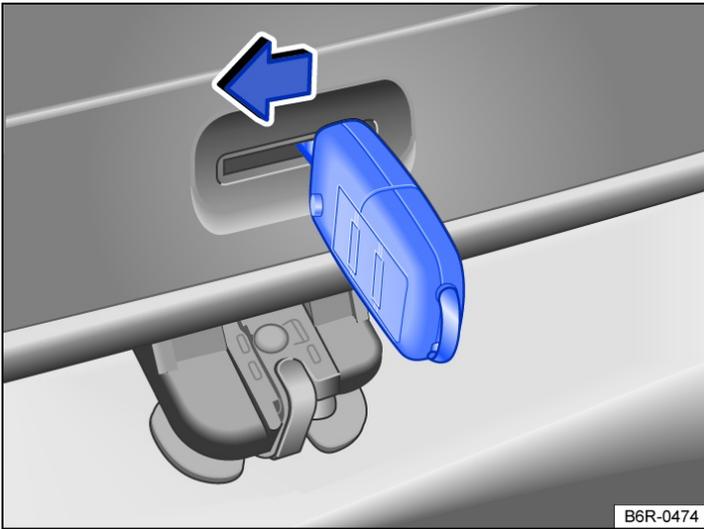


Fig. 1 In the luggage compartment: manual release for the boot lid.

Unlocking the boot lid manually

— Insert the key bit into the 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 some considerable force for this.

Boot lid is stiff

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

— Guide the boot lid further upwards by hand.

Opening and closing windows

The buttons are located in the doors ([-> Driver door](#)).



Open windows: press the button. Close windows: pull the button.

WARNING

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

- The electric windows should only be opened or closed when you are sure that nobody is in their operating area.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.

NOTICE

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

Opening and closing rear vent windows

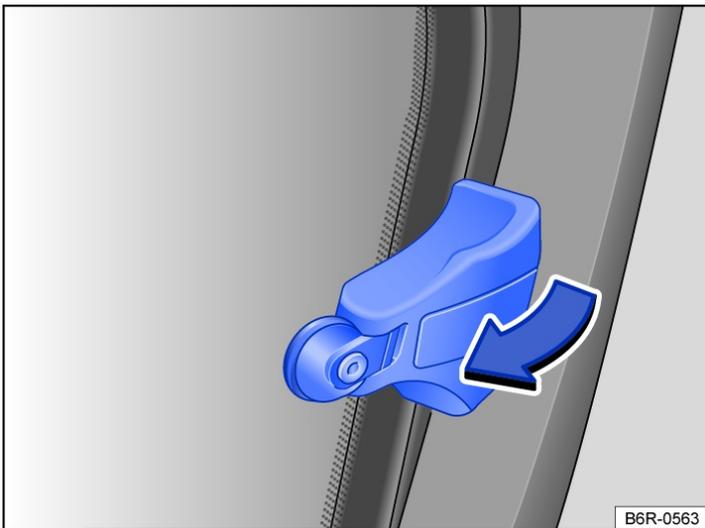


Fig. 1 In the rear doors: opening the hinged windows.

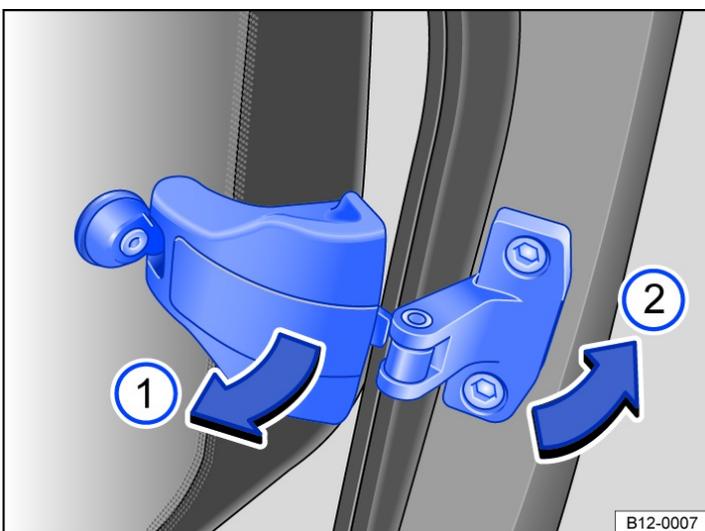


Fig. 2 In the rear doors: closing the hinged windows.

In four-door vehicles, the rear windows can be opened and closed mechanically.

Opening hinged windows

- Pull the locking lever in the direction of the arrow → *Fig. 1*.
- Push the release lever outwards until it clicks into place with the window fully open.

Closing the hinged window

- Pull the locking lever → *Fig. 2* ¹ in the direction of the arrow.
- Push the locking lever ² in the direction of the arrow until it audibly engages in position and the window is closed.

⚠ WARNING

Always take care when using the mechanical hinged windows as you could cause serious injuries.

- The mechanical hinged windows should only be opened or closed when you are sure that nobody is in their operating areas.

📢 NOTICE

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

Opening and closing the glass roof

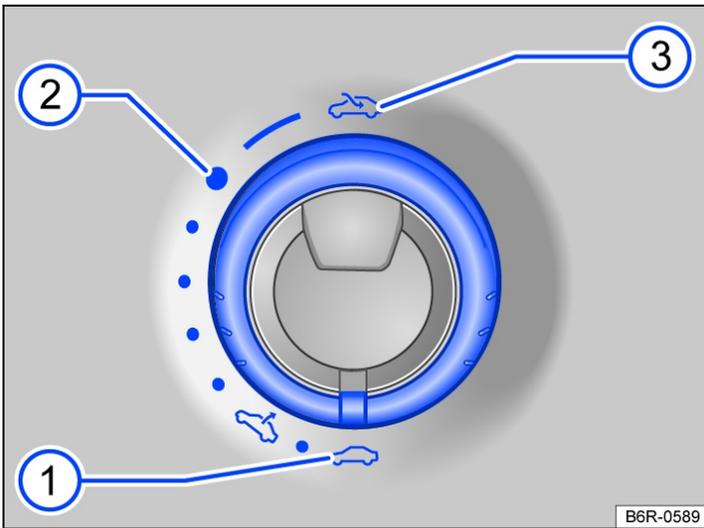


Fig. 1 In the roof: turn the switch to open and close.

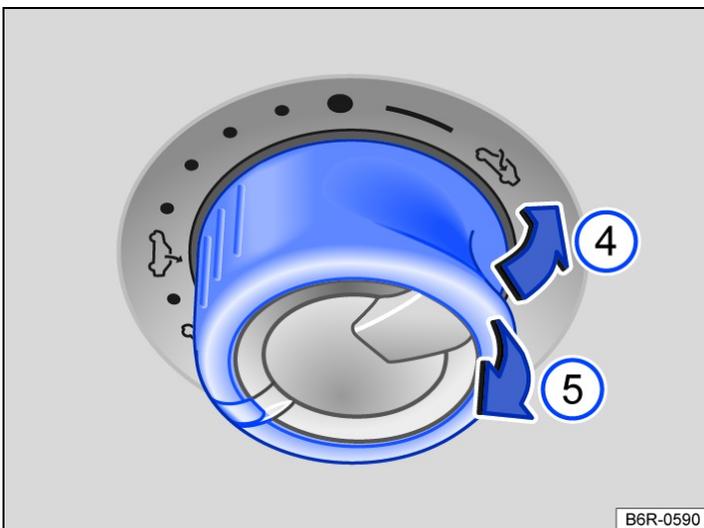


Fig. 2 In the headliner: push the switch to tilt and pull the switch to close.

The term glass roof is used as a standard term for the tilting and sliding panoramic sunroof.

The rotary switch must be in basic position → Fig. 1 ① in order to tilt the glass roof.

- *Slide all the way open:* turn the switch to position → Fig. 1 ③ and hold it in place until the glass roof has reached the desired position.
- *Convenience position:* turn the switch to position ②.
- *Select an intermediate position:* turn switch to position ② to ①.
- *Fully close:* turn switch to position ①.
- *To tilt fully:* press the switch at the rear → Fig. 2 ④ briefly.
- *To stop one-touch operation:* briefly press or pull the switch at ④ or ⑤ again.
- *Fully close:* pull switch ⑤ briefly at the rear.

⚠ WARNING

Careless or unsupervised use of the glass roof can cause serious injuries.

- Open and close the glass roof only when you are sure that nobody is in its operating area.
- Always take all vehicle keys with you every time you leave the vehicle.

- Never leave children or people requiring assistance alone in the car, particularly if they have access to the vehicle key. Unsupervised use of the vehicle key can lock the vehicle, start the engine, switch on the ignition and operate the glass roof.
- The glass roof can still be operated for a short time after the ignition has been switched off, provided the driver door or front passenger door are not opened.

NOTICE

- To avoid damage during cold weather, clear any ice and snow off the vehicle roof before opening or tilting the glass roof.
- Always close the glass roof when you leave the vehicle or if it starts to rain. Any rain entering the vehicle when the glass roof is open or tilted could cause considerable damage to the electrical system. This can result in subsequent damage to the vehicle.



The convenience position allows sufficient air supply together with low wind noise.



Remove leaves and other loose items from the glass roof guide rails at regular intervals using a vacuum cleaner, or by hand.



The roll-back function will not work properly if there is a fault with the glass roof. Go to a qualified workshop.

Glass roof roll-back function

The roll-back function reduces the risk of crush injuries → ⚠. If the glass roof is impeded during the closing process, it will open again immediately.

- Check to see why the glass roof has not closed.
- Try to close the glass roof again.
- If the glass roof still cannot be closed, close it without the roll-back function.

Closing the glass roof without the roll-back function

- Pull the switch until the glass roof is completely closed .
- The glass roof will now close without the roll-back function.
- Please go to a qualified workshop if the glass roof still cannot be closed.

If you let go of the switch during the closing procedure, the glass roof will open automatically.

WARNING

Closing the glass roof without the roll-back function can cause serious injuries.

- Always close the glass roof carefully.
- Ensure that nobody obstructs the path of the glass roof, especially if the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the roof frame and sustaining injury.

Troubleshooting

The glass roof will not close

- The glass roof only works when the ignition is switched on. The glass roof can still be operated for a short time after the ignition has been switched off, provided the driver door or front passenger door are not opened.
- If the closing procedure has been started, it will be interrupted as soon as the ignition is switched off and the switch for the glass roof is operated.
- If it is not possible to close the glass roof electrically, it must be closed manually. The glass roof cannot be closed manually without removing vehicle components. Go to a qualified workshop.

Adjusting the steering wheel position

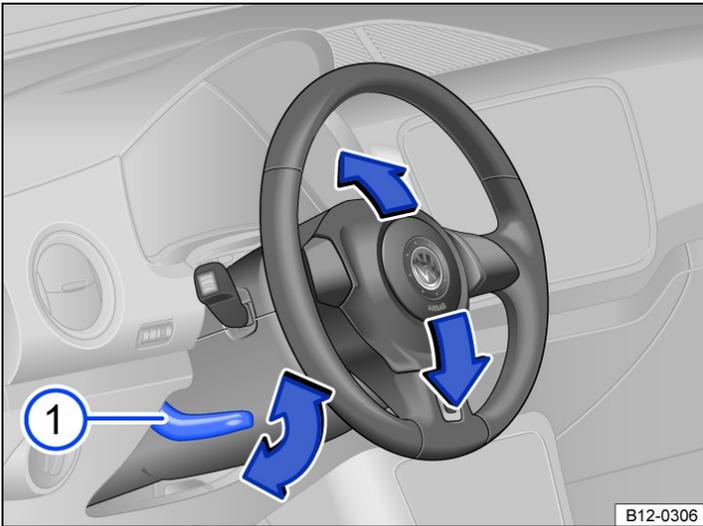


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

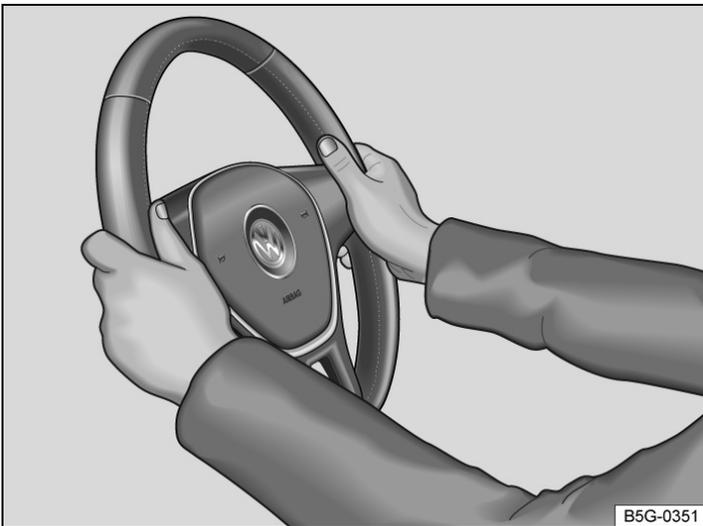


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

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

- Push down the lever → Fig. 1 ①.
- Adjust the steering wheel so that you can hold it with both hands at its outer edge at the 9 o'clock and 3 o'clock positions with your arms slightly bent → Fig. 2.
- Push the lever up firmly until it is flush with the steering column trim → ⚠.

⚠ WARNING

Incorrect use of the steering column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering column, always move the lever → Fig. 1 ① up so that it engages securely. This prevents the steering column from moving spontaneously while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.
- While driving, always keep both hands on the outside of the steering wheel at the 9 o'clock and 3 o'clock positions → Fig. 2. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction to the topic

The following section describes the options for adjusting the front seats. Always ensure that your sitting position is correct (*→ Sitting position*).

WARNING

Always adjust the front seats to their correct position before any journey and ensure that all passengers have fastened their seat belts.

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm between your breastbone and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm. If your build makes it impossible to fulfil this requirement then you must contact a qualified workshop so they can make any necessary modifications.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When a front airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

WARNING

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

- Only adjust the seats when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion, leading to a loss of control of the vehicle. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Only adjust the height and tilt of the seat or move it forwards and backwards when the area around the seat is clear.
- The adjustment range of the seats must not be restricted by any items.
- Only adjust the angle of the rear seats or move the seats forwards and backwards when there is no-one in the adjustment range of the seats.
- The areas for adjusting and locking the seats must not be soiled.

WARNING

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

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

NOTICE

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

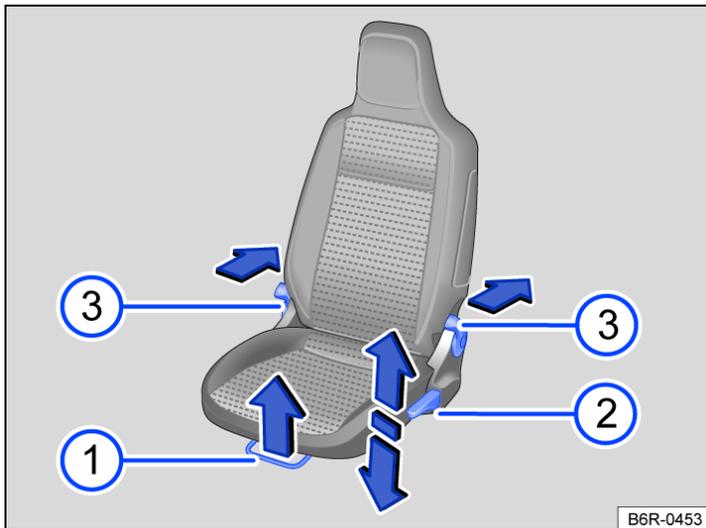


Fig. 1 On the left front seat: controls.

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

The controls are mirrored for the right-hand front seat.

Adjusting the seat position

Key to *Fig. 1*:

- ① Pull the bar up to push the front seat forwards or backwards. The front seat must engage after you let go of the bar!
 - ② Move the lever up or down, several times if necessary, to adjust the seat height.
 - ③ *To adjust:* pull the lever
and hold to adjust the angle of the backrest until it is in the required position. Release the lever to secure the position of the backrest.
Folding forwards in two-door vehicles: operate the lever and fold the backrest forwards. Push the seat forwards at the same time.
Folding backwards in two-door vehicles: slide the seat back as far as it will go. Operate the lever and fold the backrest backwards. The backrest must click into an upright position.
Folding forwards in four-door vehicles: operate the lever and fold the backrest forwards.
Folding backwards in four-door vehicles: operate the lever and fold the backrest backwards. The backrest must click into an upright position.
-

Folding the front passenger seat backrest forwards

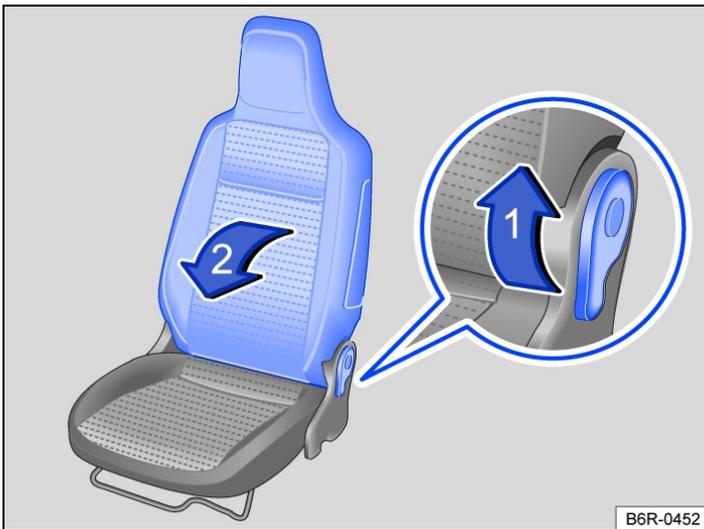


Fig. 1 Front passenger seat: folding backrest forwards.

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

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

Folding the front passenger seat backrest forwards

- Remove any items from the front passenger seat cushion *→* ⚠.
- Release the front passenger seat backrest with the lever on the inside or outside of the seat in the direction of the arrow *→ Fig. 1* ¹.
- Fold the front passenger seat backrest forwards in the direction of the arrow *→ Fig. 1* ² until it is horizontal.

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

Folding back the front passenger seat backrest

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

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

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

⚠ WARNING

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

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.
- When folding the front passenger seat backrest forwards, always make sure that there are no people, animals or objects in its path.
- The front airbag must be switched off and the PASSENGER AIR BAG OFF  indicator lamp must be lit for as long as the front passenger seat backrest is folded forwards.
- When folding forwards and backwards, keep all hands, fingers, feet and other body parts away from the seat hinges and seat locking mechanism.
- Floor mats or other objects could get caught in the hinges on the front passenger seat backrest. This could cause the front passenger seat backrest to fail to engage securely when it is returned to the upright position.
- When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly, it could move suddenly and cause serious injuries.

⚠ WARNING

The open seat anchorages and hinges of the folded front passenger seat backrest can cause serious injuries in the event of a

sudden braking manoeuvre or accident.

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

Introduction to the topic

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

WARNING

Incorrect adjustment of the rear seat can cause accidents and serious injuries.

- The rear seat should be adjusted only when the vehicle is stationary as the rear seat could otherwise move unexpectedly while the vehicle is in motion. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- The rear seat should be adjusted only when there is no one in the direct adjustment area.

WARNING

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

- Before adjusting the seats, always ensure that there is no lighter on or near the movable parts of the seat.
- Before closing stowage areas or compartments, always ensure that there is not a lighter in the way.
- Never stow lighters in stowage areas, compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

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

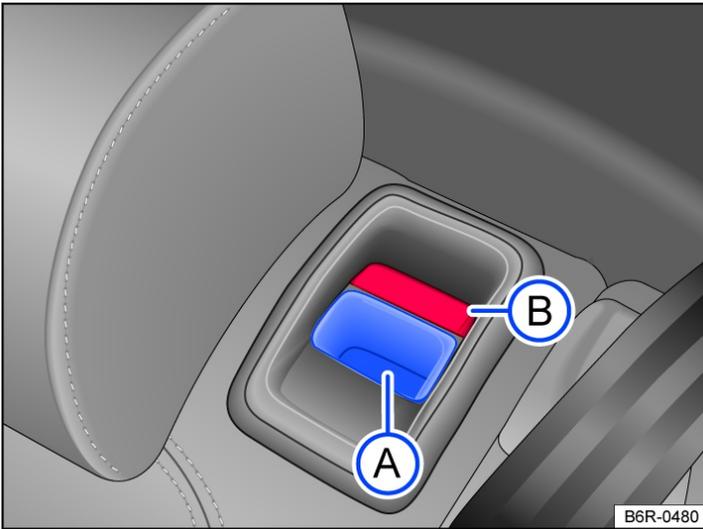


Fig. 1 Rear bench seat: release button (A); red marking (B).

The rear seat backrest can be folded forward to extend the luggage compartment.

Folding the rear seat backrest forwards

- Push the head restraint all the way down or, if necessary, remove it and stow it in a safe place.
- Pull the release button → Fig. 1 (A) forwards and fold the rear seat backrest forwards at the same time.

The rear seat backrest is unlocked when you can see a red marking in the button → Fig. 1 (B).

Folding back the rear seat backrest

- Fold back the rear seat backrest and push it firmly into the catch until it engages securely into place → ⚠.
- The red marking on the release button → Fig. 1 (B) must no longer be visible.
- The rear seat backrest must always be securely engaged.
- If necessary, refit the head restraints and adjust to the correct position → ⚠ *in Introduction to the topic.*

⚠ WARNING

Injuries can be caused if the rear seat backrest is folded forwards and backwards carelessly.

- 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 been secured properly if you can see a red mark in the locking indicator → Fig. 1 (B). Always ensure that the red marking is never visible when the rear seat backrest is in the upright position.
- Passengers (adults and children) must not use seats if the rear seat backrest is folded forwards or is not engaged securely into place.

📢 NOTICE

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

- Before folding the rear seat backrest forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not impact the front seats.

- Before folding down the rear seat backrest, always make sure that there are no objects located in its path.
-

Introduction to the topic

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

Every seat is fitted with a head restraint. The head restraints on the front seats are integrated into the backrests and cannot be adjusted.

Correct head restraint adjustment

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

Head restraint adjustment for shorter people

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

Head restraint adjustment for taller people

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

WARNING

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

- If a seat is occupied, the head restraint for that seat must be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

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

Adjusting the head restraints

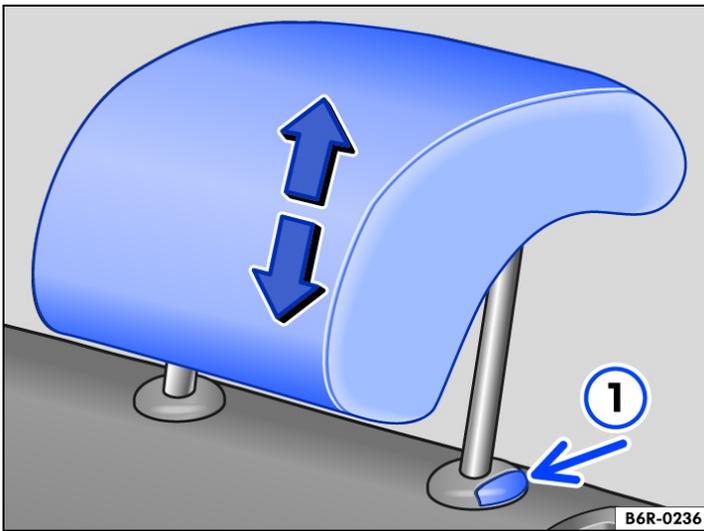


Fig. 1 Rear head restraint: adjusting.

Adjusting the height of the head restraint

— While pressing the button → Fig. 1 ¹ if necessary, push the head restraint up or down in the direction of the arrows → ⚠
in Introduction to the topic.

The head restraint must engage securely into position.

Removing and installing the head restraints

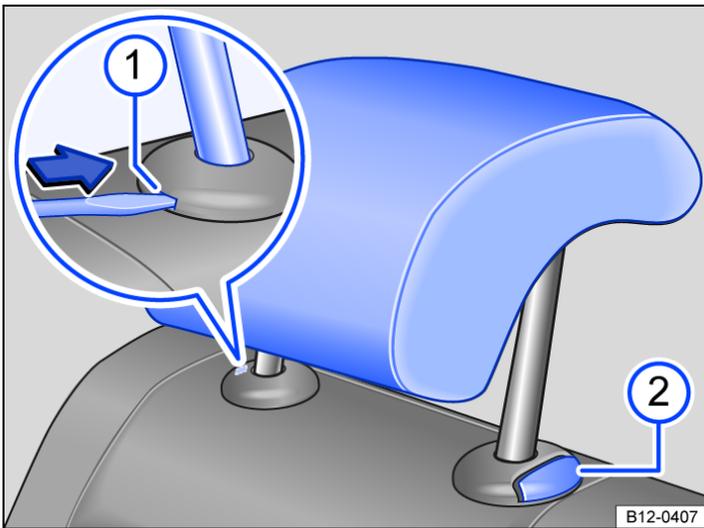


Fig. 1 Rear head restraint: removing.

The head restraints on the rear seats can be removed if necessary.

Removing the rear head restraints

- Release the rear bench seat backrest and fold the backrest forwards.
- Push the head restraint all the way up → ⚠ in *Introduction to the topic*.
- If necessary, push the flat blade of a screwdriver into the slot of the cap → Fig. 1 ¹ in the direction of the arrow and hold it in this position.
- At the same time, press button ² while a second person pulls the head restraint out fully.
- Fold back the rear seat backrest and allow it to engage securely. Please ensure that the seat belts are not trapped.
- Stow the head restraint in a safe place once removed.

Fitting the rear head restraints

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

Switching turn signals on and off

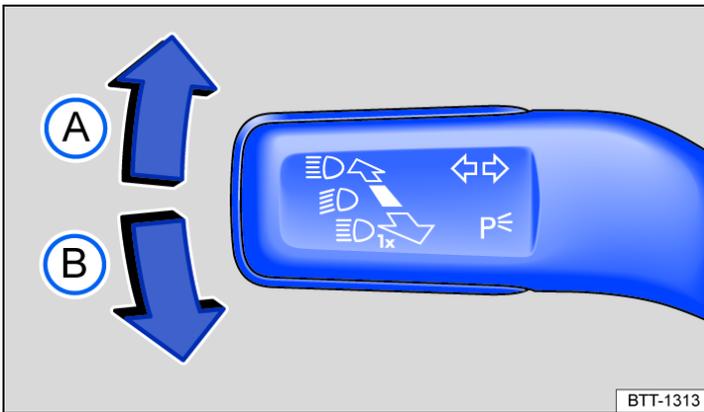


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

- Switch on the ignition.
- Move the turn signal and main beam lever from the centre position to the following position → *Fig. 1*:

- (A) Right turn signal ➔.
- (B) Left turn signal ➜.

- Return the turn signal and main beam lever to the basic position in order to switch off the turn signal.

Go to a qualified workshop if the acoustic signal does not sound when a turn signal is switched on and have the vehicle checked.

Convenience turn signal

To operate the convenience turn signal, push the turn signal and main beam lever up or down to the point where you meet resistance and then release the lever. The turn signal flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

This convenience turn signal function can be deactivated at a qualified workshop.

⚠ 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

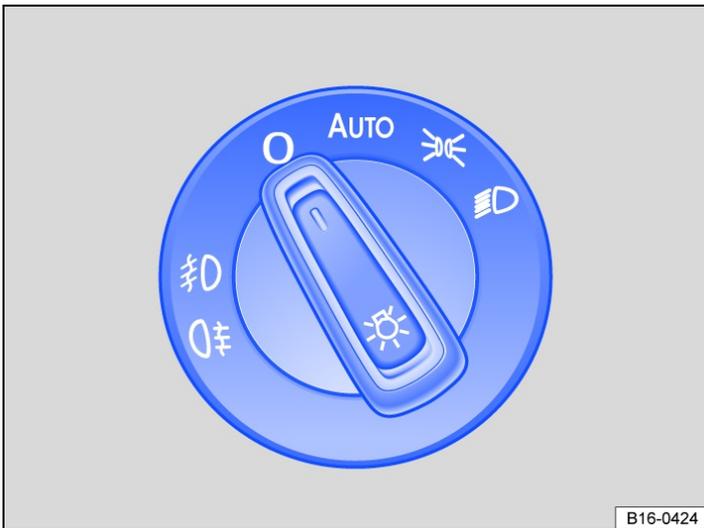


Fig. 1 Next to the steering wheel: light switch (one variant).

Switching lights on

- Switch on the ignition.
- Turn the light switch to the appropriate position → *Fig. 1*:

AUTO
Automatic headlights: dipped beam is switched on or off depending on the brightness level and the weather conditions
→ , (*→ Exterior drive lighting*).


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


The dipped beam headlights are switched on.

Switching off the lights

- Switch off the ignition.
- Turn the light switch to the appropriate position:

0
The lights are switched off.

AUTO
Leaving Home function (orientation lighting) may be switched on (*→ Orientation lighting*).


Side lights or continuous parking light on both sides of the vehicle switched on (*→ Parking light*). The symbol in the light switch lights up green.


Dipped beam switched off – the side lights remain on while the vehicle key is in the ignition lock.

Daytime running lights

The daytime running lights (dependent on equipment level) can increase the visibility of your vehicle in traffic during the day. The daytime running lights are switched on each time the ignition is switched on when the light switch is in position **0**,  or **AUTO** (when brightness is detected).

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

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing

the vehicle, or cannot see it at all.

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch the dipped beam headlights on if it is dark, raining or visibility is poor.

 **WARNING**

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

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

 **WARNING**

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

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

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

Switching the fog lights on and off

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

- Switching on the front fog lights : pull the light switch out to the first position. The indicator lamp  in the light switch lights up green.
- Switching on the rear fog light : pull the light switch all the way out. The indicator lamp  lights up yellow in the instrument cluster.
- To switch the fog lights off, press in the light switch or turn it to position .

Light functions

Side lights

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

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

Automatic headlights AUTO

When the automatic headlights function **AUTO** is switched on, the vehicle lighting and the instrument and switch lighting will switch on and off depending on the light conditions. When the lights are switched on, the indicator lamp lights up yellow.

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

Cornering light

A cornering light is switched on when turning off slowly or travelling around very tight bends.

Acoustic warnings if lights are not switched off

If the vehicle key has been removed from the ignition lock and the driver door opened, acoustic warnings sound under the following conditions:

- If the parking light is switched on.
- If the side lights  or rear fog light  are switched on.

When the Coming Home function is switched on, no acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle.

Switching main beam on and off

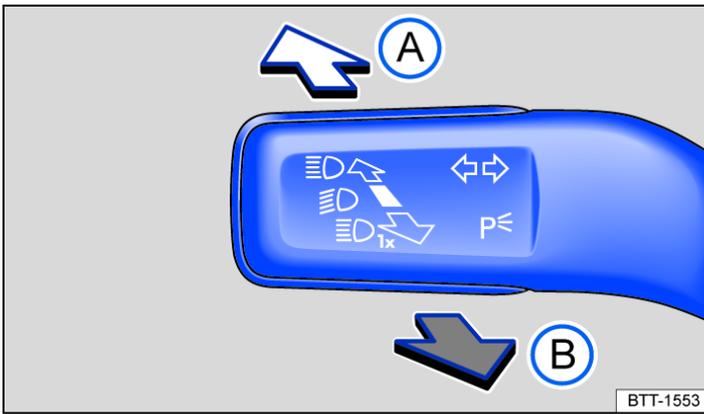


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

- Switch on the ignition and dipped beam.
- Move the turn signal and main beam lever from the centre position to the following position → *Fig. 1*:

- A**  Main beam switched on.
- B** Operate the headlight flasher or switch off the main beam. The *headlight flasher* comes on for as long as the lever is pulled.

When the main beam or headlight flasher are switched on, the blue indicator lamp  lights up in the instrument cluster.

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.

Switching parking lights on and off

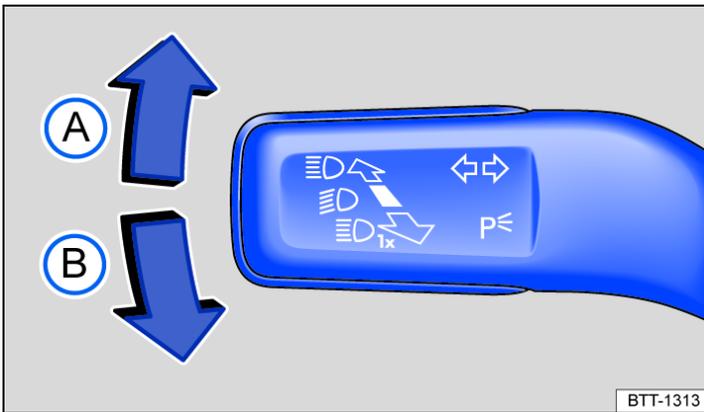


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up.

- Switch off the ignition.
- Move the turn signal and main beam lever from the centre position to the following position → *Fig. 1*:

- (A) Right-hand parking light is switched on.
- (B) Left-hand parking light is switched on.

Continuous parking light on both sides of the vehicle

Both headlights light up with side lights as well as parts of the tail light clusters if continuous parking light on both sides of the vehicle is switched on:

- Switch on the parking lights $\Rightarrow \text{P} \Leftarrow$.
- Switch off the ignition.
- Lock the vehicle from outside.

Automatic switch-off of side lights and parking lights

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

If the capacity of the battery is not sufficient for two hours with the side lights or parking lights, the 12-volt vehicle battery could discharge so far that the engine can no longer be started → ⚠.

⚠ WARNING

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

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

Coming Home and Leaving Home function (orientation lighting)

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

The Coming Home function is switched on manually. In contrast, the Leaving Home function is controlled automatically by a rain/light sensor.

Switching on the Coming Home function

- Switch off the ignition.
- Operate the headlight flasher for approximately one second.

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

Switching off the Coming Home function

- Automatically after the set switch-off delay has elapsed.
- OR: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.
- OR: switch off the lights.
- OR: switch on the ignition.

Switching on the Leaving Home function

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

Switching off the Leaving Home function

- Automatically after the switch-off delay.
- OR: lock the vehicle.
- OR: switch off the lights.
- OR: switch on the ignition.

Headlight range control

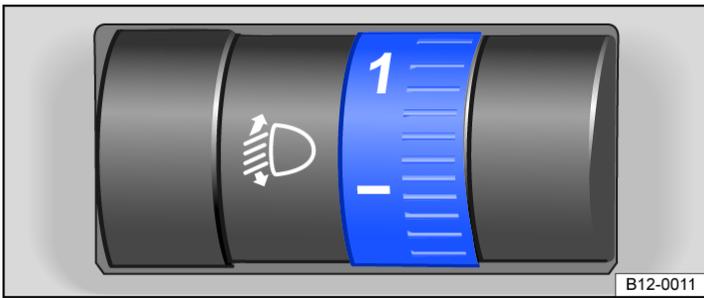


Fig. 1 Next to the steering wheel: control for headlight range control.

Headlight range control can be used to adjust the light cone of the dipped beam headlights to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled → ⚠.

— Turn the control *Fig. 1* to the required position (example vehicle load level).

-
- Front seats occupied and luggage compartment empty.
-
- 1** All seats occupied and luggage compartment empty.
-
- 2** All seats occupied and luggage compartment fully loaded.
-
- 3** Only the driver seat occupied and luggage compartment fully loaded.
-

⚠ WARNING

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

- The light cone should always be adjusted to the load level of the vehicle to ensure that other road users are not dazzled.

Masking headlights

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the asymmetric dipped beam headlights may dazzle oncoming traffic. Therefore certain parts of the headlight lenses need to be masked off when you travel to those countries.

-  The stickers may only be used for a short period. Please contact a qualified workshop for permanent conversion. Volkswagen recommends using a Volkswagen dealership for this purpose.

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.

- Check the lighting and change the appropriate bulb as required ([→ Exterior lighting](#)).
- If the fault persists, seek expert assistance.

Instrument and switch lighting

The instrument and switch lighting will have a constant brightness setting if the side lights or dipped beam are switched on.

Interior and reading lights, background lighting

Press the appropriate button or move the switch to the appropriate position:

 Switch off the interior lights.

 Switch on the interior lights.

 The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the vehicle key is removed from the ignition.

 Switch the reading light on or off.

Luggage compartment light

A light will be switched on or off when the boot lid is opened or closed.

Background lighting

When the side lights or dipped beam headlights are switched on, the background lighting below the dash panel illuminates the footwell.

 The lights go out when the vehicle is locked or after a delay of a few minutes when the vehicle key is removed from the ignition lock. This prevents the 12-volt battery from discharging.

Operating the wiper lever

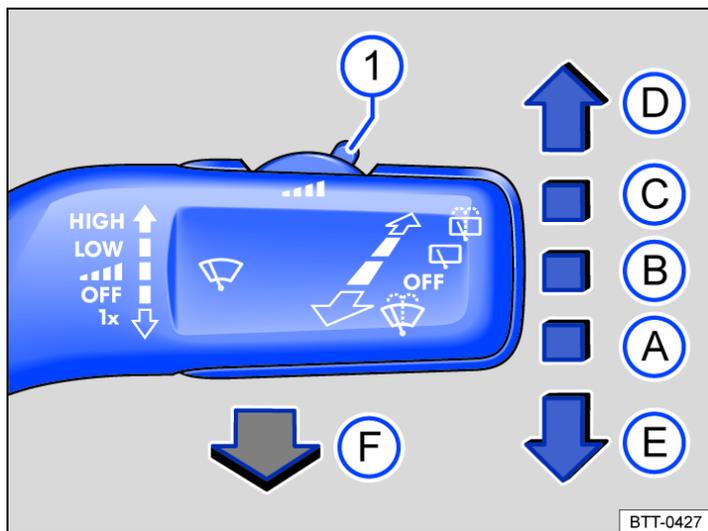


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

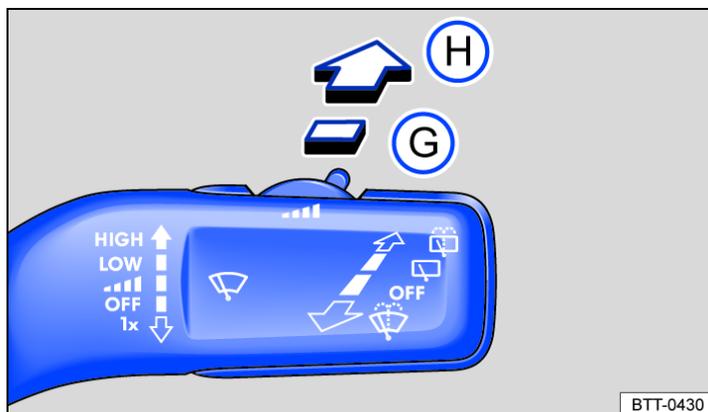


Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

The wipers will only function when the ignition is switched on and the bonnet or boot lids are closed.

Move the wiper lever to the desired position → ⓘ:

- (A) Wipers switched off.
- (B) Intermittent wipe for the windscreen or rain light sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.
- (C) Slow wiping.
- (D) Fast wiping.
- (E) Flick wipe – short wiping. Push and hold the lever down for longer to wipe more quickly.
- (F) Automatic wipe/wash for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.
- (1) Switch for interval stages (vehicles without rain light sensor) or adjusting the sensitivity of the rain light sensor.
- (G) Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.
- (H) Automatic wipe/wash for cleaning the rear window with the lever pushed.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the windscreen washer system should only be used when adequate frost protection 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 out and when they no longer clean the window sufficiently ([-> Wiper blades](#)).

NOTICE

Before setting off and before switching on the ignition, always check the following to avoid damage to the windows, wiper blades and wiper motor:

- The wiper lever is located in the basic position.
- Snow and ice have been removed from the wiper blades and windows.
- Wiper blades that have become frozen onto the glass have been carefully loosened. Volkswagen recommends using a de-icer spray for this.

NOTICE

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

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

 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.

Rain/light sensor

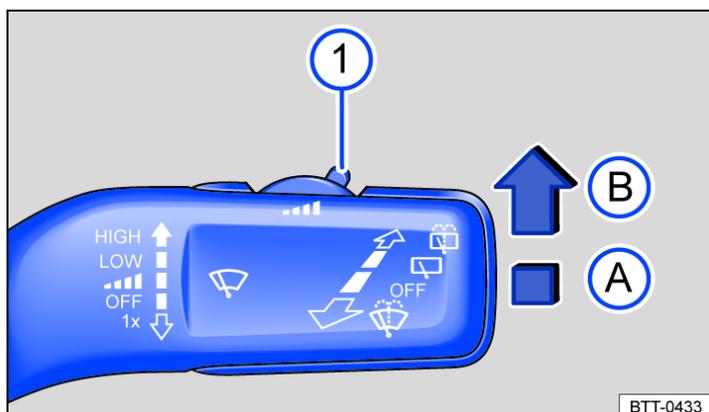


Fig. 1 On the right of the steering column: wiper lever.

When the rain/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/light sensor

Push the lever to the desired position → Fig. 1:

- Position **(A)** - the rain/light sensor is deactivated.
- Position **(B)** - the rain/light sensor is activated, automatic wipe when necessary.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/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/light sensor cannot always detect all precipitation sufficiently and activate the wipers.

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

Troubleshooting

Changes in the response of the rain/light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain/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/light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain/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/light sensor is switched on when the windscreen is impacted by a stone. The rain/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/light sensor activates the wipers.

We recommend that you use an alcohol-based glass cleaner to remove wax and polish.

-  The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

General safety notes

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

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey. Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. There may be objects and other road users in the blind spot.

WARNING

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

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

WARNING

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

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

Interior mirror

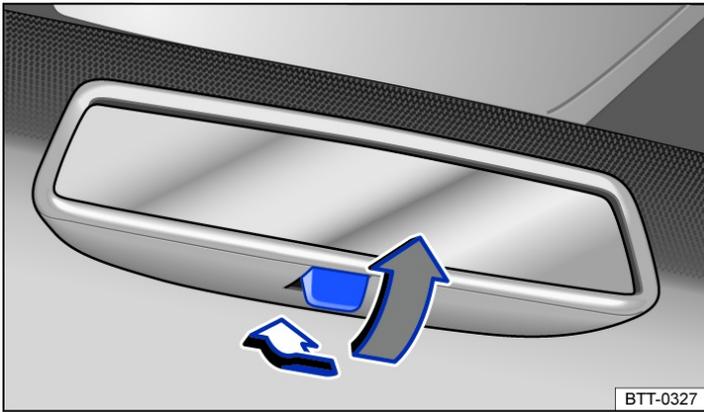


Fig. 1 Manual anti-dazzle interior mirror.

Switching interior mirror to anti-dazzle

- Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.
- Pull the lever back to switch to anti-dazzle mode (grey arrow) → *Fig. 1*.

Exterior mirrors

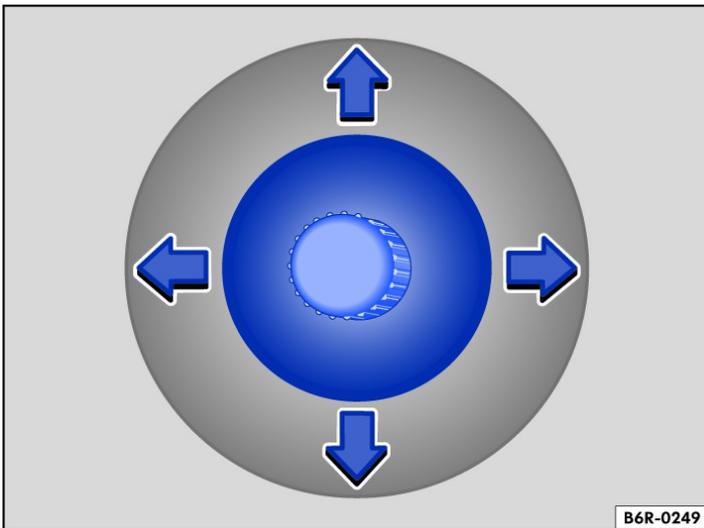


Fig. 1 In the front doors: setting knob for the mechanical exterior mirrors.

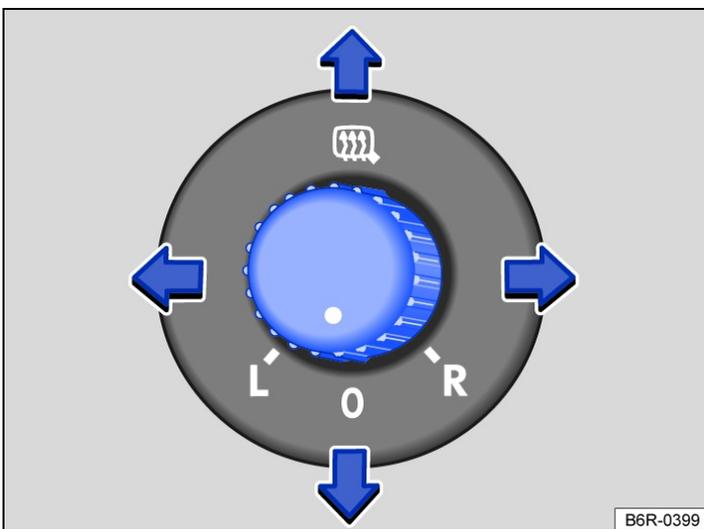


Fig. 2 In the driver door: rotary knob for the electric exterior mirrors.

The exterior mirrors are adjusted by pressing the setting knob → Fig. 1 or the rotary knob → Fig. 2.

Depending on the level of equipment, the ignition will have to be switched on before the exterior mirrors can be adjusted.



Switch on the exterior mirror heating.

L

Adjust the left-hand exterior mirror.

R

Adjust the right-hand exterior mirror.

0

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

The exterior mirrors can be folded in and back from the vehicle. To do this, carefully push the exterior mirror housing in towards the side window or back from the side window until the exterior mirror perceptibly engages.

WARNING

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

- Only fold the exterior mirrors in or out when there is nobody in the path of the mirror.
- Always ensure that no fingers are caught between the exterior mirror and the mirror base when the exterior mirror is moved.

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.

NOTICE

Always fold in exterior mirrors before using an automatic car wash.



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



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

Sun visors

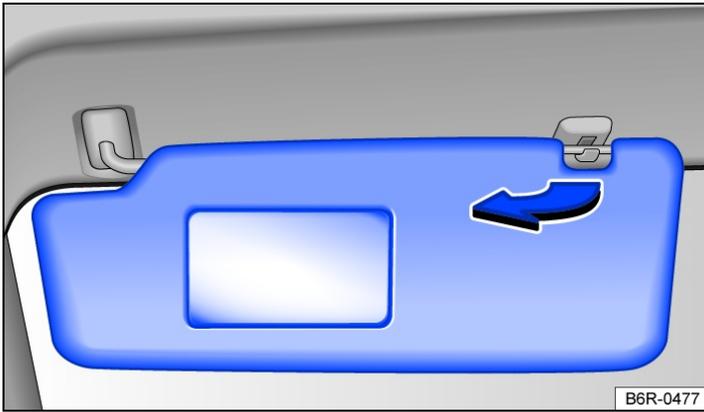


Fig. 1 Sun blind (left-hand side). The right-hand side is a mirror image.

Various positions 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* (arrow).

Vanity mirrors

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

Introduction to the topic

The following systems may be installed in the vehicle:

The heating and fresh air system warms up and supplies fresh air to the vehicle interior. The heating and fresh air system does not cool down the vehicle interior.

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

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

The air conditioning system operates most effectively when you close the windows and the glass roof. 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

Lit up LEDs in the buttons indicate that the function is switched on.

WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

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

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

NOTICE

If the air conditioning system is not working, switch the air conditioning system off immediately and have it checked by a qualified workshop. This can help to prevent secondary damage.

Overview of functions

Some functions and buttons depend on the vehicle equipment level.



Adjust the blower speed. The air conditioning system is also switched off when the blower is switched off.



Select temperature.

The Climatronic display shows the set temperature.

AUTO

The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches off when the blower speed is adjusted manually.



Switch air recirculation mode on and off ([→ Air recirculation mode](#)).

A/C

The air is cooled and dehumidified in cooling mode.



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

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

MAX

The defrost function of Climatronic clears the windscreen of ice and condensation. The air is dehumidified and the blower is set to a high speed.



Switch rear window heating on and off with running engine.

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



Switch the seat heating on and off ([→ Seat heating](#)).



Air distribution to the upper body via the air vents in the dash panel.



Air distribution to the footwell.



Air distribution to the windscreen and the footwell.



Air distribution to the windscreen.

NOTICE

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

Air recirculation mode

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

Switching on and off

- Manual air conditioning system: Move the slider to the right  or left .
- Climatronic:  button.

WARNING

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

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

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave residue on the evaporator of the cooling system as well as the dust and pollen filter with pollution filter insert, producing a lasting, unpleasant odour.

-  Climatronic: when reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.
-  If the outside temperature is very high, brief activation of manual air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

The seat cushions and backrest surfaces of the front seats can be heated electrically when the engine is running.

Seat heating temperature settings

The seat heating operating conditions are shown in colour:

- All three LEDs light up yellow at the highest temperature setting.

Operating the seat heating

- Press the  or  button on the air conditioning block to switch on the seat heating with the highest temperature setting.
- Press the  or  button repeatedly to adjust the temperature setting.
- To switch the seat heating off, press the button  or  repeatedly until the LEDs go out.

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

When should the seat heating not be switched on?

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

- A person with reduced sensitivity to pain or temperature is sitting on the seat → .
- The seat is not occupied.
- The seat is fitted with a protective cover.
- A child seat is installed on the seat.
- The seat cushion is damp or wet.
- The temperature in the vehicle interior or the outside temperature is above +25°C(77°F).

WARNING

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

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

WARNING

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

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

NOTICE

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

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

Troubleshooting

Cooling mode A/C cannot be switched on or its function is restricted

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

Cooling mode A/C is switched off when the engine is very warm.

- Switch on the blower.
- Check the fuse of the air conditioning system .
- Change the dust and pollen filter .
- If the fault persists, seek expert assistance.

The heating and fresh air system cannot be switched on or its function is restricted

- The heating and defrost function are more effective when the engine is warm.
- If the fault persists, seek expert assistance.

Condensation on the windows

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

- Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance ([→ Vehicle care](#)).
- Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.
- Switch on the defrost function ([→ Heating, ventilation, cooling](#)).

The wrong unit of temperature has been set

- Change the unit of temperature for all temperature displays in the vehicle in the instrument cluster 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.

Pedals

Key to and :

- ① Accelerator
 - ② Brake pedal
 - ③ Clutch pedal *for vehicles with a manual gearbox*
-

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Please ensure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Ensure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

NOTICE

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

Gear-change indicator

Depending on the vehicle's equipment level, the instrument cluster display may indicate a gear which should be selected to reduce fuel consumption while the vehicle is in motion.

the recommended gear will be shown as a number. An arrow provides a recommendation for shifting up↑ or shifting down↓ to the displayed gear. An optimum selected gear is indicated by the display ●.

CAUTION

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

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



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



Depending on the vehicle, the gear-change indicator can also be displayed on your smartphone if the relevant app has been installed.

Driving economically

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

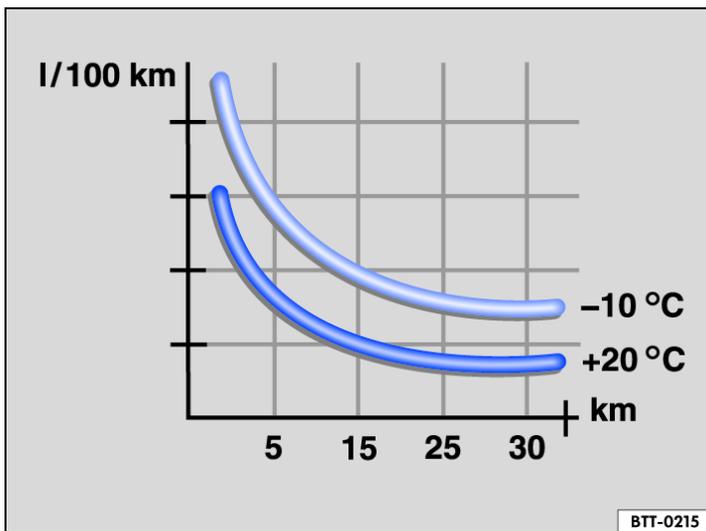


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Think ahead when driving

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

With a gear engaged, allow the vehicle to come to a halt by itself to make use of the engine braking effect, e.g. when approaching traffic lights.

Change gear to save energy

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

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

Pay attention to the gear-change indicator ([→ Gear-change indicator](#)).

Avoid full throttle

Never drive the vehicle at top speed. The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle.

Reduce idling

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

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary ([→ Start/stop system](#)).

Do not overfill the fuel tank

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

Avoid short journeys

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

Have your vehicle serviced on a regular basis

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

Observe the correct tyre pressures

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

Adjust the tyre pressure according to the vehicle load:

- Observe the information on the tyre pressure sticker ([→ Tyre pressure](#)).
- Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#))

Use low viscosity engine oils

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

Do not drive with unnecessary loads in the vehicle

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

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

Save energy

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

- At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window. Only then switch on the air conditioning system.
- Switch off convenience systems as soon as they have served their purpose.

WARNING

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

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

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

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. Please ensure that no following vehicle and no other road user is put at risk as a result of this action → ⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠.

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

Brake servo

The brake servo will only function when the engine is running and reinforces the pressure applied by the driver on the brake pedal.

If the brake servo is not functioning or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system → ⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a qualified workshop immediately and have the brake system checked and have any worn brake pads replaced.

⚠ WARNING

New brake pads will not have the optimal braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km and must first be run in. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- You must drive particularly carefully when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill, the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce speed and change to a lower gear (with manual gearboxes or in Tiptronic mode with the automatic gearbox). This will make use of the engine braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Carefully apply the brakes to test them.
- Always dry brakes and clean off any coating of ice and salt with a few cautious applications of the brakes when visibility, weather, road and traffic conditions permit.

 **WARNING**

Driving without a brake servo or with the brake servo's function limited can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the foot space below the pedals free so that the brake pedal can move freely.



If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using a Volkswagen dealership for this purpose.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

- Stow all items of luggage securely .
- Accelerate particularly cautiously and carefully.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.
- If applicable, observe the information concerning the roof carrier .

WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure objects properly to prevent them from sliding.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open boot lid must be secured properly. Take the appropriate measures to reduce the amount of poisonous exhaust fumes that could enter into the vehicle.

WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Always stow all items in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this could cause the open boot lid to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Observe the legal requirements.
- If items protrude out of the luggage compartment, never use the boot lid to wedge them into place or hold them in position.
- If you drive with the boot lid open, you must remove any luggage carrier and load from the boot lid.

WARNING

Poisonous exhaust fumes could enter the vehicle interior if the boot lid is open. This could result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- You should always drive with the boot lid closed in order to prevent poisonous gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open boot lid, you must do the following to reduce the amount of poisonous exhaust fumes that could enter into the vehicle:
 - Close all windows and the glass roof.
 - Switch off the air recirculation mode of the heating and fresh air system or air conditioning system.
 - Open all vents in the dash panel.
 - Switch the blower for the heating and fresh air system or for the air conditioning system to the highest setting.

NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

- The water level must be no higher than the lower edge of the vehicle body → .
- Do not drive faster than walking speed.
- Never stop the vehicle, reverse or switch off the engine while in water.
- Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.
- Always deactivate the start/stop system manually when driving through water (*→ Start/stop system*).

WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- You can dry and de-ice the brakes by performing careful braking manoeuvres. Ensure that you do not endanger any other road users or violate any legal requirements when doing so.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

- If you drive through water, parts of the vehicle, such as the engine, gearbox, running gear and vehicle electrics, could sustain severe damage.
 - Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.
-

Running in the engine

A new engine has to be run in during the first 1,500 kilometres (1,000 miles). All moving parts have to adapt themselves to each other. During the first few operating hours, the engine has higher internal friction than it does later.

Up to 1,000 kilometres (600 miles):

- Do not depress the accelerator fully.
- Do not drive the vehicle at more than 2/3 of the top engine speed.

Between 1,000 and 1,500 kilometres (600 to 1,000 miles):

- *Gradually* increase speed and engine speed.

The style of driving during the first 1,500 kilometres (1,000 miles) will also affect the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the engine is not running “smoothly”.

New tyres and brake pads ([→ Information on the brakes](#)) must be run in carefully.



If the engine is run in gently, its life will be increased and its oil consumption reduced.

Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed .

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The scope of servicing and the type of servicing could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

NOTICE

- Volkswagen is not responsible for any vehicle damage caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
 - Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.
-

Troubleshooting

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

 Do not continue driving!

— Inform a qualified workshop and have the brake system checked.

Brake pad wear indicator

The indicator lamp lights up yellow.

Front brake pads are worn.

— Go to a qualified workshop immediately.

— All brake pads should be checked and renewed as necessary.

Ignition lock

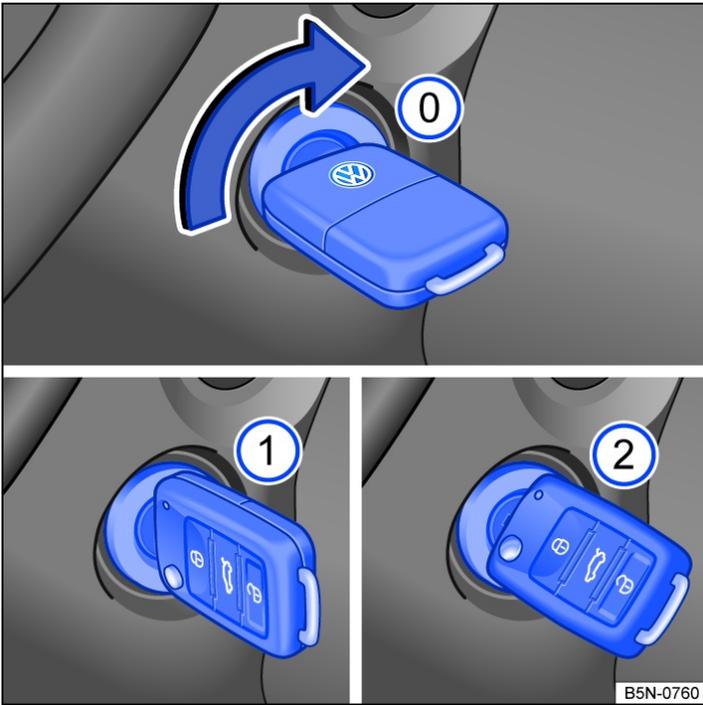


Fig. 1 Positions of the vehicle key in the ignition lock.

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

Vehicle key positions → Fig. 1

- ① Ignition switched off. The vehicle key can be removed.
- ② Ignition switched on. Steering lock can be released.
- ③ Press the brake pedal when the indicator lamp  lights up green. Start the engine. Release the vehicle key as soon as the engine starts. Once released, the vehicle key moves back to position → Fig. 1 ①.

Ignition switched on warning

When the ignition is switched on and the driver door is opened, the warning message **IGNITION ON** may appear in the instrument cluster display. An acoustic signal may also be given.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.
- The key bit in the vehicle key must be folded out fully and locked in position.
- Only attach light objects weighing less than 100 g to the vehicle key.

NOTICE

The 12-volt battery may be discharged unintentionally and prevent the engine from restarting if the ignition is switched on while the engine is switched off.

- Always switch off the ignition before you leave the vehicle.

Starting the engine

- Switch on the ignition ([→ Ignition lock](#)).
- Depress and hold the brake pedal until the handbrake is released.
- Vehicles with a manual gearbox: fully depress the clutch pedal and hold it until the engine has been started. Move the gear lever to neutral position.
- Vehicles with an Automated Shift Gearbox: move selector lever to position N.
- turn the vehicle key further in the ignition lock – do not depress the accelerator. Release the vehicle key once the engine has started.
- If the engine does not start immediately, switch off the starter and try again after about a minute.
- Release the handbrake when you wish to pull away.

Starting a natural gas engine

The gas engine will only start with gas. It is possible to start the engine with petrol under the following conditions:

- Very low outside temperatures.
- The mixture adjustment after refuelling is not yet complete.
- Natural gas tank is empty.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start or run the engine in unventilated or closed rooms. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start or run the engine if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

- The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.
- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- Do not push-start or tow-start the vehicle. Unburnt fuel can damage the catalytic converter.

NOTICE

If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Fill up with fuel if necessary or jump start ([→ Jump starting](#)).
- If the engine does not start, seek expert assistance.

 Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

 Components with a high power consumption are switched off temporarily when the engine is started.

 When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal, and no cause for concern.

 The natural gas engine starts in natural gas operation at outside temperatures as cold as roughly -10°C ($+14^{\circ}\text{F}$), unless a gas quality check is running after refuelling natural gas. At temperatures below roughly -10°C ($+14^{\circ}\text{F}$), the natural gas engine starts and runs in petrol operation until the CNG components are ready for natural gas operation. The duration depends on the outside temperature, because natural gas operation requires a minimum operating temperature. The engine will automatically select natural gas operation once the required operating temperature is reached.

Switching off the engine

- Bring the vehicle to a standstill → .
- Park the vehicle ([↪ Parking](#)).
- Switch off the ignition.
- Follow the instructions in the instrument cluster .

WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- If the vehicle key is removed, the steering lock may activate and you may no longer be able to steer the vehicle.

WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately two minutes before switching it off.

-  In vehicles with an Automated Shift Gearbox, the vehicle key can be removed from the ignition lock only if the selector lever is in position P.
-  After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. The immobiliser is automatically deactivated by this when a valid vehicle key is inserted in the ignition lock.

The electronic immobiliser is automatically activated when the vehicle key is removed from the ignition lock.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.



The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

Troubleshooting

EPC Fault in engine management system

The indicator lamp lights up yellow.

Fault in engine management system.

— The engine should be checked by a qualified workshop as soon as possible.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

Vehicles with an automated manual gearbox

— Press the lock button in the selector lever and release.

— Remove the vehicle key from the ignition lock.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

— Use an authorised vehicle key.

— If the fault persists, seek expert assistance.

Start/stop system



Fig. 1 In the upper part of the centre console: button for the start/stop system.

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on. The instrument cluster display will show information about the current status.

More information on the start/stop operation can be accessed in the Infotainment system using the **MENU** button or function button, depending on version, and the **Vehicle**, **Selection**, **Vehicle status** function buttons.

Always switch off the start/stop system manually when driving through water.

Indicator lamps

If the indicator lamp  lights up, the start/stop system is available and automatic engine stop is active.

If the indicator lamp  lights up, the start/stop system is not available or the start/stop system has started the engine automatically → *Conditions for an automatic restart*.

When the red warning lamp  lights up, the start/stop system cannot start the engine. Start the engine again manually using the vehicle key (→ *Starting the engine*). Alternator fault (→ *12-volt vehicle battery*).

If the indicator lamp  flashes, the start/stop system is not available. Go to a qualified workshop.

Vehicles with a manual gearbox

- When the vehicle is stationary, disengage the gear and release the clutch pedal. The engine stops.
- Depress the clutch pedal to restart the engine.

Vehicles with an automated manual gearbox

- When the vehicle is stationary, press and hold the brake pedal. The engine stops.
- Take your foot off the brake pedal to restart the engine.

Important preconditions for automatic engine switch-off

- The driver is wearing their seat belt.
- The driver door is closed.
- The bonnet is closed.
- A minimum engine temperature has been reached.
- The vehicle has been moved since the engine was last switched off.
- Vehicles with Climatronic: the temperature inside the vehicle is within the preset temperature range.
- Vehicles with Climatronic: no very high or very low temperature has been set.
- Vehicles with Climatronic: a high blower speed has not been selected manually.

- The charge level of the 12-volt vehicle battery is sufficient.
- The temperature of the 12-volt vehicle battery is not too low or too high.
- The vehicle is not on a steep incline.
- Reverse gear is not engaged.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

- If the vehicle starts rolling.
- If the electric voltage of the 12-volt vehicle battery drops.

As a general rule, the engine always starts again automatically when required by the detected situation and the vehicle.

Conditions that require a manual engine start

The engine must be started manually in the following conditions:

- If the driver unfastens their seat belt.
- If the driver door is opened.
- If the bonnet is opened.

Activating and deactivating the start/stop system manually

- Press the  button in the centre console to deactivate the system manually. If the start/stop system has been deactivated, the indicator lamp in the → Fig. 1 button lights up.
- Press the  button in the centre console again to activate the system manually once more → Fig. 1.

If the start/stop system has switched the engine off, it will start again as soon as the system has been deactivated manually with the  button.

Always deactivate the start/stop system manually when driving through water.

WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- When the ignition is switched off, the steering column lock may activate and you will no longer be able to steer the vehicle.
- The start/stop system must be deactivated if work is to be carried out in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

-  In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.
-  Always deactivate the start/stop system manually when driving through water.

Manual gearbox: Selecting a gear

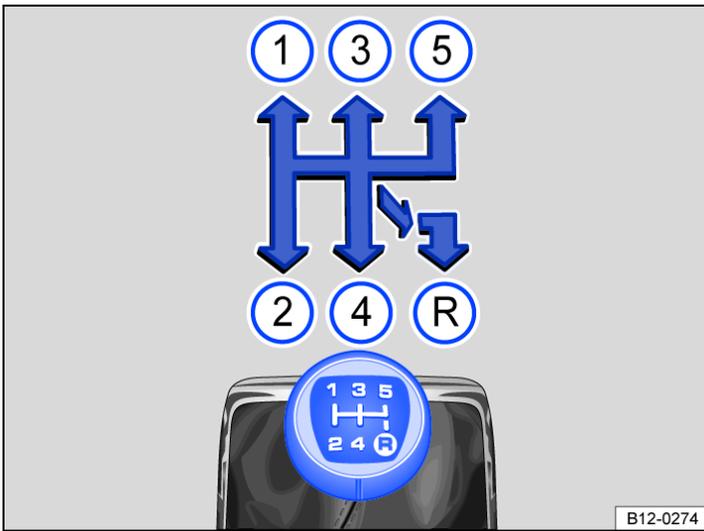


Fig. 1 Gear shift pattern of a 5-speed manual gearbox (variant one).

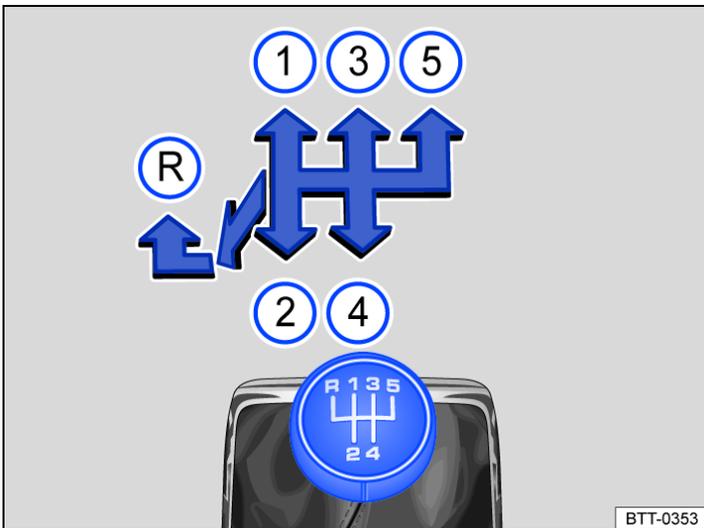


Fig. 2 Gear shift pattern of a 5-speed manual gearbox (variant two).

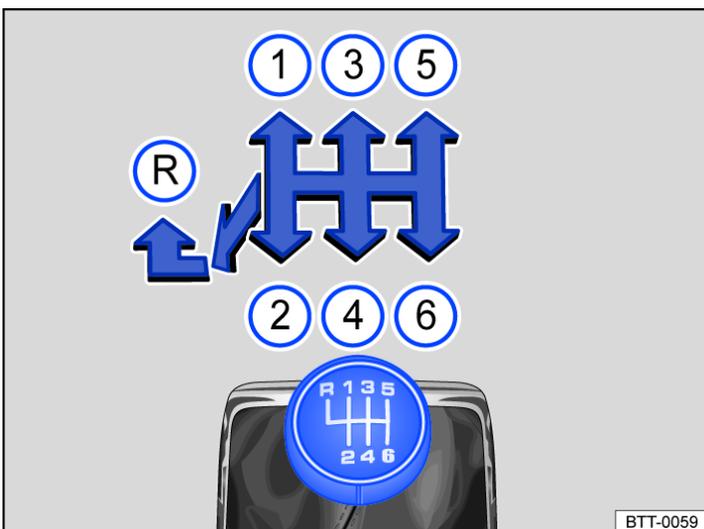


Fig. 3 Gear shift pattern of a 6-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are displayed on the gear lever.

— Fully depress and hold the clutch pedal.

- Move the gear lever to the required position → .
- Release pedal to engage the clutch.
- In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

5-speed manual gearbox variant one:

Reverse gear should be selected only when the vehicle is stationary.

- Fully depress and hold the clutch pedal.
- Move the gear lever to the neutral position and push down.
- Push the gear lever completely to the left and then forwards into the reverse gear position → Fig. 1 .
- Release pedal to engage the clutch.

5-speed manual gearbox variant two and 6-speed manual gearbox:

Reverse gear should be selected only when the vehicle is stationary.

- Fully depress and hold the clutch pedal.
- Move the gear lever to the neutral position and push down.
- Push the gear lever completely to the right and then backwards into the reverse gear position → Fig. 2 .
- Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time, i.e. to the next lower gear and not with high engine speed → . At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this → .

WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adjust your driving style in accordance with the flow of traffic.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also applies when the handbrake is on.

- Never engage reverse gear while the vehicle is in motion.

WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle, with accidents and serious injuries as a consequence.

NOTICE

Serious damage to the clutch and gearbox could occur if the gear lever of the manual gearbox is shifted to a gear which is too low when travelling at high speeds or at high engine speeds. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following points in order to avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.

- Do not hold the vehicle by “riding” the clutch on uphill gradients with the engine running.
-



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

Automated Shift Gearbox: selecting a selector lever position



Fig. 1 Selector lever for the Automated Shift Gearbox.

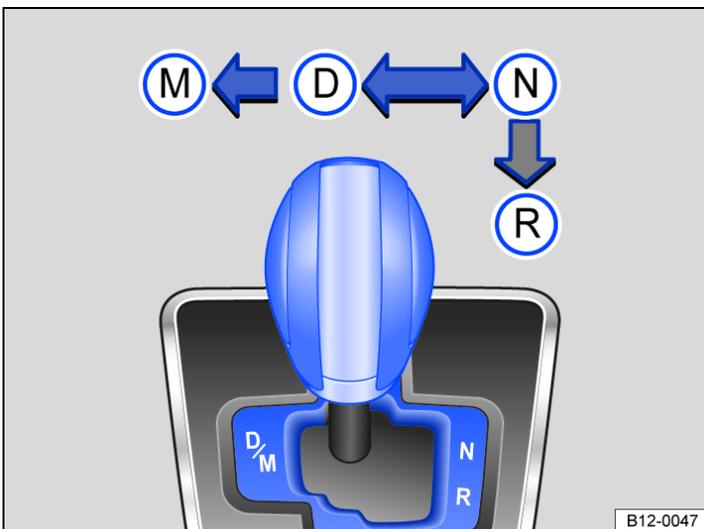


Fig. 2 Gear shift pattern for the Automated Shift Gearbox.

To move the selector lever out of position N to position D or R, first depress and hold the brake pedal.

The selected selector lever position will be shown in the instrument cluster display when the ignition is switched on.

R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D – Standard forward driving position (Normal programme)

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

M – Tiptronic position for driving forwards

Manual shift programme: all forward gears can be shifted up and down manually. This remains the case as long as the system does not carry out or prevent a change of gear automatically due to the current driving situation.

⚠ WARNING

Engaging an incorrect selector lever position can cause you to lose control of the vehicle, which can lead to accidents and

serious injuries.

- Never depress the accelerator when selecting a position.
- When the engine is running and a position has been selected, the vehicle starts moving as soon as the accelerator is depressed.
- Never select the reverse gear while the vehicle is in motion.

 **WARNING**

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the engine is running and a position has been selected. If you have to leave the vehicle while the engine is running, always firmly apply the handbrake and move the selector lever to position N.
- Never select reverse gear R when the vehicle is in motion.
- Never leave the vehicle if the handbrake is not on. The vehicle can roll downhill when the engine is running, irrespective of the position selected.



If the selector lever is moved accidentally to N when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a driving position again.

Changing gear using Tiptronic

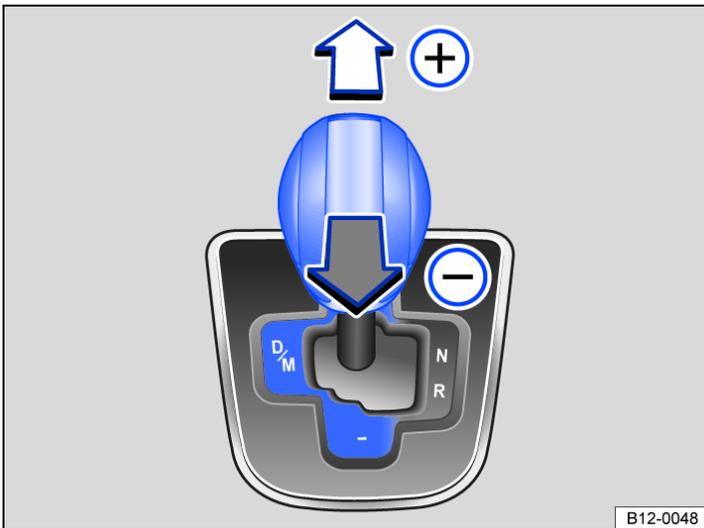


Fig. 1 Selector lever in Tiptronic position.

The gear that is currently selected will be maintained when the Tiptronic programme is selected. This remains the case as long as the system does not automatically carry out a change of gear due to the current driving situation.

Operating Tiptronic

- From position D, tap the selector lever left into the Tiptronic gate M.
- Tap the selector lever forwards \oplus or back \ominus to shift gear up or down → Fig. 1.
- Tap the selector lever to the left again into the Tiptronic gate M to exit Tiptronic mode.

In selector lever position D, tap the lever towards \oplus or \ominus to switch briefly into the Tiptronic programme M.

! NOTICE

- When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.
- When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with an Automated Shift Gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear you will need. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

- Reduce your speed.
- Push the selector lever from position D to the left into the Tiptronic gate M ([→ Tiptronic Automated Shift Gearbox](#)).
- Tap the selector lever to the rear  to change down gear.

Stopping and pulling away on uphill gradients

The steeper the uphill gradient, the lower the gear you will need.

If you wish to stop the vehicle or pull away when driving uphill, you should use the Hill Start Assist function ([→ Hill Start Assist](#)). Applying the handbrake switches Hill Start Assist off.

Vehicles without Hill Start Assist: if you stop the vehicle on an incline with a position selected, you must always prevent the vehicle from rolling backwards or forwards by depressing the brake pedal or by applying the handbrake. The brake pedal or the handbrake should not be released until you start to pull away → .

Kickdown function

The kickdown function enables maximum acceleration in the selector lever position D or in the Tiptronic position M.

If the accelerator is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration → .

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adjust your driving style in accordance with the flow of traffic.
- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.

WARNING

Never “ride” the brake pedal. Do not overuse the brake pedal. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

If you stop the vehicle on an incline, do not attempt to stop it from rolling back by depressing the accelerator while a position is still selected. The automated manual gearbox could overheat and be damaged.

NOTICE

Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

Troubleshooting

Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

— To select a position, press the brake pedal.

Driving off is prevented by the lock button

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

— Check whether the lock button is engaged.

— Engage the lock button if necessary.

Fault in gearbox

The warning lamp lights up red.

The automated manual gearbox has a fault.

—  Do not continue driving!

— Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Fault in gearbox

The indicator lamp lights up yellow.

Gears in the automated manual gearbox cannot be selected correctly.

— Switch the ignition off and on.

— Do not drive on if the indicator lamp does not go out.

— Visit the nearest qualified workshop and have the automated manual gearbox inspected. Failure to do so could result in considerable damage to the gearbox.

Gearbox overheated

The indicator lamp lights up yellow.

The automatic gearbox can overheat, for example, if the vehicle pulls off regularly, "travels at a crawl" for long periods, or in stop and go traffic.

— Allow the gearbox to cool down in the selector lever position.

— Do not drive on if the indicator lamp does not go out.

— Visit the nearest qualified workshop and have the automated manual gearbox inspected. Failure to do so could result in considerable damage to the gearbox.

Fault in gearbox

The indicator lamp lights up yellow.

The automated manual gearbox is in the emergency programme.

— Turn off the ignition, wait two minutes, then turn it on again.

— Do not drive on if the indicator lamp does not go out.

— Visit the nearest qualified workshop and have the automated manual gearbox inspected. Failure to do so could result in considerable damage to the gearbox.

Together with , gearbox temporarily overheated

The indicator lamp lights up green.

Automated manual gearbox is temporarily overheated.

- Depress the brake pedal, park the vehicle and allow the gearbox to cool down.
- Do not perform pulling-away manoeuvres in the meantime.
- Do not drive on if the indicator lamp does not go out.
- Visit the nearest qualified workshop and have the automated manual gearbox inspected. Failure to do so could result in considerable damage to the gearbox.

The vehicle is not secured against rolling away

The indicator lamp lights up yellow.

- Apply the handbrake and
- Engage selector lever position D .

Emergency mode

There may be a malfunction in the system if warning and indicator lamps for the Automated Shift Gearbox light up in the instrument cluster. When certain faults occur, the automated manual gearbox runs in an emergency programme. The vehicle can still be driven in the emergency programme, but only at reduced speed and not in all gears.

It may be the case with automated manual gearboxes that not all forward gears can be driven and reverse is locked.

In all cases the automated manual gearbox should be checked by a qualified workshop immediately.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

- Depress the brake pedal and reselect the position.
- If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, the vehicle must either be parked safely or driven faster than 20 km/h (12 mph).
 - Safely park the vehicle immediately and switch the engine off if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.
 - In order to prevent damage to the gearbox, you should not continue driving on until the acoustic warning stops. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.
-

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an incline.

The Hill Start Assist function is automatically activated if the following conditions are met

The following conditions need to be met simultaneously:

- On an incline, the stationary vehicle must be held in position with the foot brake until the vehicle starts moving.
- The engine is running "smoothly".
- The position D or reverse gear has been selected.

To move off, remove your foot from the brake pedal and depress the accelerator immediately. The brake will gradually be released as the vehicle pulls away.

The Hill Start Assist function will be deactivated immediately:

- As soon as one of the conditions indicated in *The Hill Start Assist function is automatically activated if the following conditions are met* is not fulfilled.
- If the driver door is opened.
- If the selector lever is the neutral position N.

CAUTION

- If the vehicle is not moved off immediately after releasing the handbrake, it may in some circumstances roll backwards. In this case, depress the brake pedal immediately or apply the handbrake.
- If the engine stalls, immediately depress the brake pedal or apply the handbrake.
- If you are driving uphill in dense traffic and you want to prevent the vehicle rolling backwards when you pull away, depress the brake pedal for a few seconds before you pull away.

Information on the steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

- Stop the vehicle and move the selector lever to position P if necessary.
- Remove the vehicle key.
- Turn the steering wheel slightly until the steering lock audibly engages.

To unlock the steering column:

- Turn the steering wheel slightly to relieve the load on the steering lock mechanism.
- Insert the vehicle key into the ignition lock.
- Hold the steering wheel in this position and turn the ignition on.

WARNING

If the power steering is not working, the steering wheel is difficult to turn, which makes it difficult to steer the vehicle.

- Depending on the vehicle equipment level, the power steering functions only when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

NOTICE

When the vehicle is towed, the ignition must be switched on to prevent the steering wheel from locking, and so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

Fault in steering

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

- Re-start the engine and drive a short distance slowly.
- If the indicator lamp continues to light up, seek expert assistance.

The indicator lamp flashes:

- Turn the steering wheel to and fro.
- Switch the ignition off and then on again.
- Observe the messages on the instrument cluster display.
- Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and change down a gear as required.

WARNING

Use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance at a constant speed.

- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch cruise control off after use to avoid unintentional speed control.
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.
- The cruise control system cannot maintain a constant speed when travelling downhill. The vehicle speed can increase under its own weight. Use the foot brake to slow the vehicle.

Operating the cruise control system with the turn signal lever

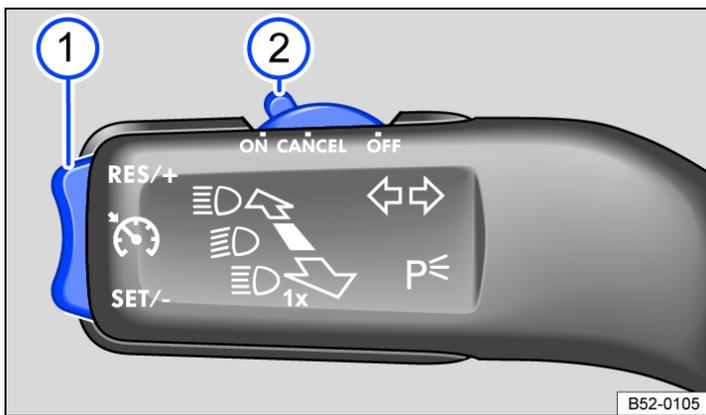


Fig. 1 On the left of the steering column: switch and buttons for operating the cruise control system.

Switching on

— Move switch → Fig. 1 **2** to position **ON**.

No speed has been stored and the system is not yet active.

Starting control

— Press → Fig. 1 **1** button in the area **SET/-** while driving.

The cruise control system stores and regulates the current speed.

The green indicator lamp  also lights up.

Setting the speed

You can adjust the stored speed by means of the → Fig. 1 **1** button while the cruise control system is regulating speed:

RES/+ (briefly)
+ 1 km/h (1 mph)

SET/- (briefly)
- 1 km/h (1 mph)

Press and hold the → Fig. 1 **1** button to continuously change the stored speed. The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Interrupting control

— Move → Fig. 1 **2** switch to **CANCEL** position. Alternatively depress the brake or clutch pedal.

The speed remains stored in the memory.

Resuming control

— Press → Fig. 1 **1** button in **RES/+** area.

The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

— Move switch → Fig. 1 **2** to **OFF** position.

The cruise control system is switched off and the stored speed is deleted.

Troubleshooting

Control is interrupted automatically.

- The vehicle has exceeded the stored speed for an extended period.
- The selector lever is not in D/M position.
- Brake support systems, e.g. TCS or ESC, have performed an intervention.
- The vehicle has been braked by the City Emergency Braking System.
- If the problem persists, switch off the cruise control system and go to a qualified workshop.

Introduction to the topic

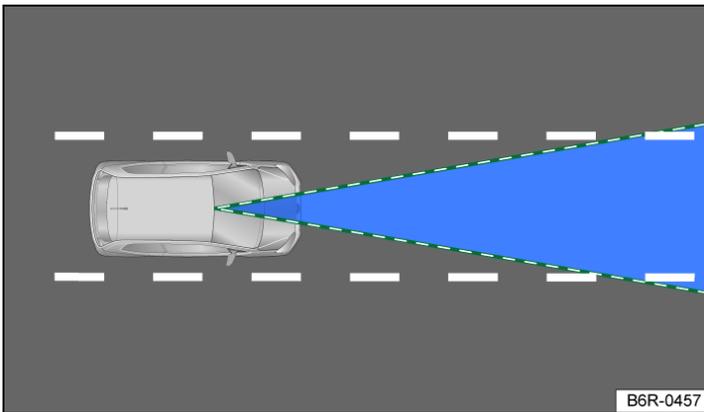


Fig. 1 Detection range of the laser sensor.

The city emergency braking system can warn the driver of impending collisions, brake the vehicle with increasing braking force and thus help in avoiding accidents.

The city emergency braking system cannot replace the full concentration of the driver.

Speed range

The city emergency braking system works in a speed range of about 5 – 30 km/h (3 – 20 mph).

Driving with the City Emergency Braking System

You can cancel the automatic braking interventions of the City Emergency Braking System by steering or pressing the accelerator.

Automatic braking

The City Emergency Braking System can brake the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal.

During automatic braking, the  indicator lamp flashes rapidly. Moreover, the brake pedal feels stiffer.

Laser sensor

The City Emergency Braking System registers driving situations with the help of the laser sensor in the top area of the front windscreen ([→ Front view](#)). Vehicles travelling ahead can thus be detected up to a distance of approximately 10 m [→ Fig. 1](#).

WARNING

The intelligent technology used in the City Emergency Braking System cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by the City Emergency Braking System function tempt you into taking any risks when driving. 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 City Emergency Braking System cannot prevent accidents and serious injuries by itself.
- The City Emergency Braking System can carry out unwanted braking interventions in certain complex situations, e.g. if a vehicle cuts very closely in front of you.
- The City Emergency Braking System can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the windscreen is dirty or damaged.
- The City Emergency Braking System does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Be prepared to take over control of the vehicle yourself at all times.

WARNING

The beam from the laser sensor could cause severe damage to the eyes. The laser beam is not visible to the human eye!

- Never look into the laser sensor with optical instruments, e.g. a magnifying glass.
- Please note that the laser beam may still be active even if the City Emergency Braking System is switched off or

Warning levels and braking intervention

Collision warning

The system prepares the vehicle for emergency braking if it detects a possible collision with a vehicle ahead →  *in Introduction to the topic.*

Automatic braking

If the driver does not respond to an impending collision, the system can brake the vehicle automatically. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that the driver is applying the brakes with insufficient pressure in case of a possible serious collision, the system can increase the brake pressure so as to reduce the speed in the collision. The consequences of an accident can be mitigated as a result of this.

Limits of the City Emergency Braking System

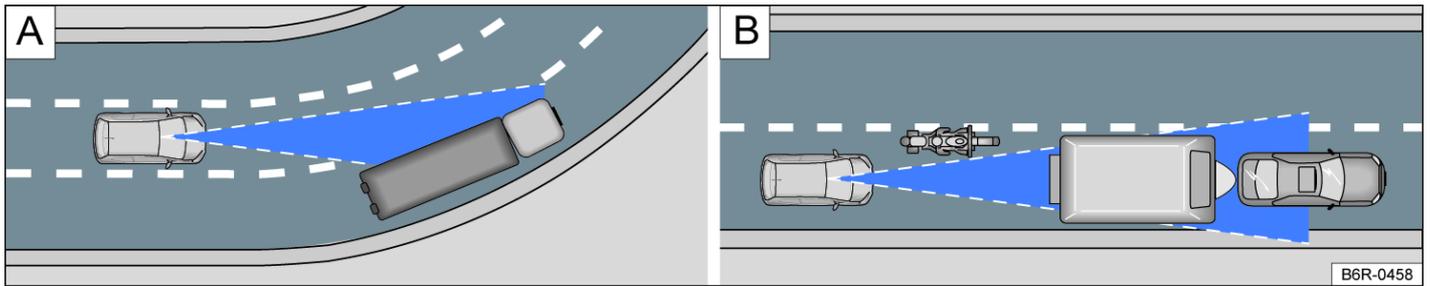


Fig. 1 **A** Driving through bends. **B** Vehicles outside the range of the laser sensor.

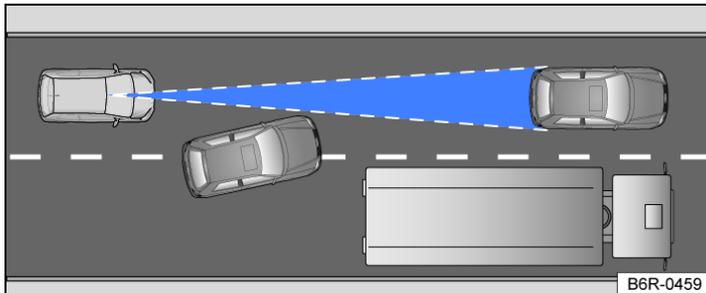


Fig. 2 Vehicle changes lane.

The City Emergency Braking System has physical and system-specific limits. You should therefore always be prepared to take full control of the vehicle if necessary.

Bends

The laser sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → Fig. 1 **A**.

Objects that cannot be detected

In the following situations, the City Emergency Braking System cannot respond or it can respond late or in the wrong way:

- 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 motorbike → Fig. 1 **B**.
- Vehicles that change into your lane directly in front of your vehicle → Fig. 2.
- Oncoming vehicles or vehicles crossing your path.

Function limitations

In the following situations, the City Emergency Braking System cannot respond or it can respond late or in the wrong way:

- In tight bends.
- Driving in heavy rain, snow or fog.
- Reversing.
- If ESC is taking corrective action.
- If the laser sensor is dirty, covered or overheated.
- If the vehicle accelerates hard or the accelerator is fully depressed.
- If the surrounding vehicles are very dirty and therefore not very reflective.
- If there is a lot of dust.
- If the City Emergency Braking System has a fault.

Switch off the City Emergency Braking System

For system-related reasons, the City Emergency Braking System is not suitable for use in the following situations and must be switched off → ⚠:

- If the vehicle is used in a capacity other than driving in normal traffic, e.g. offroad.

- If the vehicle is being towed or is loaded onto another vehicle.
- If there are protruding objects temporarily in the area above the bonnet, e.g. a load on the roof that sticks out at the front.
- For driving through a car wash.
- If the laser sensor is faulty.
- If the laser sensor has been hit.
- If the windscreen is damaged in the area around the laser sensor.

 **WARNING**

Accidents and serious injuries could occur if you do not switch off the City Emergency Braking System during any of the situations named above.

Switching City Emergency Braking System on and off

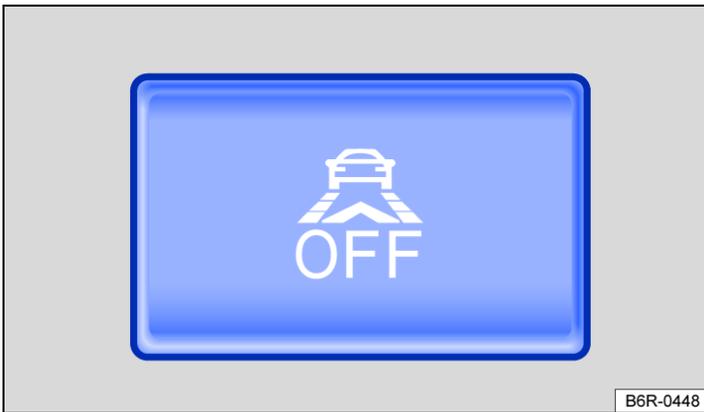


Fig. 1 In lower part of centre console: button for the City Emergency Braking System.

After you have switched on the ignition, the City Emergency Braking System is switched on automatically. No display will be shown to alert you of this.

Switching off

— Press the  button.

Depending on the vehicle equipment level, an appropriate text message is displayed in the instrument cluster within the specified speed range. Alternatively, the status display  flashes.

Switching on

— Press the  button again.

Depending on the vehicle equipment level, an appropriate text message or the status display  appears in the instrument cluster display for a few seconds.

Troubleshooting

City Emergency Braking System not available.

The indicator lamp flashes slowly or an appropriate text message is displayed.

- While the vehicle is stationary, switch off the engine and re-start it again.
- If the problem persists, go to a qualified workshop.

City Emergency Braking System: Sensor blocked. or Error: City Emergency Braking System.

- The area around the laser sensor on the windscreen is dirty. Clean the windscreen ([→ Vehicle care](#)).
- The visibility of the laser sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen ([→ Vehicle care](#)).
- The visibility of the laser sensor is restricted by load on the roof sticking out in the front, stickers or coatings. Keep the area around the laser sensor free.
- The windscreen is damaged near the laser sensor, e.g. by unsuitable wiper blades ([→ Wiper blades](#)) or a stone impact ([→ Repairs and technical modifications](#)). Go to a qualified workshop.
- If the problem persists, go to a qualified workshop.

Unusual noises during automatic braking.

- This is normal and is not a fault.

Parking

Parking the vehicle

Always park the vehicle on a suitable surface → .

Always park the vehicle in the sequence specified.

- Depress and hold the brake pedal.
- With a manual gearbox, depress the clutch pedal *fully* or disengage the clutch.
- With an automatic gearbox, engage the parking lock P.
- Apply the handbrake firmly ([→ Handbrake](#)).
- Stop the engine and switch off the ignition ([→ Switching off the engine](#)). The indicator lamp  in the instrument cluster display lights up red.
- With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.
- Take your foot off the brake pedal.
- Turn the steering wheel slightly if necessary to engage the steering lock mechanism.
- Get out of the vehicle. Take all vehicle keys with you.
- Make sure that all vehicle occupants leave the vehicle.
- Lock the vehicle.

Additional points for parking on uphill and downhill gradients

Turn the steering wheel so that the front wheels will roll against the kerb if the parked vehicle starts to move.

WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel, oil etc.

WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- Before leaving the vehicle, make sure that the handbrake is applied firmly and that the indicator lamp  lights up red on the instrument cluster display.
- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.
- Never leave children or people requiring assistance alone in the vehicle. They could release the handbrake, move the selector lever or gearshift lever and thus set the vehicle in motion.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

NOTICE

- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Otherwise low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system may be damaged in the process. Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects.



Please adhere to relevant legislation when stopping and parking your vehicle.

Operating the handbrake

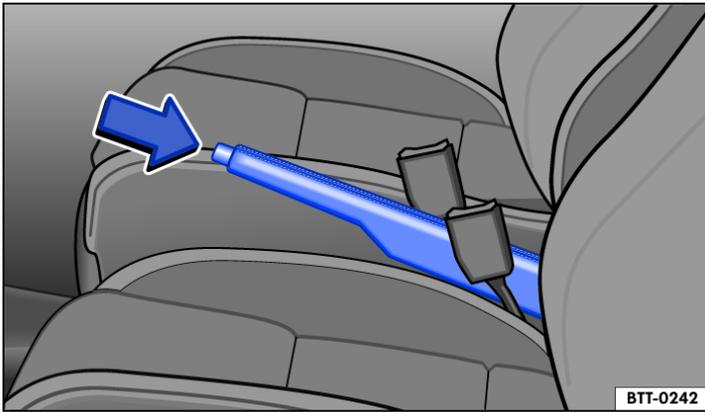


Fig. 1 Handbrake between the front seats.

Applying the handbrake

— Pull the handbrake lever up firmly with the → Fig. 1 locking button pressed.

When the ignition is switched on, the control lamp  in the instrument cluster lights up red → .

Releasing the handbrake

— Lift the handbrake lever up slightly and press the lock button → Fig. 1.

— Guide the handbrake lever down whilst the lock button is pressed.

WARNING

Incorrect use of the handbrake can cause accidents and serious injuries.

- Always tighten the handbrake when parking the vehicle! The red control lamp  lights up when the handbrake is only slightly applied. The vehicle will not be kept stationary securely.
- The handbrake should never be used to brake the vehicle, except in emergencies. The braking distance is considerably longer as only the rear wheels are braked. Always use the foot brake.
- Never drive the vehicle with the handbrake lightly applied. This can overheat the brakes and adversely affect the brake system. It can also cause premature wear to the rear brake pads.
- Never activate the accelerator from the engine compartment if a position or gear has been selected and the engine is running. The vehicle can start to move even if the handbrake is applied.

NOTICE

To avoid unintentional movement when parking the vehicle, first apply the handbrake firmly and then remove your foot from the brake pedal.

-  An acoustic warning is given if the car is driven faster than approximately 6 km/h (4 mph) with the handbrake applied.

Safety notes on the parking systems

The following parking systems may be available depending on the vehicle equipment:

- Park Distance Control ([→ Park Distance Control](#)).
- Rear view camera system ([→ Rear view camera system](#)).

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, laser 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 → .

- In certain circumstances, some items may not be detected by the sensors or cameras, e.g. thin rods, fences, posts, trees, very low or high obstacles, and open or opening boot lids.
- The detection ranges of the sensors have blind spots in which obstacles and people are not registered.
- In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings ([→ Parking systems](#)).
- External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.
- Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.
- The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle.
- Always monitor the area around the vehicle as the parking systems will not always detect infants, animals and objects.
- Do not allow the displays in the instrument cluster and the images shown in the Infotainment system to distract you from the traffic.

WARNING

If objects are approached too quickly, the response times for the signals and displays of the parking systems may not be fast enough for a warning to be issued. This may result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.
- React independently yourself as necessary and do not wait until the parking system responds.

WARNING

Using images from the camera to estimate the distance from persons or obstacles is inaccurate and could cause accidents and serious injuries.

- Camera lenses enlarge and distort the field of vision and make objects appear different and inaccurate on the screen.
- Do not rely on the rear view camera system image.
- The camera image has blind spots where obstacles and people cannot be detected.
- Do not cover the camera lens and always keep it clean.

NOTICE

Observe a distance of 50 cm from walls or buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

-  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 for functioning of the parking systems

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment screen:

- The doors and the boot lid must be closed.
- Exterior mirrors are not folded in.
- The surrounding area has a flat surface.
- The vehicle does not have a heavy load at the rear or on one side.
- The engine is running.
- TCS and where applicable ESC are switched on ([→ Brake support systems](#)).

Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

- The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.
- The distance when driving past the parking space should be around 1 m (3 feet).
- Vehicles with rear view camera system: when the reverse gear is engaged, the maximum speed is 15 km/h (9 mph).

Parking system displays

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. Do not continue driving!

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

General settings

-  Red-coloured image element: close obstacle. The vehicle is at risk. Brake.
 Red line: boundary lines.

 -  Yellow-coloured image element: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering angle.

 -  Green lateral line: extension of the vehicle.

 -  White-coloured image element: obstacle outside the path of the vehicle.

 -  Adjust brightness, contrast and colour.

 -  Show display.

 -  Hide display.

 -  Exit current display and end function.
-

The following also applies to vehicles with rear view camera system

-  Switch to Park Distance Control ([-> Park Distance Control](#)).
-

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

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 parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for approximately three seconds when switching on for the first time. The indicator lamp in the  button flashes.

- Check whether any of the causes described apply.
- You can switch the system back on again once you have rectified the cause of the problem.
- If the problem persists, go to a qualified workshop.

Introduction to the topic

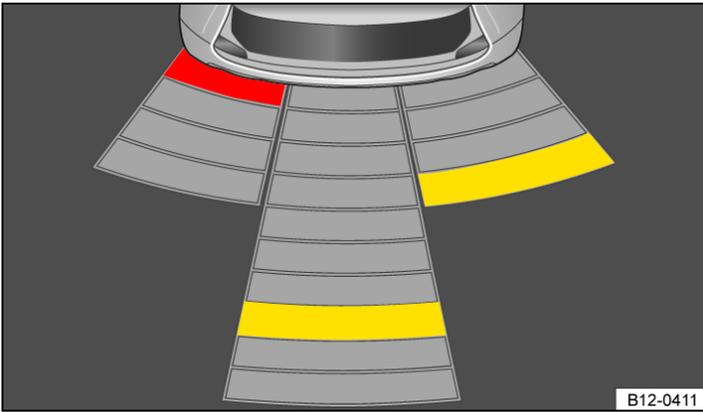


Fig. 1 Display in the Infotainment system: full-screen mode.
The scanned areas depend on the vehicle equipment level.

The Park Distance Control system assists the driver when manoeuvring and parking.

Using sensors in the rear area, Park Distance Control detects how far away an obstacle is. If there is an obstacle in the detection range of the sensors, the system indicates this on the Infotainment system and by means of signal tones ([→ 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. This may result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

NOTICE

Do not drive on! The collision area has been reached when the penultimate segment is displayed, if not before.

Switching Park Distance Control on and off

Switching on

Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

Switching off

Shift out of reverse gear.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Orientation lines help with 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. This may result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

Switching the rear view camera system on and off

Switching on

Select reverse gear.

Switching off

The rear view camera system switches off when the reverse gear is disengaged.

Driving into a parking space

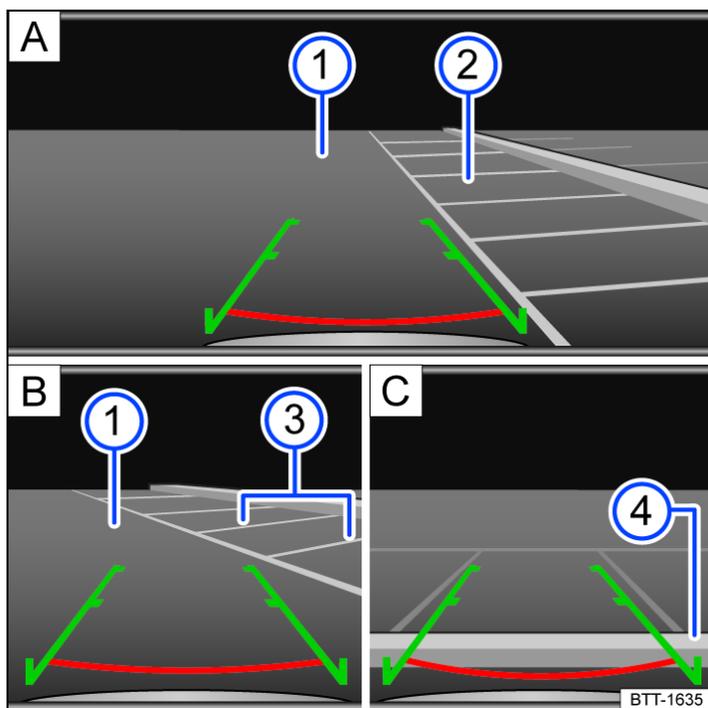


Fig. 1 Infotainment system display: parking using the rear view camera system.

Key to → Fig. 1:

- A** Choose parking space.
- B** Drive towards the selected parking space.
- C** Align the vehicle in the parking space.

1

Road.

2

Selected parking space.

3

Side limits of the selected parking space.

4

Rear limit of the parking space.

Parking using the rear view camera system

- Position the vehicle in front of the parking space → Fig. 1 **A** ②.
- Select reverse gear.
- Reverse slowly and steer the vehicle so that the green lateral lines lead into the selected parking space. The green lines must correspond to the lateral boundary lines of the parking space → Fig. 1 **B** ③.

— Stop when the red horizontal line reaches the rear limit → Fig. 1  .

Information on brake support systems

The vehicle is fitted with brake support systems. These systems can support the driver in critical driving or braking situations. The driver is responsible for driving safety → .

Driving with brake support systems

The brake support systems work when the engine is running. They do not need to be operated separately. Always keep the footwell under the pedals clear!

The brake pedal may move or noises may occur while the brake support systems are regulating. Continue to apply the necessary amount of brake pressure. Apply the necessary pressure to the brake pedal consistently. If necessary, steer the vehicle while the brake pedal is depressed.

Notes on the brake support systems

If you suspect that there is a malfunction in the systems, read and observe the following notes:

- The ESC and TCS can function properly only if all four wheels are fitted with the same tyres. Differences in the rolling circumferences of the tyres can lead to an unexpected reduction in engine power.
- If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

Traction control system (TCS)

The TCS reduces the drive output if wheelspin occurs and adapts the drive output to suit road surface conditions ([↪ Brake support systems](#)). The TCS makes it easier to pull away, accelerate and drive up hills.

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and to improve driving stability in certain driving situations → .

ESC is always switched on.

Anti-lock brake system (ABS)

The anti-lock brake system can prevent the wheels from locking when the brakes are applied up until the point where the vehicle is nearly stationary and assists the driver in steering the vehicle and keeping it under control ([↪ Brake support systems](#)).

Brake Assist system

The brake assist system can help to reduce the stopping distance. The brake assist system reinforces brake pressure when the driver depresses the brake pedal quickly in an emergency situation.

The brake assist system will switch off if the pressure on the brake pedal is reduced during emergency braking.

Electronic differential lock (EDL)

EDL brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

The EDL switches off automatically under unusually heavy loads to prevent the brake from overheating. The EDL switches back on again automatically as soon as the brake has cooled down.

Electronic brake pressure distribution system (EBD)

Every vehicle's centre of gravity moves forwards whenever the brake is operated. This means that the rear wheels are in danger of locking due to the lower traction. The electronic brake pressure distribution system controls the brake pressure for the rear wheels and thereby ensures the optimum distribution of brake pressure between the front and rear axles. Under normal conditions, the system will prevent the rear from breaking away if too much brake pressure is applied to the rear wheels. The electronic brake pressure distribution system is included in the ABS' scope of functions.

WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Do not let the extra safety afforded by the brake support systems ABS, BAS, EDL, TCS and ESC tempt you into taking any risks when driving.
- The brake support systems cannot defy the laws of motion. Slippery and wet roads will remain dangerous, even when the ESC and other systems are active.
- Driving too fast on wet roads can cause the wheels to lose contact with the road surface and aquaplane. The vehicle cannot be braked, steered or controlled once it has lost contact with the road surface.
- Brake support systems cannot prevent an accident if, for example, you are driving too close to the vehicle in front or are driving too fast for the individual situation.
- Although the brake support systems are very effective and can help to control the vehicle in difficult driving situations, please always remember that the driving stability of the vehicle depends on the tyre grip.
- When accelerating on a slippery surface, e.g. on ice and snow, press the accelerator carefully. The wheels can spin even when brake support systems are active and this can lead to a loss of control of the vehicle.

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 also applies, but not exclusively, to the brakes, tyres and other systems named above.

- Always bear in mind that modifications and changes to the vehicle can affect the way brake support systems operate.
- Alterations to the suspension or the use of non-approved wheel and tyre combinations can affect the function of brake support systems and reduce their effectiveness.
- Suitable tyres are also crucial if ESC is to function optimally.

WARNING

Driving without the brake servo can considerably increase the braking distance and thus cause accidents and serious injuries.

- Never allow the vehicle to roll if the engine is switched off.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.

Troubleshooting

ABS failure or fault

Indicator lamp lights up yellow.

- Go to a Volkswagen dealership or qualified workshop.
- The vehicle can be braked without ABS.

Fault in ESC, or ESC switched off for system-related reasons

Indicator lamp lights up yellow.

- Switch the ignition off and on.
- Drive a short distance at a speed of 15 – 20 km/h (9 – 12 mph) if necessary.
- If the indicator lamp  continues to light up, seek expert assistance.

Traction Control is faulty or has been switched off for system-related reasons

Indicator lamp lights up yellow.

- Go to a qualified workshop.

Vehicle with an automated manual gearbox is not secured from rolling away

Indicator lamp lights up yellow.

- Apply the parking brake.

Brake support systems make noises

Noises may be heard when the brake support systems are performing control interventions.

WARNING

If the brake warning lamp  lights up together with the ABS indicator lamp  the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce your speed and drive carefully at low speed to the nearest qualified workshop in order to have the brake system tested.
- Avoid sudden braking and driving manoeuvres on the way.

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. Never leave any heavy, hard or sharp objects in the pockets.

WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the stowage compartment closed while the vehicle is in motion.

WARNING

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

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Introduction to the topic

WARNING

Improper use of the cigarette lighter or ashtray could cause fires, burns and other serious injuries.

- Always use the cigarette lighter properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never put paper or any other combustible materials in the ashtray.

Cigarette lighter

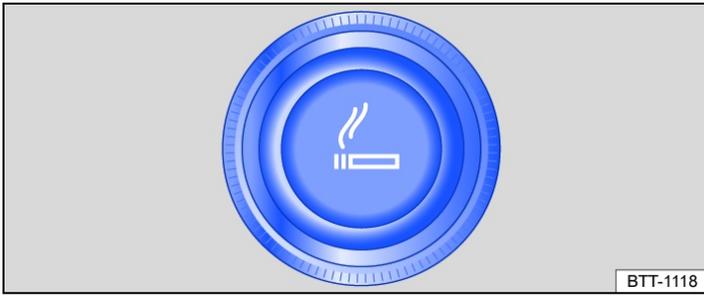


Fig. 1 In the front centre console: cigarette lighter.

- With the ignition switched on, press in the knob on the cigarette lighter.
- Wait for the lighter to pop out.
- Pull out the cigarette lighter and use *(→ Ashtray and cigarette lighter)*.



The cigarette lighter socket can also be used as a 12-volt socket.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine. When the start/stop system that is fitted in some vehicles automatically switches off and restarts the engine, it is not necessary to switch off any connected electrical consumers.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

 Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

 With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

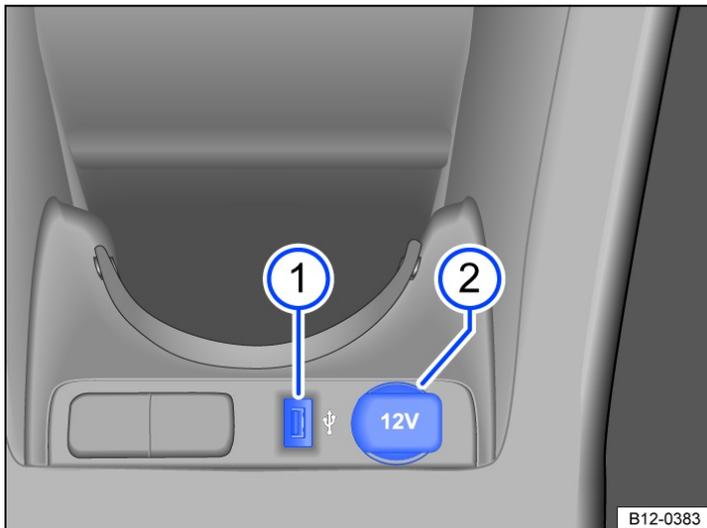


Fig. 1 In the front centre console: 12-volt socket and USB port in the stowage compartment.

The maximum power rating is 180 watts.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

If there are several sockets in the vehicle and two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 180 watts ([→ Sockets](#)).

USB port

The USB port may be located in the stowage compartment in the front centre console ([→ USB connection](#)).

Smartphone holder maps + more dock

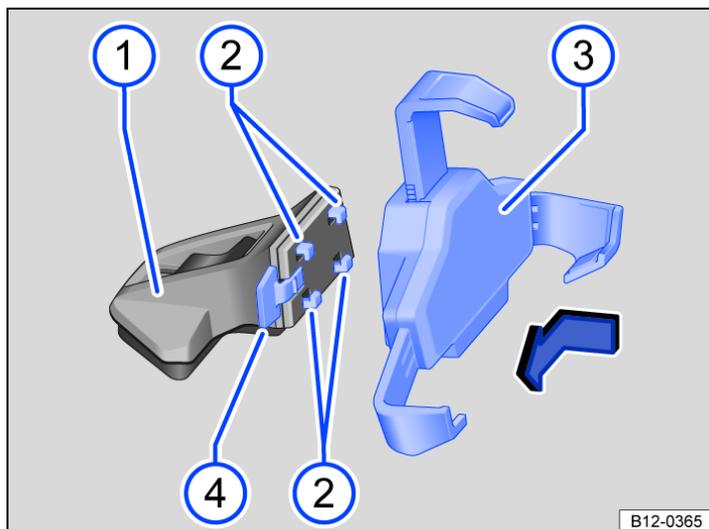


Fig. 1 Assemble the universal bracket and retainer arm.

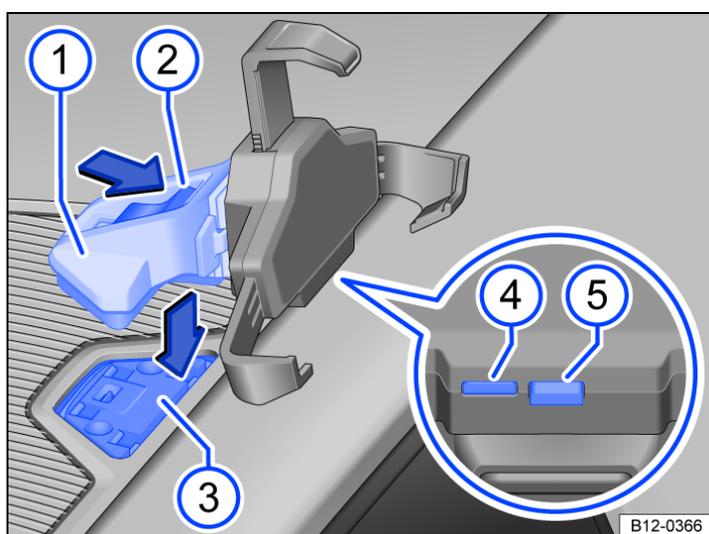


Fig. 2 On the dash panel: close the opening of the Infotainment system mounting.

Not all mobile devices may fit in the smartphone holder depending on the size of the mobile device.

Fitting the mobile device in the holder

- If necessary, install the mobile device holder → ⚠.
- If necessary, connect the mobile device with a USB cable (supplied with the mobile device).
- Insert the mobile device in the lower retainers. To adjust the holder to the size of the mobile device, press button → Fig. 2 (4) and press the retaining arms together to the width of the mobile device.
- Press the upper arm of the universal holder down until the mobile device is held securely.

Removing the mobile device from the holder

- Hold the mobile device securely with one hand.
- Press the release button → Fig. 2 (5) until the upper arm releases the mobile device.
- Remove the mobile device and, if necessary, disconnect the electrical connections.

Removing the holder

- If necessary, remove the mobile device.
- Hold the universal holder → Fig. 1 (3) tight and press the release button → Fig. 1 (4) forward.

- Push the universal holder to the right in the opposite direction to the arrow and remove it.
- Hold the retaining arm → Fig. 2 ① tight and press the release button → Fig. 2 ② in the direction of the arrow.
- Pull the retaining arm up out of the dash panel.

Installing the holder

- Press the universal holder → Fig. 1 ③ onto the catches ② on the retaining arm ①.
- Move the universal holder to the side towards the catch ④ until you hear it engage → ⚠.
- Insert the retaining arm → Fig. 2 ① from above into the base plate → Fig. 2 ③ and press it down until you hear it engage → ⚠.

Applications (Apps) for use on the mobile device

The app for the mobile device can be downloaded from an app store .

The application includes the following functions, for example:

- Navigation
- Extended display and control of media
- Extended vehicle displays
- Service call and breakdown call

Further information .

WARNING

If a mobile device is loose or not properly secured in the vehicle, it could be flung through the interior during a sudden driving or braking manoeuvre, or in the event of an accident. This can cause injuries.

- The holder for the mobile device must be installed securely in the corresponding opening in the dash panel.
- The mobile device must always be fitted securely in the holder or stowed safely in the vehicle.

NOTICE

Very high or very low outside temperatures may impair the function of the mobile device or could even damage the device.

- Always take the mobile device with you when leaving the vehicle in order to protect it from very high or from very low temperatures or from strong direct sunlight.

NOTICE

Moisture may damage the electrical contacts for the mobile device in the dash panel.

- Do not wet-clean the holder for the mobile device. Use a dry cloth instead.



Volkswagen recommends that you take the mobile device with you when leaving the vehicle to prevent it from being stolen.

Before using for the first time

Checklist

Before using the Infotainment system for the first time, carry out the following steps. This will enable you to use the Infotainment system safely and make full use of the functions it provides:

- ✓ Observe the basic safety notes  ([→ Introduction to the first steps](#)).
 - ✓ Read these instructions and familiarise yourself with how to operate the Infotainment system.
 - ✓ Reset the Infotainment system to its original condition (factory settings).
 - ✓ Search for radio stations and save them using the station buttons .
 - ✓ Use suitable audio sources and data media for media mode .
 - ✓ Pair a mobile device with the Infotainment system to make phone calls via 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:

- The owner's manual and any supplements in the vehicle wallet of your vehicle.
- Operating instructions for the mobile device.
- The operating instructions for external data media and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.
- Service description when using Volkswagen Car-Net services.

Activating functions

Some Infotainment systems can be subsequently upgraded to perform functions that were not yet activated or available at the time of delivery from the factory.

Your Volkswagen dealership will be able to tell you which, if any, functions can be enabled in your Infotainment system.

 If additional functions are activated following production of the vehicle, these instructions and other instructions in the vehicle wallet regarding the functions in question may contain differing or incomplete descriptions.

Equipment overview

The Infotainment system may be equipped at the factory with the following components , some of which are optional equipment:

- Radio function.
- Media drives.
- Mobile phone interface.
- Sound system, in some cases with subwoofer.
- Wireless AUX-IN.
- Multifunction steering wheel with controls
- Wired connections for external data media and audio sources.
- Loudspeakers, in different installation locations and with different power ratings (watt).

Safety notes

Before using the Infotainment system for the first time, please read and observe the following safety notes so that you are aware of dangers to yourself and others and of how these dangers can be avoided:

- Read through these instructions carefully.
- 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, tunnels, high buildings, mountains, and other electrical devices, e.g. battery chargers, can also impair radio reception.
- Films or metal-coated stickers on the windows can interfere with radio reception.

WARNING

Accidents and injuries can occur if the driver is distracted. Reading information off the screen and operating the Infotainment system can distract you from the road and cause accidents.

- Always drive carefully and responsibly.

WARNING

Connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and lead to accidents.

WARNING

Set the volume on the Infotainment system so that noises outside the vehicle (e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

WARNING

In some countries and mobile networks, a call for assistance or an emergency call can only be made if the mobile device is connected with the vehicle's mobile phone interface and contains an "unlocked" SIM card with sufficient credit, and if there is sufficient network coverage.

WARNING

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile devices, data media, external devices, external audio and media sources.

WARNING

Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume of the Infotainment system before switching the audio or media source or connecting a new source.

WARNING

The limit values for electromagnetic radiation in the vehicle may be exceeded, and thus the health of the driver and vehicle occupants may be endangered when operating a mobile or wireless device without a connection to an external aerial. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials of the mobile device and an active medical implant, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile devices immediately if you suspect they may be interfering with an active medical implant or any other medical device.

⚠ WARNING

Mobile devices, external devices and accessories in the vehicle that are not properly secured can be flung through the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Secure any mobile devices, external devices and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

⚠ WARNING

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. The screen is no substitute for full concentration on the part of the driver.

⚠ WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

⚠ WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

⚠ WARNING

Switch off mobile devices in areas with a risk of explosion.

ℹ NOTICE

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

ℹ NOTICE

The loudspeakers may be damaged if the volume is too high or the sound is distorted.

ℹ NOTICE

Insertion of objects, incorrect insertion or insertion of data media with the incorrect shape or size can damage the media

drives and the Infotainment system.

- When inserting a data medium, make sure it is correctly positioned.
 - Insert only suitable data media in the corresponding media drives. Other data media or objects could damage the media drives.
-

! *NOTICE*

Foreign bodies and liquids adhering to a data medium can damage the media drives and the Infotainment system.

- Do not affix stickers or other items to the data medium. Stickers may peel off and damage the media drive.
 - Do not use printable data media. Coatings and prints may peel off and damage the media drive.
 - Use only SD cards that are undamaged, dry, clean and suitable.
-

Notes on use

- Observe country-specific regulations and legal requirements when you use the Infotainment system and the corresponding accessories, e.g. headset or earphones.
- Light pressure is sufficient to operate the Infotainment system.
- To ensure that 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.
- Not all listed function buttons and functions may be available due to the device software used in your market. An Infotainment button or function button being missing from the screen does not mean that the device is faulty.
- Some functions of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever additionally needs to be in park position (P) or the gear lever needs to be in the neutral position. This is not a malfunction, but simply a legal requirement.
- There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
- The radio needs to start up completely before all displays are available and before it is possible to run functions. The duration of a system start depends on the functional scope of the radio and can also take longer than usual particularly at low and high temperatures.
- Switch the ignition on before switching the radio back on if the vehicle battery has been disconnected.
- Changes to settings may cause the display content to vary and some aspects of the radio operation to differ from the descriptions given in this manual.
- The Infotainment system is permanently linked to the vehicle and marked with a security code . It therefore cannot be used in another vehicle.
- In order to ensure that the functionality of the system is not impaired, have any repairs or modifications to the Infotainment system performed only by a qualified workshop.
- Using a mobile device in the vehicle may cause noise from the speakers.
- In some countries, the Infotainment system is automatically switched off when the engine is switched off and when the vehicle battery charge level is low.
- High speeds, poor weather and poor road conditions, loud noise levels (also outside the vehicle) and also network quality may impair telephone calls in the vehicle.
- In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. The volume reduction can be adjusted in the vehicle.
- Information on the Infotainment system software and the licence conditions is stored in the radio: ► ~~MENU~~ or ~~SETUP~~ ► Copyright.
- If you sell your vehicle or loan it to somebody else, make sure that all data and files stored in the Infotainment system are deleted and that the SD card, external audio sources and data media are removed where applicable.

Security code

The Infotainment system may be protected against unauthorised use by a security code in some countries and with some unit versions.

Once the security code has been entered for the first time, it remains stored in the vehicle (convenience radio coding). If the security code needs to be manually cleared, please consult a Volkswagen dealership. This is the case, for example, if the Infotainment system has been installed in another vehicle.

If only the vehicle battery has been disconnected, switch on the ignition before switching the Infotainment system on again.

Energy management

If the battery voltage falls below the minimum on-board power supply voltage when the ignition is switched off and the Infotainment system is switched on, a signal sounds and an appropriate message appears on the screen. You should switch the Infotainment system off.

If the battery voltage continues to drop, the Infotainment system will switch itself off automatically.

Introduction to the topic

The "Composition" and "Composition Phone" are supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment and function buttons as well as the layout of the controls.

Device overview (Composition)

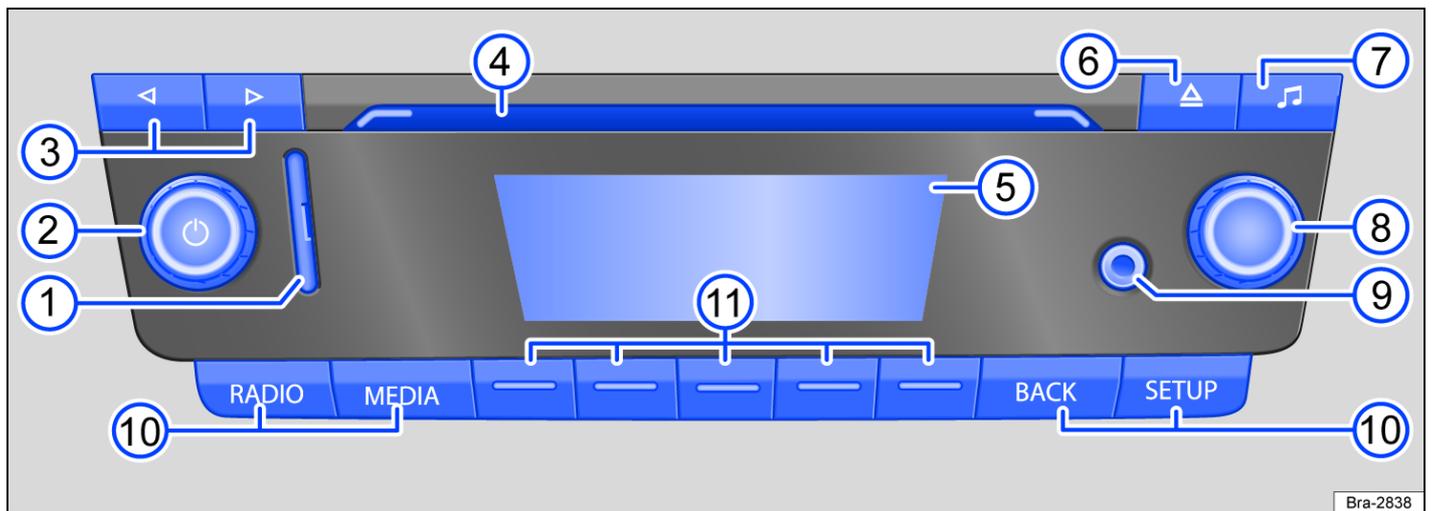


Fig. 1 Composition: overview of the controls

Multiple variants of the device are supplied and may differ in terms of the labelling and function of the Infotainment buttons.

- ① SD card slot: .
- ② Rotary/push knob: (*→ Rotary push-button*).
- ③ Arrow buttons: switch to the previous or next track.
- ④ CD drive: .
- ⑤ Screen: displays information .
- ⑥ CD eject button.
- ⑦ Sound and system settings: .
- ⑧ Menu button: .
- ⑨ AUX-IN socket: for connecting external audio sources.
- ⑩ Infotainment buttons (with label): for accessing the respective function (*→ Infotainment buttons*).
- ⑪ Function buttons (without label)

— Press the respective function button to use the function. The function varies according to the unit operating state.

Overview (Composition Phone)

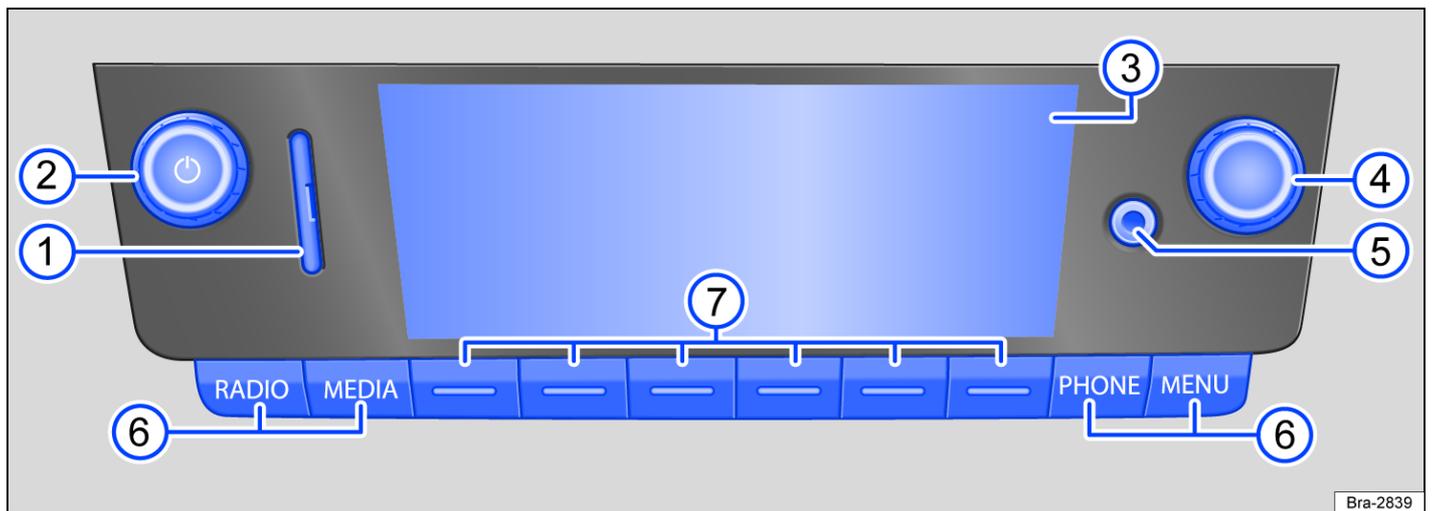


Fig. 1 Composition Phone: overview of the control elements.

- ① SD card slot: for inserting SD cards .
 - Carefully insert the SD card upright with the cut-off corner first into the SD card slot.
- ②  Rotary/push knob. ([→ Rotary push-button](#))
 - Press to switch on or off.
 - Turn to adjust the volume.
- ③ Screen: displays information.
 - Cleaning the screen . ([→ Infotainment system device overview](#))
 - Setting the screen brightness .
- ④ Menu control .
 - The function varies according to the unit operating state.
- ⑤ AUX-IN socket: for connecting an external audio source . ([→ AUX-IN socket](#))
- ⑥ Infotainment buttons (with label) . ([→ Infotainment buttons](#))
 - Press the respective Infotainment button to select a function.
- ⑦ Function buttons (without label).
 - Press the respective function button to use the function. The function varies according to the unit operating state.

Rotary/push button

The rotary/push button  → Fig. 1  is operated by *pressing* and *turning*.

Switching the Infotainment system on and off manually

Briefly *press* the rotary/push button  → Fig. 1 .

Switching the Infotainment system on and off automatically

Provided that it has not been switched off manually, the Infotainment system responds to the ignition being switched on or off.

Increasing or reducing the volume

After switching on, the Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume.

— Turn the rotary/push knob  (louder: clockwise, quieter: anti-clockwise).

Some volume control settings can be preset.

Muting

Any audio source currently being played is paused while the Infotainment system is muted.  may be shown on the screen.

— Turn the rotary/push knob  anti-clockwise until the audio source can no longer be heard.

Infotainment buttons

Infotainment buttons → Fig. 1  are operated by lightly *pressing* them or by *pressing and holding* them.

Composition:

RADIO: switches to radio mode and changes the frequency band in radio mode.

MEDIA: switches to media mode and changes the media source in media mode.

BACK: press to change back to the previous level in the menu.

SETUP: opens the settings menu for the active function.

Composition Phone:

RADIO: switches to radio mode and changes the frequency band in radio mode.

MEDIA: switches to media mode and changes the media source in media mode.

PHONE: opens the mobile phone interface. If no mobile phone interface is installed, the currently active audio source will be muted.

MENU: *press* to display additional functions in the current path (radio, media etc.).

Function buttons

The current function of a function button varies according to the unit's current operating state. The function assigned to a function button is always shown on the screen, above the relevant button. Press the function button to use the respective function.

Composition Phone: there are six function buttons without labels below the screen → Fig. 1 .

Menu control

The menu control → Fig. 1  can be turned or pressed. *Turning* the control allows you to browse lists or open lists of media tracks and radio stations, for example. *Pressing* the control opens marked entries, applies settings, and starts or stops functions.

Cleaning the screen

Switch off the Infotainment system to clean it → ⓘ.

Clean the screen → Fig. 1 ³ using either a soft, clean cloth moistened with clean water or a cleaning cloth available from a Volkswagen dealership → ⓘ.

Soften stubborn dirt with a cloth moistened with water without damaging the Infotainment system.

ⓘ NOTICE

Do not clean the screen when dry. This can cause scratches or permanent streaks.

- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the Infotainment system and "dull" the screen.
 - Exert only light pressure when cleaning the screen.
-

Trademarks, licences, copyright

The Infotainment system itself may contain further information .

Trademarks

Some terms in this manual are marked with the symbol ® or ™. These symbols are used to identify registered trademarks. However, the absence of these symbols does not constitute a waiver of the rights concerning any term.

- Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.
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This product is subject to certain intellectual property rights and copyrights owned by the Microsoft Corporation. The use or distribution of this type of technology outside this product requires a licence from Microsoft or an authorised Microsoft company.

Copyright law

Audio and video files stored on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

Menu and system settings (SETTINGS)

The range of possible settings in the Infotainment system depends on the variant and the country-specific vehicle model.

Observe the safety notes before making settings ([→ Introduction to the first steps](#)).

Opening the System settings main menu

- Press the **SETUP** or **MENU** Infotainment button → .
- To adjust the settings for a certain function, tap the appropriate function button.
- Changes are automatically stored when a menu is closed.

Function button and its function:

Screen: adjust screen settings.

Screen off (in 10 s): when this function is activated, the screen switches off if none of the buttons on the Infotainment system are pressed for about ten seconds. The screen is switched back on by tapping the screen or pressing an Infotainment button. Select to activate.

Brightness: adjust the brightness of the screen.

Show time in standby mode: the screen shows the current time when the Infotainment system is in standby mode. Select to activate.

Colour: here you can select the colour highlights for the screen.

Language: select the desired language for text and voice output.

Bluetooth: adjust settings relating to Bluetooth®.

Remove source safely: remove the relevant data medium from the system. The function button is greyed out once the data medium has been ejected from the system.

Factory settings: resetting to the delivery state deletes the chosen inputs and settings accordingly.

System information: display the system information (serial number, hardware and software versions).

Update software: update your software version.

Copyright: copyright information.

Time and date settings: make time and date settings.

Time: to set the current time.

Time format: select the format for the time display (12- or 24-hour).

Summer time: select daylight saving time. Select to activate.

Date: set the current date.

Date format: select the format for the date display (dd.mm.yy, yy-mm-dd or mm-dd-yy).

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never make changes to settings while the vehicle is in motion.

Sound and volume settings

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

Observe the safety notes before making settings ([-> Introduction to the first steps](#)).

Opening the Sound settings main menu

- Press the **SOUND** Infotainment button → .
- OR: press the **SETUP** Infotainment button and then select **Sound**.
- To adjust the settings for a certain function, tap the appropriate function button.
- Changes are automatically stored when a menu is closed.

Function button and its function:

Volume: adjust volume settings.

Maximum switch-on volume: defines the maximum volume at switch-on.

Announcements: defines the output volume for announcements (e.g. traffic announcements).

Adjusting the volume settings (GALA): to define the scope of the speed-dependent volume control. The audio volume is automatically increased as the vehicle speed increases.

AUX volume: defines the output volume for audio sources that are connected via the AUX-IN socket (Quiet, Medium or Loud).

Bluetooth audio

: to set the output volume for audio sources connected via Bluetooth® (Quiet, Medium or Loud).

Balance or **Balance - Fader**: sets the sound focus. The crosshair shows the where the sound is currently focused in the interior. To move the sound focus, tap the required position on the interior view or use the arrow buttons to change the position in steps. To place the focus of sound at the centre of the interior view, tap the function button between the arrows.

Bass - Mid - Treble: sets the tonal quality (Bass - Mid - Treble).

Speed-dependent volume control

The speed-dependent volume control automatically adjusts the volume in line with the speed of the vehicle.

The level the volume increase is set in steps.

If a low value is set, the volume increases only slightly as the speed of the vehicle increases. At a high setting the volume increases further. Speed-dependent volume adjustment is switched off at 0.

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never make changes to settings while the vehicle is in motion.

Making sound settings

— To adjust the settings for a certain function, tap the appropriate function button.

— Continuously adjustable settings are made with a slider .

Function button and its function:

Volume: adjust volume settings.

Announcements

: set the volume of traffic announcements.

**Navigation
announcements**

: set the output volume for acoustic navigation recommendations.

Maximum switch-on volume: set the maximum switch-on volume.

**Volume
adjustment**

: define the speed-dependent volume adjustment. The audio volume is automatically increased as the vehicle speed increases.

**Entertainment fading while
parking**

: the playback volume of audio sources is lowered when parking.

**Entertainment fading
(nav. announcements)**

: the playback volume of audio sources is lowered during navigation announcements.

Voice control

: set the output volume for voice control.

Touchscreen tone: activates the confirmation tone that sounds when a function button is tapped on the screen.

**No navigation announcements during
calls**

: no acoustic navigation recommendations are issued during a telephone call.

**Dynaudio sound
character**

: select or set the sound character.

Individual: personalise the tone settings by moving the sliders .

Profile: there are four preset sound profiles available for selection (**Authentic**, **Soft**, **Dynamic** or **Speech**). Select the desired tone profile by tapping it.

**Dynaudio sound
focus**

: set the sound focus (balance - fader).

Individual: set the sound focus. The crosshair shows the where the sound is currently focused in the interior. To move the sound focus, tap the required position on the interior view or use the arrow buttons to change the position gradually. To place the focus of sound at the centre of the interior view, tap the function button between the arrows.

Profile: there are four preset sound focus areas available for selection (**Front left**, **Front right**, **Rear** or **Front + Rear**). Select the required sound focus area by tapping it.

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 or Level 2 or Level 3.
- 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 or Level 2 or Level 1.

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never make changes to settings while the vehicle is in motion.

Introduction to the topic

The use of the Infotainment system as described here is subject to the relevant country-specific regulations and statutory requirements.

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.



The radio stations are responsible for the content of the information sent.

RADIO main menu



Fig. 1 Illustration: RADIO main menu.

When the Infotainment system is switched on, press the  Infotainment button. Radio mode switches on. Press another Infotainment button to exit the main menu.

Radio-specific functions, displays and symbols

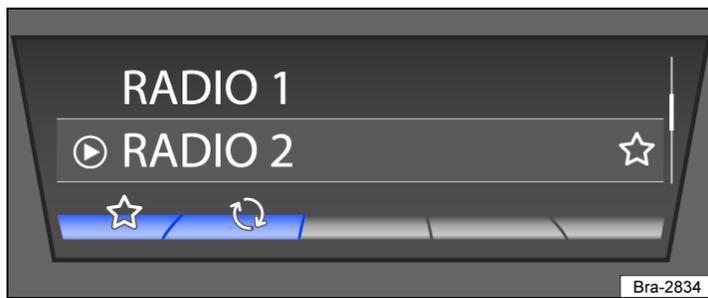


Fig. 1 Illustration: list of stations with update option.

The function buttons, displays and symbols shown vary according to the Infotainment system and the country-specific vehicle model.

Function buttons and their meaning in the RADIO main menu:

 There are nine spaces available in the memory for each frequency band (FM, AM and DAB).
to
 To save stations, press and hold one of the station buttons until a signal tone sounds (already assigned station buttons are overwritten). You can only listen to a stored station if it is available in your current location.

 Updates the list of stations manually (only available for AM frequencies or DAB).
The station list is updated automatically in the FM and DAB frequency bands.

 Select the frequency band.

 No DAB reception possible.

 Denotes a station from the station list that has already been assigned to a station button.

 Go to the station button.

TP TP traffic news active. Traffic news can be received.

No
TP No traffic news station can be received.

RDS off: the RDS radio data system is deactivated. RDS can be activated in the FM settings menu.

FM, AM and DAB: different frequency bands. Some frequency bands are not available in some countries; in certain countries where they are currently available, they may be suspended, deactivated or no longer available.

: cancel a function.

: deactivate a function.

Digital radio operation (DAB, DAB+ and DMB audio)



Fig. 1 Illustration: selecting a memory level and frequency band (RADIO main menu).



Fig. 2 Illustration: station buttons displayed (RADIO main menu).

The DAB radio receiver supports the standards DAB, DAB+ and DMB audio.

In Europe, digital radio is transmitted via Band III frequencies (174 MHz to 240 MHz) and the L band (1,452 MHz to 1,492 MHz).

The frequencies of the two bands are referred to as "channels" and each has a channel name (e.g. 12 A).

Several DAB stations on one channel plus available additional services together form an "ensemble".

DAB additional stations

Some DAB stations provide additional stations on a temporary or continuous basis (e.g. for sport event broadcasts).

If an additional station is available, this will be indicated by ► next to the station name.

— Select the additional station from the station list or press the corresponding preset button if the corresponding main station has been stored.

The name of the tuned additional station is displayed in the DAB main menu to the right beside the shortened name of the DAB main station.

Additional stations cannot be stored.

Automatic station tracking: changing from DAB to FM

DAB is currently not available in all areas. In areas without DAB, 📶 is displayed in DAB radio mode.

In the DAB settings menu the unit can be configured to switch to the FM frequency band when required for automatic station tracking.

If reception of the selected DAB station is lost (e.g. DAB is unavailable), the Infotainment system will attempt to find the station on the FM frequency band and tune in to it.

Automatic station tracking between frequency bands will only work if the DAB station and the FM station transmit the same station identifier or the DAB signal indicates a corresponding station on the FM frequency band.

If the reception of the selected DAB station is lost and the station cannot be found on the FM frequency band, the radio will be muted.

TP (Traffic Programme)



Fig. 1 Composition Phone: TP function switched on.



Fig. 2 Composition: TP function switched on.

Traffic news monitoring with the TP function is only possible if a traffic news station is available. Press the **TP** function button to activate the function.

Some stations that do not broadcast their own traffic news support the TP function through a link to a traffic news station (EON).

Incoming traffic announcements will interrupt the active audio mode.

During a traffic announcement, a pop-up window is displayed and the radio is switched to the traffic news station (EON) if required.

Media mode is paused and the volume is adjusted to the preset level ([-> Setup settings](#)).

Adjusting the settings

The function buttons shown here depend on the device and are not available in all countries.

Function buttons and their meaning in the settings menu:

, ,  or : deletes individual entries, selected entries or all entries according to the selection made.

: opens the sound and volume control settings menu ([→ Setup settings](#)).

: define whether the arrow buttons  and  should switch through all stored stations or all receivable stations. The setting is adopted for all frequency bands (FM, AM, DAB).

: all stored stations on the selected frequency band can be browsed with the arrow buttons.

: all available stations on the selected frequency band can be browsed with the arrow buttons.

 (TP): TP function (traffic news). An incoming traffic announcement will interrupt the active radio and media mode. Select to activate. Applies for all frequency bands.

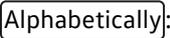
: deletes some or all stored stations.

: all stored stations in the corresponding frequency band will be deleted.

To delete individual stations, select the desired preset (e.g. ,  or ). Then tap the station button of the station you wish to delete.

: displays text information relating to the station, current track, etc. on the screen; not supported by every station. Select to activate.

: set the sorting order of stations in the station list:

: sorts stations in alphabetical order.

: sorts stations by groups.

 (FM):

: define the settings for automatic station tracking with RDS.

: the unit only switches to alternative frequencies for the selected station that broadcast the same regional service.

: the unit always switches to the station's frequency that currently offers the best reception. As a result, regional programmes may be interrupted.

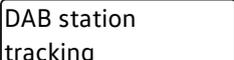
 (AF): automatic station tracking via RDS. Select to activate.

 (RDS): radio data system (RDS) with the traffic news (TP) and radio text functions. Select to activate.

 (DAB):

: DAB announcements (news, sport, weather, warnings etc.) will interrupt the current DAB radio mode. Select to activate.

: are played like TP traffic announcements. Select to activate.

: automatic station tracking within the DAB frequency band. Select to activate.

: allows the system to switch to the FM frequency band during automatic station tracking. Select to activate.

Introduction to the topic

The term “audio sources” is generally used for data media or any media on which music tracks, audio plays or other audio files are stored. You can play back via the media drives and cable-connected or wireless connections of the Infotainment system.



No liability can be accepted for damaged or lost files on data media.



The owners of the audio sources or data media are responsible for their content.

Opening and closing the main menu

— When the Infotainment system is switched on, press the **MEDIA** Infotainment button once.

Media mode is switched on and playback of the last-played media source is resumed at the last-played position.

— To exit the main menu, either press the **MEDIA** Infotainment button again (return to the previous main menu) or press another Infotainment button.

Changing the media source

— In the *MEDIA* main menu, press the  Infotainment button as often as required to switch between the available media sources.

Media sources not currently available are shown as inactive (grey) in the pop-up window.

The media source currently playing is displayed on the screen.

The *MEDIA* main menu will indicate if no media source is available.

If a media source that has already been played is selected again, playback is resumed from the point that was last reached.

Composition: when a media source that has already been played is selected again, playback is resumed from the point that was last played (*exception*: .

Composition Phone: when a media source that has already been played is selected again, playback is resumed from the point that was last played (*exception*: AUX ([→AUX-IN socket](#))).

Requirements for data media and files

Factory-fitted CD drives conform to safety class 1 according to DIN IEC 76(CO) 6/ VDE 0837.

The listed supported file formats listed are collectively referred to below as "audio files". A CD containing audio files of these types is referred to as an "audio data CD".

If the audio data CDs played contain additional track information (CD text , ID3 tag for MP3 files), this can be displayed on the screen.

Media source	File system	Requirements for playing in the unit
 Audio CDs (up to 80 minutes).	-	- CD Digital Audio specification  .
 CD-ROM, CD-R and CD-RW audio data CDs up to max. 700 MB(megabytes).	ISO 9660 Level 1 and 2, Joliet or UDF 1.02, 1.5, 2.01	- MP3 files (.mp3) with bit rates of between 32 and 320 kbit/s or with variable bit rate. - WMA files (.wma) up to 9.2 mono/stereo without copy protection. - Playlists in the formats M3U, PLS, ASX and WPL. - Playlists no larger than 20 kB and containing no more than 1,000 entries. - File name and path information no longer than 256 characters.
 SD and MMC memory cards up to 2 GB (gigabytes).  SDHC memory cards up to max. 32 GB.	FAT16, FAT32 and exFAT	
 SDXC memory cards up to max. 256 GB.		
Various generations of iPods™, iPads™ and iPhones™.		- Only with Apple Dock Connector or Lightning Connector connected to USB port  (→ USB connection).
 Audio file playback via Bluetooth®.		- The external media player must support the A2DP Bluetooth® profile.
Playback of external audio sources via AUX-IN.		- External audio source connected to AUX-IN socket (→ AUX-IN socket).

Playing order of files and folders

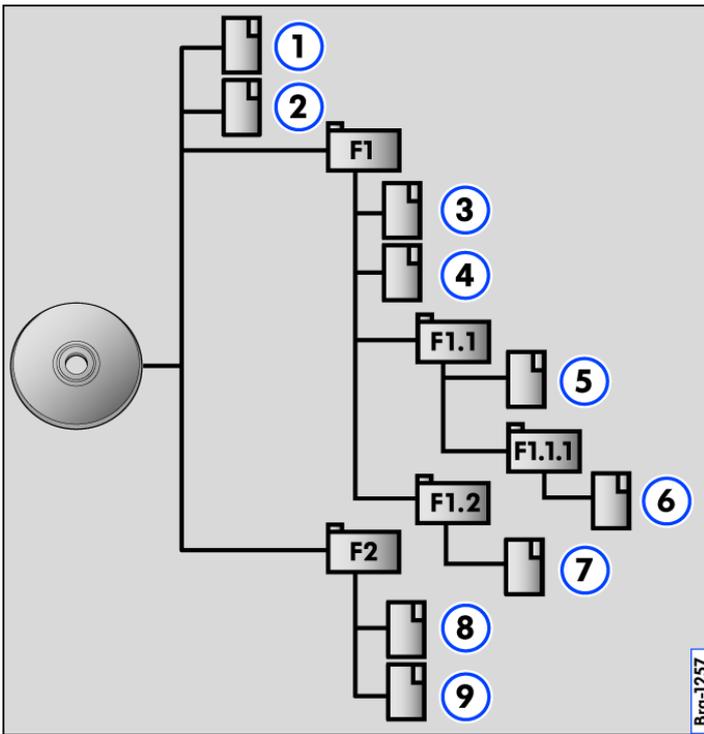


Fig. 1 Possible structure on an audio data CD

Audio files on data media are often sorted by folders and playlists to determine a certain playing order. Tracks, folders and playlists on a storage device are each sorted by name numerically and alphabetically. The illustration shows a typical audio data CD that contains tracks, folders and subfolders → Fig. 1

The tracks are played in the following order

- Tracks 1 and 2 in the CD's root directory.
- Tracks 3 and 4 in the first folder F1 in the CD's root directory.
- Track 5 in the first subfolder F1.1 of the folder F1.
- Track 6 in the first subfolder F1.1.1 of the subfolder F1.1.
- Track 7 in the second subfolder F1.2 of the folder F1.
- Tracks 8 and 9 in the second folder F2.

 The playing order can be changed by selecting different playback modes.

 Playlists are not played automatically. They must be selected using the track selection menu ([→ Media track selection](#)).

Selecting tracks from the track list

- Touch the  function button to open the track list in the *MEDIA* menu.
- OR: turn the menu control. The track that is currently playing is highlighted.
- Search through the track list and tap the desired track.

If track information is available, the track name and number(audio CD) or file name (MP3) are displayed instead of Track + No.

. The track list may not be supported by the source.

Changing tracks in the MEDIA main menu

The tracks of the media source listened to can be switched through one after another with the arrow buttons.

You cannot switch to playback from a playlist using the arrow keys. Playback from a playlist must be started manually via the track selection menu ([→ Media track selection](#)).

Displays and symbols

Tracks, folders and playlists can also be selected by turning the menu control, and can then be loaded or opened by pressing the control.

Function button, displays and meaning:

-
-  Opens the track list.
-
-  One folder level higher. Composition Phone: in the folder view, above button  there is an option available to select another audio source.
-
-  Opens the Sources menu. Touch to select the media source in question. Indicates the media source currently selected. Touch to switch the media source or to switch to the Sources menu. The following media sources can be selected:
-  or  CD: CD drive ([→ CD drive](#)).
 -  or  SD card: SD card ([→ SD card slot](#)).
 -  or  USB: external data medium connected to USB port ([→ USB connection](#)).
 -  or  AUX: external audio source connected to the AUX-IN socket ([→ AUX-IN socket](#)).
 -  or  BT audio: external media player connected via Bluetooth® ([→ Bluetooth](#)).
-
-  Tap the function button to open the parent folder of the current folder on the media source. The name of the current folder will be displayed to the right of the symbol.
-
-  *Press briefly once.* If the playing time is shorter than 3 seconds, the system goes to the start of the previous track.
OR: If the track playing time is 3 seconds or longer, the system goes to the start of the current track.
-
- Press and hold:* fast reverse.
-
-  *Press briefly once:* skip to the next track. Changes from the last track to the first track on the data medium that is being played.
-
- Press and hold:* fast forward.
-
-  Playback stops. The  function button changes to .
-
-  Starts playback at the first track.
OR: Continues playing the track. The  function button changes to .
-
-  Opens the settings menu ([→ Media mode](#)).
-
-  Touch to switch between the available track playback modes in sequence.
-  Repeat current track.
-  Repeat all tracks. All tracks on the same memory level as the current track will be repeated. If Mix/repeat including subfolders is activated in Media settings, subfolders are also included ([→ Media mode](#)).
-
-  Random play. The  function button changes to .
- All tracks on the same memory level as the current track are included. If Mix/repeat including subfolders is activated in Media settings, subfolders are also included ([→ Media mode](#)).
-
-  Closes track list.

Adjusting the settings .

Function button and its function:

Mix/repeat including subfolders: include subfolders in the selected playback mode. Select to activate.

Select Bluetooth device: opens the Bluetooth settings menu.

Introduction to the topic

Some functions and settings are available only when the vehicle is stationary and are not supported by all mobile devices. App use is currently only possible in the Composition Phone and only in some countries.

Prerequisites

- Your mobile device is connected to the Infotainment system via Bluetooth® ([→ Bluetooth](#)).
- The Volkswagen app for connecting the mobile device to the Infotainment system is installed on your mobile device.

Starting app use

- Start the Volkswagen app on the mobile device.
- Start app use in the Infotainment system: **MENU** or **SETUP** ▶ **App use**.

The navigation system is operated via the connected mobile device.

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never make settings or run functions while you are driving.

Main menu

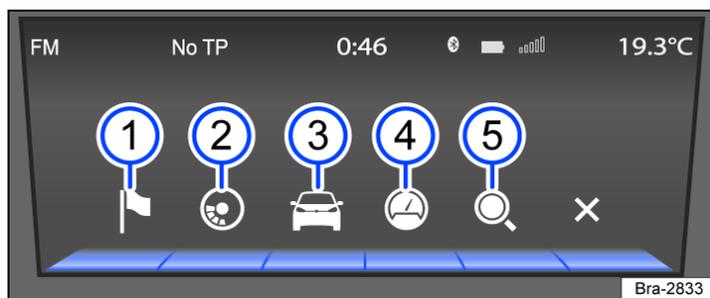


Fig. 1 App-Connect main menu.

Key to → Fig. 1:

- ① Display of navigation via the mobile device with navigation announcements via the radio.
- ② Display for the ThinkBlue trainer.
- ③ Display of trip data.
- ④ Display of rev counter, etc.
- ⑤ Start search in app.
- × Disconnect from Volkswagen app.

Functions

To change the audio source on the Composition Phone, the link to app use needs to be disconnected → Fig. 1 . Playback via the mobile device is then ended.

You have the following possibilities once the mobile device has been connected:

Mobile device in radio mode:

— Press  to use the radio function in the Volkswagen app.

Mobile device in media mode:

— Press  to use the media function in the Volkswagen app.

Media sources played via the connected mobile device are relayed via the vehicle loudspeakers.

You can switch the media source on the mobile device as required.

Navigation information

— Press the  function button to start navigation in the Volkswagen app → Fig. 1 , → .

Acoustic navigation information is relayed via the vehicle loudspeakers. For this purpose, also observe the instructions under Adjusting the volume.

The navigation system is operated via the connected mobile device.

Using the telephone

— Press  to use the telephone function in the Volkswagen app.

The navigation system is operated via the connected mobile device.

Adjusting the volume

The vehicle loudspeakers are used for playback of media, navigation announcements and telephone calls relayed via the connected mobile device.

The output volume can be changed using the volume control .

In addition, the volume of the navigation announcements can be controlled in the Sound settings menu ([→ Sound settings](#)).

When the Infotainment system is muted (display: ) , any media source being played via the mobile device connected will also be stopped.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

Introduction to the topic

The CD drive and the SD card slot are called media drives in this manual. The type and quantity of the media drives are country-specific and vehicle-specific and may differ both within a model series and for a special-edition model.

CD drive

Only round standard CDs with a diameter of 12 cm (4.7 inches) may be inserted into the CD drive. The CD drive can play both audio CDs and audio data CDs. Please observe the requirements for data media and files ([→ Media mode](#)).

Uneven road surfaces and strong vibrations may cause the playback to jump.

When the temperature inside the Infotainment system is too high, loading and playback of CDs will be disabled.

When an audio CD without CD text is playing, only TRACK and the track number (corresponding to the playing order on the data medium) are displayed in the centre line of the screen. If the audio files played contain additional track information (CD text , ID3 tag for MP3 files), it may be displayed on the screen.

Inserting a CD

- Hold the CD with the printed side facing up.
- Push the CD into the CD drive only to the point where it is drawn in automatically.

When the CD is inserted, playback will start automatically.

Ejecting a CD

- Press the CD eject button .

The CD in the drive will be ejected and must be removed within approximately 10 seconds.

For safety, the CD will be drawn back into the player if it is not removed within appropriately 10 seconds, but the unit will not switch to CD mode.

CD read error or fault

A message will be shown on the screen if the data on an inserted CD cannot be read or the CD is faulty.

-  If you insert a number of different CDs and receive an error message every time, contact a qualified workshop.

SD card slot

Only SD cards with a physical size of 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches) or 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches) can be inserted into the SD card slot.

— Do not use SD card adapters.

Only audio files that can be played back are displayed and played. Other files will be ignored.

An inserted SD card is indicated by  at the bottom of the screen.

Inserting an SD card

— Carefully insert a compatible SD card upright with the cut-off corner first into the SD card slot until it locks into place.

If an SD card cannot be inserted, ensure that it is positioned correctly and is compatible with the unit.

Playback starts automatically if audio files are stored on the SD card and can be read.

Removing an SD card

— Stop playback.

— Run the Remove source safely action in the system settings.

— Press the inserted SD card lightly. The SD card “jumps” out of the slot.

— Remove the SD card.

SD card not readable

If data on an inserted SD card cannot be read, you will not be able to switch to SD card mode.

A corresponding message may be displayed.

Introduction to the topic

In the chapter about the mobile phone interface, the following devices are referred to as telephones:

- Mobile devices
- Mobile telephones

The telephone functions described in the following section can be selected via "Composition Phone" if a mobile device is paired and connected with it.

The requirement for a connection between a mobile device and "Composition Phone" is that the mobile device supports the Bluetooth® function.

If no mobile device is connected, the telephone functions are not available on "Composition Phone".

Observe the information on using mobile devices in the vehicle ([→ *Mobile communication in the vehicle*](#)).

The screen displays for the individual telephone menus depend on the functional scope of the telephone being used. There may be differences.

Use compatible Bluetooth® devices only. Information on compatible Bluetooth® products is available from your Volkswagen dealership or online.

Most electronic devices are shielded against high-frequency signals. In rare cases, however, electronic devices may not be shielded against radio-frequency signals emitted by the mobile phone interface. This can cause interference.



Observe country-specific regulations when using a headset.



Using a telephone in the vehicle may cause noise from the loudspeakers.

Before using for the first time

After the Infotainment system has been reset to its factory settings, you should carry out the following steps before using it again for the first time in order to set up the mobile phone interface:

Checklist

- ✓ Observe general safety notes .
 - ✓ Check whether your telephone is suitable and supports Bluetooth®.
 - ✓ Activate Bluetooth® on the telephone and set it to visible.
 - ✓ Pairing and connecting a telephone to the "Composition Phone".
 - ✓ Familiarise yourself with the functions and telephone menus.
-

Areas where special regulations apply

Switch off the telephone and mobile phone interface in areas with a risk of explosion. These areas are often clearly marked, but not in all cases. They include, for example:

- Areas immediately around chemical pipelines and tanks.
- Lower decks of ships and ferries.
- The areas 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 vehicle engine must be switched off.

WARNING

Switch off telephones in areas with a risk of explosion.

NOTICE

Your telephone must always be switched off in areas where special regulations apply and when the use of telephones is forbidden. The radiation produced by the telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Pairing and connecting a telephone to the mobile phone interface

Before the mobile phone interface can be used, a one-time pairing process between the Infotainment system and the telephone must be carried out to connect both units. Here, a user profile is created in the mobile phone interface to which the telephone is unambiguously assigned.

Each telephone must be paired once with the mobile phone interface via Bluetooth®.

The pairing process takes a few minutes. Pairing only works when the vehicle is stationary.

Prerequisites

- Switch on the ignition.
- The telephone is switched on.
- If a headset is connected to the telephone, disconnect it.
- Activate the Bluetooth® function or set it to visible on the telephone and the Infotainment system.
- On the telephone, end active calls as well as any Bluetooth® connections which may switch on automatically.
- Disable automatic button lock and screen saver.

Observe the operating manual for the telephone.

Entries have to be made on the telephone keypad during the pairing process. The telephone must be at hand for this.

Starting pairing of telephone

- Press the  Infotainment button.
- Press the function button next to the Find telephone display.

Once the search process is complete, the names of all Bluetooth® devices found will be displayed on the screen.

- Select the telephone to be paired from the list of Bluetooth® devices.

The Infotainment system and the telephone are now connected to each other. Further input may be required on the telephone and Infotainment system to complete the connection process.

- If necessary, confirm the pairing on the telephone.

Depending on the telephone:

- On the telephone, enter the PIN code displayed on the Infotainment system and confirm it.
- OR: compare the PIN code displayed on the Infotainment system screen with the PIN code displayed on the telephone. If the PIN code matches, it has to be confirmed on both devices.

The *PHONE* main menu is displayed and the telephone book and the call lists stored in the telephone are loaded automatically once pairing has been completed. You may need to confirm this on the telephone.

The time taken by the loading process varies depending on the amount of data stored in the telephone. These data are available on the Infotainment system once the loading process is completed.

Pairing and connecting telephones

Several telephones can be paired with the Infotainment system, but only one telephone can be connected to the Infotainment system at one time.

When the Infotainment system is switched on, a connection is automatically set up with the telephone that was connected last. If no connection can be established with this telephone, the mobile phone interface automatically attempts to establish a connection with the next telephone in the list of paired devices.

Bluetooth® connections have a maximum range of approximately ten metres. Any active Bluetooth® connection is interrupted when this distance is exceeded. The connection is automatically restored as soon as the device enters the Bluetooth® range.



Please contact a Volkswagen dealership for additional information about pairing and connecting telephones.

Switching off the mobile phone interface

- End any active telephone call.
- Switch off the ignition.
- Remove the vehicle key from the ignition lock. The mobile phone interface is switched off if there is no active telephone call.



If a telephone was connected to the mobile phone interface, the telephone transmitter will remain switched on after the mobile phone interface is switched off. The telephone may need to be switched off.

Introduction to the topic

Some functions and settings are available only when the vehicle is stationary and are not supported by all telephones.

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The availability of contacts and call lists depends on the mobile phone being used.



Some networks might not support all language-specific characters and services.

PHONE main menu

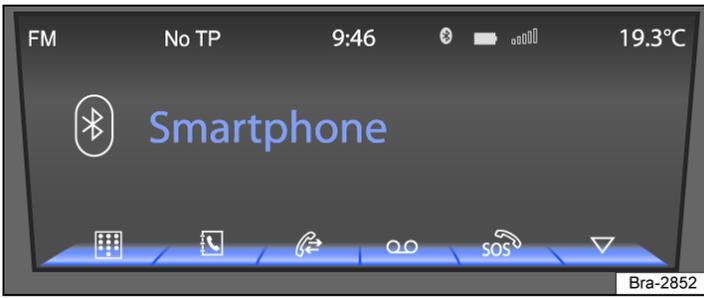


Fig. 1 Connected telephone.

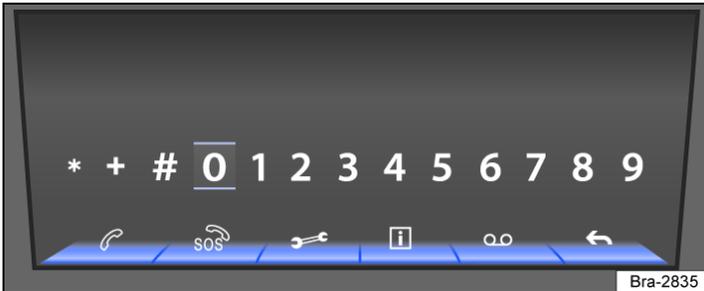


Fig. 2 Selecting telephone numbers while phones are paired

It takes a few minutes after the first pairing process until the telephone book data from the paired mobile device is available on the "Composition Phone".

— Press the ~~PHONE~~ Infotainment button to open the PHONE main menu.

Symbols and their meaning

The symbols and functions shown are not available in all countries.

General symbols:

-  Indicates an existing Bluetooth® connection to a telephone.
-  The charge level of the connected telephone.
-  Signal strength of the current mobile transmitter station.
-  Open the telephone book in the paired telephone.
-  Open the keypad for dialling numbers.
-  Listen to the mailbox.
-  Dials the emergency call number.
-  Open the favourites view.
-  Connects to the Volkswagen Breakdown Service.

-  Opens Volkswagen information hotline.

-  Leaves submenu.

During a telephone call:

-  Mute: press the function button next to this symbol to mute the ringtone during a call. Tap the function button again to unmute the ringtone.
-  Press the function button next to this symbol to accept a call.
-  Tap the function button next to the display to end a call or to reject an incoming call.
-  Press the function button next to this symbol to switch off the microphone of the mobile phone interface during a call. Tap the function button again to unmute the microphone.
-  Send DTMF tones (e.g. to control an answering machine).

Call lists:

-  Open the call lists of the paired mobile phone and select the desired one → *Call lists menu*.
-  Shows telephone numbers that were dialled on the telephone and the mobile telephone interface.
-  Shows telephone numbers that were accepted on the telephone and the telephone control system.
-  Shows telephone numbers from missed calls and calls not taken.

Adjusting the settings .

Function button and meaning:

Select telephone

Select the telephone from the list view to connect it to the Infotainment system.

Find telephone

User profile

Opens the User profile settings menu

Delete favourites: deletes stored favourites

Mailbox no.: Enter here.: stores mailbox number.

Contact display name Name: set sort order of contacts

Remember your telephone: activate or deactivate the message about the telephone when you switch off the ignition.

Select
ringtone

: selects a ringtone (only if no ringtone is transferred from the telephone)

Introduction to the topic

Some functions and settings are available only when the vehicle is stationary and are not supported by all telephones.

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

Up to 20 devices can be paired with the telephone control system.

One device at a time can be connected via the hands-free profile (HFP) or audio playback profile (A2DP) → *Pairing and connecting telephones*.



Using a telephone in the vehicle may cause noise from the loudspeakers.

Bluetooth®

Bluetooth® technology is used to connect a telephone to the mobile phone interface of the vehicle. A one-time pairing process has to be carried out before the mobile phone interface can be used with a Bluetooth® mobile phone.

Some Bluetooth® mobile phones are detected and connected automatically when the ignition is switched on if a connection existed previously. For this to happen, the telephone itself and the Bluetooth® function in the telephone must be switched on and all active Bluetooth® connections to other devices must be disconnected.

The Bluetooth® connection is free of charge.

Bluetooth® profiles

When a telephone is connected to the mobile phone interface, data is exchanged via one of the Bluetooth® profiles.

- Bluetooth® hands-free profile (HFP): if a mobile phone is connected via HFP to the mobile phone interface, you can make calls wirelessly via the hands-free system. Observe the information on using mobile devices in the vehicle ([→ *Mobile communication in the vehicle*](#)).
- Advanced audio distribution profile (A2DP): Bluetooth® profile for transferring audio signals in stereo quality.

Telephone book menu

It can take a few minutes after the first pairing process until the telephone book data from the telephone are available on the radio.

Opening and searching the telephone book

- Press the function button next to the display  to open the telephone book.
- Turn the menu control to scroll up or down in the telephone book. A telephone book entry is always marked as you turn it.
- OR: use the Infotainment buttons  or  to browse through the entries.
- Press the menu control briefly to select the required telephone book entry.

If only one number is assigned to the selected phone book entry, the dialling process will start immediately.

If two or more telephone numbers are stored for the selected telephone book entry, a submenu with all stored telephone numbers will open. Select the required telephone number to start dialling.

Closing submenu or telephone book

- Press the  function button briefly.
- OR: briefly press the  Infotainment button.

The display always switches back one level, i.e. from a submenu to the telephone book and from the telephone book to the PHONE main menu.

Call lists menu

For telephone numbers that are already stored as contacts, the stored name is displayed in the call list instead of the telephone number.

Opening the call lists menu

- Press the function button next to the display  to open the call lists menu.
- Turn the menu control to scroll up or down the call lists menu. An entry is always marked as you turn it.
- OR: use the Infotainment buttons  or  to browse through the entries.
- Briefly press the menu control to select the required entry and start dialling.

Favourites

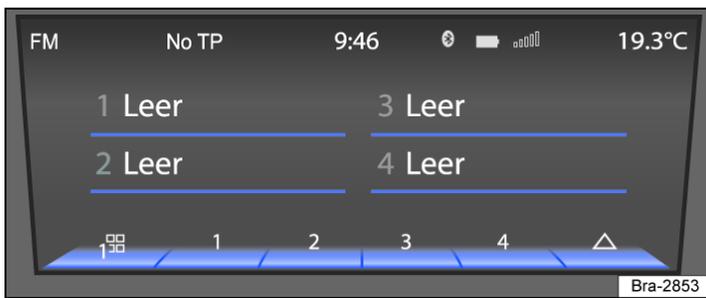


Fig. 1 Favourites view

Favourites view:

Press the  function button → *Fig. 1* to switch to your favourites. Pressing an empty favourite entry will take you to the address book where you can select a contact to add as a favourite. Selecting a favourite will dial the number saved.

Cyber security

Control units for data transmission, interfaces, and also media and diagnostic connections are connectivity components via which information and data can be exchanged between the vehicle and external devices or the internet → . The connectivity components that are not included in all vehicles are, in particular:

- Diagnostic port.
- Control unit with built-in eSIM card (OCU).
- Mobile phone interface.
- Media Control.
- App-Connect.
- Wi-Fi hotspot.
- NFC radio technology.
- Bluetooth® interface.
- USB port.
- AUX-IN socket.
- SD card slot.
- SIM card slot.

Connectivity components are the key elements for cyber security. In addition to other control units, connectivity components in particular are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile devices, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

You too can actively reduce the risk of unauthorised access to vehicle systems and functions:

- Use only data media, Bluetooth devices and mobile devices in the vehicle than do not contain manipulated data or malware.
- Have the vehicle serviced, repaired and maintained only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

WARNING

Computers, data media and mobile devices that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- In addition to the well-known precautions for using the Internet, you should protect your computer, media, and mobile devices with suitable anti-virus software.
- Regularly update the appropriate anti-virus program with the updates or upgrades provided by the provider.

WARNING

In spite of the security mechanisms installed in the vehicle, it is not possible to fully exclude the risk of unauthorised access by malware or an internet attack on vehicle functions and control units. Malware that has infected the vehicle can influence or deactivate control units and vehicle functions, or can take over control and lead to serious accidents and fatal injuries.

- Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile devices.
- If the vehicle functions or reacts differently than normal or behaves in an unusual way, reduce your speed(if possible) immediately and in a controlled manner and go immediately to the nearest qualified workshop or seek expert assistance, e.g. tow recovery.

Introduction to the topic

Description

- A mobile phone connection is only necessary to purchase the function on demand, the activation itself and to activate the function on demand.
- Functions on demand with an online and offline component require a permanent mobile phone connection for them to be carried out.

Functions on demand and equipment for the vehicle are described either in this Owner's Manual, in the Infotainment system, on the Volkswagen website or in your Volkswagen 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 Volkswagen We Connect contract.

Prerequisites for activating functions

- A suitable Infotainment system.
- Compatibility and performance of the hardware available in the vehicle.
- There is a valid We Connect contract between you and Volkswagen.
- The vehicle is assigned to your We Connect user account.
- Sufficient mobile reception at the current location of the vehicle.
- The electrical system in the vehicle is ready for use.
- The vehicle battery has a sufficient charge level.
- Factory-installed online connectivity unit or in some countries the Volkswagen We Connect control unit.

Steps for activation

Choose a time for the activation when the vehicle does not have to be driven by yourself or other users .

- Switch on the ignition.
- Confirm software installation in the Infotainment system.
- Observe the information on the Infotainment system during activation.

After successful 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 completed activation. Observe the instructions if activation was not successful.

Troubleshooting

Where can I get functions that can be activated?

From an online shop accessible via your Volkswagen We Connect user account.

Depending on equipment, functions can also be purchased, enabled 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.

Introduction to the topic

Prior to use, Volkswagen Car-Net has to be activated online by concluding a Car-Net contract with Volkswagen AG. The contract is subject to a country-specific time restriction.

An internet connection connects the vehicle to the computer or mobile device.

Both the Car-Net portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

You can find the procedure for creating a user account, the service description and further information on Volkswagen Car-Net in Europe and Japan at www.volkswagen.com/car-net. The scope and availability of Car-Net services and service portfolios may vary depending on the country, the vehicle, and the equipment.

The voice or search recognition technology for Volkswagen Car-Net® does not recognise and return search results for all words. For example, Google Speech Recognition includes a "Safe Search" feature that prevents the display of search results if (even accidentally) vulgar terms are detected.

Activating Volkswagen Car-Net

Volkswagen Car-Net can be activated at www.volkswagen.com/car-net or, for some vehicles, directly in the Infotainment system:

Step 1: Create a user account.

Step 2: Add a vehicle to your user account.

Step 3: Order Volkswagen Car-Net.

Step 4: Activate Volkswagen Car-Net.

Service description

Read and observe the service description before using Volkswagen Car-Net services. Service descriptions are updated from time to time and made available online.

— Always use the latest edition of the relevant service description.

WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- If possible, go to another location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and damaging third-party applications.
- Malicious software on data media, computes, tablets and mobile devices.

Services portfolio

The initial assignment of services listed here corresponds to the status as of March 2019 and represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

 You can find information on which Car-Net services are actually included in the portfolio at the time when you conclude or renew your contract at www.volkswagen.com/car-net.

Guide & Inform services

Maximum possible scope. Not available in all vehicles and countries.

- 3D City Maps.
- Vehicle Health Report.
- Hybrid Radio.
- Internet Radio.
- Parking Position.
- News (RSS feeds).
- My Points of Interest (PPOI)
- Weather.
- Parking Spaces.
- Satellite Maps.
- Filling Stations.
- Online Gracernote.
- Online Map Update.
- Online Route Calculation.
- Online POI search (voice control).
- Online POI search (text input)
- Online Destination and Route Import.
- Online Traffic Information.
- Time Manager.

Security & Service services

Maximum possible scope. Not available in all vehicles and countries.

- Departure Times
- e-Manager → *Security & Service services.*
- Charging → *Security & Service services.*
- Air Conditioning → *Security & Service services.*
- Automatic Accident Notification.
- Driving data.
- Vehicle status.
- Vehicle Health Report.
- Emergency Call Service.
- Breakdown Call.
- Parking Position.
- Service Scheduling.

- Doors & Lights.
- Area Alert.
- Speed Alert.
- Horn & Turn Signals.
- Charging Stations.
- Online Anti-Theft Alarm.
- Online Auxiliary Heater.
- Filling Stations.
- Lock & Unlock.
- Time Manager.

Car-Net status display

The symbols may be marked with Wi-Fi or LTE and indicate the connectivity type.

The current Volkswagen Car-Net status is displayed on the Infotainment screen as follows:

Symbol, meaning	
	White globe + Wi-Fi: "Guide & Inform" is available.
	Grey globe: "Guide & Inform" and/or "Security & Service" are not available or not activated, tracking services ¹⁾ are inactive.
	Grey globe + Wi-Fi: "Guide & Inform" is not available with established connectivity, tracking services ¹⁾ are inactive.
	Grey globe, white key: private mode is active. All purchased Volkswagen Car-Net service packages have been deactivated by the user.
	White globe, white key + LTE: personalised private mode is active. A Volkswagen Car-Net service package has been deactivated by the user, tracking services ¹⁾ are inactive.
	White globe, white vehicle + LTE: "Guide & Inform" and/or "Security & Service" are available, tracking services ¹⁾ are active.
	Grey globe, white vehicle: "Guide & Inform" is not available or not activated, tracking services ¹⁾ are active.
<div style="border: 1px solid black; padding: 5px;"> <p>¹⁾ Relates to the following services: area notification, speed notification, parking position, online theft warning system.</p> </div>	

Legal requirements



Fig. 1 Symbol for vehicles that send tracking information.

When using the Volkswagen Car-Net services, information about the vehicle is transmitted and processed online. These data can at least indirectly provide information about the respective driver (driving behaviour, location, etc.). As a contracting party to the Car-Net contract with Volkswagen AG, you must ensure that data protection and personal rights are safeguarded when your vehicle is used by other drivers (e.g. family members or friends). You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

GPS tracking: check with all occupants

Some Volkswagen Car-Net services require geodata and vehicle data to determine whether the vehicle is being used within specified speed thresholds, where the vehicle has been parked or whether the vehicle is being used in a geographically defined area. This information is displayed in the Car-Net Portal and in the Volkswagen We Connect App (formerly Car-Net App).

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the service (if possible) or exclude the occupant from use of the vehicle.

GPS tracking: symbol

If a factory-fitted control unit is used to detect the vehicle's current location and speed, this symbol → *Fig. 1* will be located in the vehicle (e.g. on the roof console). However, the absence of the symbol in the vehicle does not mean that the control unit is not transmitting the current position or speed of the vehicle → *Fig. 1*.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in connection with the Volkswagen Car-Net services can be found in the data protection declaration, which can be accessed in the current version via the Volkswagen homepage.

S-PIN

For some Car-Net services, a special personal identification number (S-PIN) must be entered before each access. The S-PIN must be treated as strictly confidential by the customer. If the S-PIN is disclosed to a third party, the customer must change the S-PIN immediately.

Permanent transfer of the vehicle

If the vehicle has been given to you by another person for permanent use (e.g. used car purchase), Car-Net may already be

activated and the previous user may still be able to view data collected via Car-Net and control certain functions of your vehicle.

In infotainment you can see whether a person is assigned to your vehicle as the main user. In this case, you can register yourself as the main user of the vehicle and automatically remove the previous main user. Alternatively, you can use infotainment directly to permanently delete the previous user as the main user and set the vehicle to offline mode, thereby restricting your vehicle's communication with the Volkswagen AG data server and the processing of vehicle and personal data. Also refer to the information in the operating instructions for infotainment.

Deactivating Car-Net services

If your vehicle is already equipped with the legally required emergency call function “eCall”, this function will not be affected by the deactivation.

Individual deactivation

You can deactivate the Car-Net services portfolio or individual services in the Infotainment system. The services concerned can then be run again when the deactivation is cancelled in the Infotainment system.

Deactivation by qualified workshop

If you sell the vehicle or lend it for a longer period, inform the user about the services or OCU deactivated by the qualified workshop.

Temporary deactivation: If your vehicle is in a workshop, you may find that the service technicians have deactivated individual or all Car-Net services for the duration of the workshop visit. The services will be available again once the work is complete. In the event that this is not the case, please contact your qualified workshop.

Permanent deactivation: To permanently deactivate the Volkswagen Car-Net portfolio “Security & Service” or “e-Remote”, you must request the OCU to be deactivated by a qualified workshop.

If the OCU has been deactivated, the qualified workshop responsible for the work will attach a sticker inside the vehicle, for example on the roof console. The sticker indicates that the Volkswagen emergency call service, automatic accident notification and all Car-Net services no longer function.



Fig. 1 Retrofitted sticker in the vehicle if Volkswagen Car-Net services have been permanently deactivated.

Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the Volkswagen Car-Net services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from UMTS to EDGE or GPRS
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Impairment or interruption to mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where Volkswagen Car-Net services are not available.

Adjusting the settings

Opening the settings menu

MENU ► Car-Net  ► Settings .

The setting options depend on the country and vehicle and are not available in all vehicle models.

Function button and its function:

Network: opens the Network settings menu .

Wi-Fi: opens the Wi-Fi settings to set up the Infotainment system as a Wi-Fi hotspot or to establish a connection with an external Wi-Fi device , .

Services administration: activate or deactivate available Volkswagen Car-Net services.

Private mode: deactivate all Volkswagen Car-Net services except the emergency call service for the Security & Service services.

Guide & Inform: activate and deactivate the Guide & Inform services.

Security & Service: activate or deactivate the Security & Service services, except the emergency call service.

Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ according to country and vehicle. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.



If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.



If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

AUX-IN socket

The AUX-IN socket is a cable connection which can be operated only using a suitable connecting cable with a 3.5 mm jack.

AUX IN sockets are only available on some vehicles and not in all markets.

Characteristics of an AUX-IN socket



The connected external audio source is played over the vehicle speakers and cannot be controlled with the Infotainment system.

An external audio source connected to the socket is indicated by AUX on the Infotainment system.

Possible fitting locations of the AUX-IN socket:

- on the front of the Infotainment system.
- in the storage compartment of the centre armrest in the front.
- in the lower section of the centre console.

Connecting an external audio source

- Reduce the volume on the Infotainment system.
- Connect an external audio source to the AUX-IN socket.
- Start playback on the external audio source.
- Touch **MENU** ► **Media** to open the Media main menu.
OR: press the **MEDIA** Infotainment button to open the Media main menu.
- Touch and select AUX.

The playback volume of the external audio source should be adjusted to the volume of the other audio sources ([→ External sound settings](#)).

Once the audio source has been changed in the Infotainment system, the external audio source continues to run in the background.

The audio source function button () in the Media main menu can vary if another audio source is already connected to the Infotainment system (e.g. via Bluetooth® or USB) and selected.

Preparing the external audio source for removal

The external audio source must be prepared before removal.

- Stop playback.
- In the Media main menu, select the **Settings** system settings.
- Touch **Remove safely** and then select AUX.
- Disconnect the connection cable of the external audio source from the Infotainment system.

When the playback on the external audio source has ended or the plug is pulled out from the AUX-IN socket, the Infotainment system remains in the AUX menu. When selecting another audio source, the external source continues to run in the background.

Interference may occur if the external audio source is powered from the vehicle's 12-volt socket.

USB port

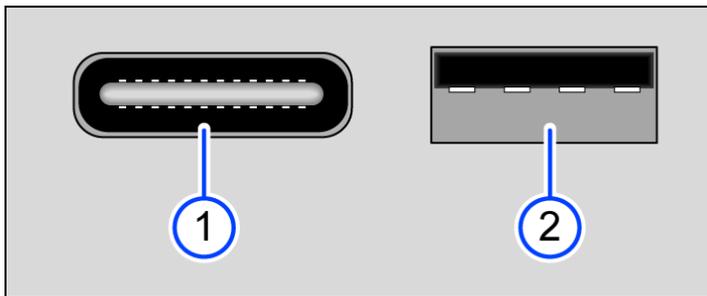


Fig. 1 Possible USB ports in the vehicle:

- ① USB port, Type C.
- ② USB port, Type A.

USB port type and methods

The following USB ports may be available in the vehicle:

- Type A↔: suitable for data transfer and the charging function.
- Type A: suitable only for the charging function (for charging batteries of external devices).
- Type C↔: suitable for data transfer and the charging function.
- Type C: suitable only for the charging function (for charging batteries of external devices).

Possible designation for data transmission and charging function:

Type A



Type C



Each USB port is a cable connection which can only be operated using a suitable connecting cable.

The USB port ↔ supplies the customary USB voltage of 5 volts.

USB type, method, quantity and installation positions of the USB ports are vehicle-dependent.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in "mass storage mode". Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB port ↔ can be played and controlled via the Infotainment system.



Before connecting an audio source, check which USB port is installed in your vehicle. Only use suitable USB connection cables, appropriate for the respective USB type.

- USB ports "Type A" and "Type C" have different connector shapes.

Possible fitting locations of USB ports

- on the front of the Infotainment system.
- in the storage compartment of the centre armrest in the front.
- in the lower section of the centre console.

Connecting external data media to the USB port ↔

- Reduce the volume on the Infotainment system.

- Connect external data media to the USB port .
- Start playback on the external audio source.
- Touch  to access the Media menu.
- Select USB  as the media source.

iPod-specific list views (Playlists, Artists, Albums etc.) can be displayed under  or .

Notes and restrictions

The number of USB connections  and compatibility with Apple devices and other media players depends on the equipment level.

Due to the large number of different data media and different iPod, iPad and iPhone generations, it cannot be ensured that all the functions described can be executed error-free for all of them.

Depending on the Infotainment system used, external hard disks with a capacity greater than 32 GB sometimes need to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

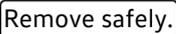
Please observe further limitations and notes on the requirements for media sources .

 Do not connect or use USB extension cables or USB hubs.

Disconnecting

The connected data medium must be prepared for removal before you disconnect it.

Apple devices and devices with "Media Transfer Protocol (MTP)" can be separated from the system without logging off from the system.

In   ► Media Setup ► . Touch . The sensor field is greyed out when the disconnection of the data medium is successful.

- Remove the data medium from the Infotainment system.

Bluetooth® interface

The Bluetooth® interface is a wireless connection.

In Bluetooth® audio mode, audio files from a Bluetooth® audio source (e.g. mobile device) that is connected via Bluetooth® can be played over the vehicle loudspeakers (Bluetooth® audio playback).

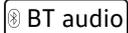
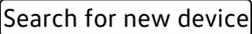
Bluetooth® audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Prerequisites

— The Bluetooth® audio source must support the A2DP Bluetooth® profile.

— In the Bluetooth settings menu, the  function must be activated ([→ Main menu](#)).

Starting Bluetooth® audio transfer

- Reduce the volume on the Infotainment system.
- Switch on Bluetooth® visibility on the external Bluetooth® audio source (e.g. mobile device).
- Touch  ►  to open the Media main menu.
OR: press the  Infotainment button to open the Media main menu.
- Tap  and select .
- Tap  to pair an external Bluetooth® audio source for the first time.
OR: select the external Bluetooth® audio source from the list.
OR: set up the connection via the Bluetooth settings menu.
- Observe the information on the further procedure on the Infotainment system screen and on the Bluetooth® audio source screen.

- 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.

The function button for selecting the audio source (🎵) in the Media main menu may vary if another audio source is already connected to the Infotainment system (e.g. via USB-🔌) and selected.

Controlling playback

The extent to which the Bluetooth® audio source can be controlled via the Infotainment system varies depending on which Bluetooth® audio source is connected.

With media players that support the AVRCP Bluetooth® profile, playback on the Bluetooth® audio source can be automatically started or stopped when the unit is switched to Bluetooth® audio mode or to a different audio source. In addition, depending on the Bluetooth® audio source, tracks can be displayed and changed via the Infotainment system.

-  Due to the large number of possible Bluetooth® audio sources, it is not possible to guarantee fault-free operation of all described functions. The Volkswagen website contains a list of compatible mobile devices.
-  Always switch off the warning and alert sounds on a connected Bluetooth® audio source, e.g. sounds generated when pressing the keys on a mobile device, to prevent interference noise and malfunctions.
-  Depending on the device, the Bluetooth® audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth® and the USB port 🔌 simultaneously.

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](#)).
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker ([→ Tyre pressure](#)).
- If necessary, adapt the tyre monitoring system to the new load level ([→ Tyre monitoring systems](#)).

WARNING

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

- Always stow all objects in the vehicle securely. Always observe the legal regulations.
- Objects should be stowed in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags in the vehicle interior and stow them securely.
- Never let anyone ride 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 exceed the vehicle's maximum load. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- The load should be distributed as evenly as possible in the vehicle.
- Always secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Always fasten objects to the fastening rings using suitable lashing, fixing or securing straps.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.

NOTICE

Rubbing objects on the rear windows can cause damage, e.g. to the heating wires of the rear window heating.



Do not cover the ventilation openings in the area around the rear window as this prevents stale air escaping from the vehicle.

Luggage compartment cover

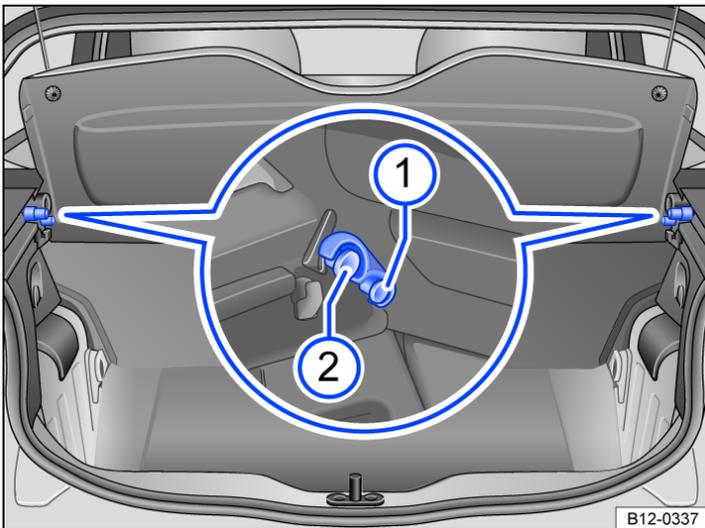


Fig. 1 In the luggage compartment: raising the luggage compartment cover.

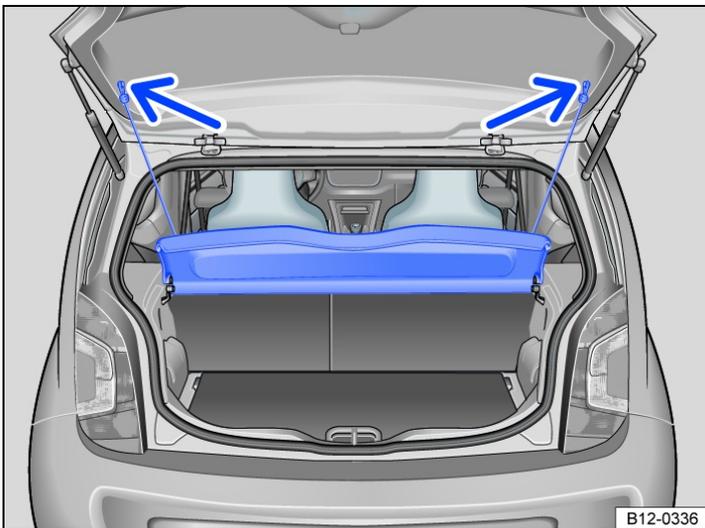


Fig. 2 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

Light items of clothing can be placed on the luggage compartment cover. Make sure that the view to the rear of the vehicle is not obstructed.

Raising the luggage compartment cover

- Fold up the luggage compartment cover and push it into the side holders → Fig. 1 ¹. When doing this ensure that the luggage compartment cover is correctly secured in position.
- To *fold it down*, gently press the luggage compartment cover downwards. This releases it from the holder → Fig. 1 ¹.

Removing the luggage compartment cover

- Unhook the retaining straps from the boot lid → Fig. 2 (arrows).
- Take hold of the right and left sides of the slightly open luggage compartment cover and pull it upwards → Fig. 1 ².

Fitting the luggage compartment cover

- Push the luggage compartment cover into the side holders → Fig. 1 ².

— Hook the retaining straps onto the boot lid → *Fig. 2* (arrows).

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Do not stow any hard, heavy or sharp items either loose or in bags on the luggage compartment cover.
- Never transport animals on the luggage compartment cover.
- Never drive with the luggage compartment cover upright. Always fold the luggage compartment cover down or remove it before your journey.

⚠ WARNING

Clothing and other items on the luggage compartment cover may restrict visibility to the rear and cause accidents and serious injury.

- Always stow garments and other objects in such a way that the view to the rear is not restricted.

ⓘ NOTICE

To prevent damage to the luggage compartment cover, do not load the luggage compartment to such a height that the luggage compartment cover presses against the load when the boot lid is closed.

Luggage compartment floor (load up!, eco load up!)

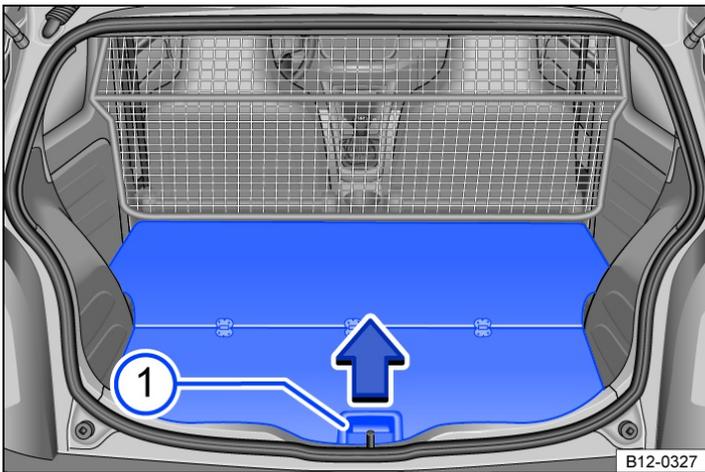


Fig. 1 Opening and closing the luggage compartment floor.

This vehicle has a luggage compartment floor instead of a rear bench seat, rear seat backrest, bag hooks and luggage compartment cover. This luggage compartment floor extends as far as the partition, and part of it can be folded up.

The wooden, factory-fitted luggage compartment floor is a fixture in the vehicle. It may not be removed or modified → ⓘ. The rear part of the luggage compartment floor can be folded up.

Opening and closing the luggage compartment floor

- To *open*, grip the recessed handle → Fig. 1 ⓘ and lift up the luggage compartment floor in the direction of the arrow so that it is folded up as far as it will go.
- To *close*, grip the recessed handle in the luggage compartment floor and slowly guide the floor down.

ⓘ NOTICE

Do not remove the luggage compartment floor. Damage can be caused to the vehicle body if the load compartment floor is removed. It is then harder to secure loads safely, and the maximum load capacity of the fastening points is no longer guaranteed.

ⓘ NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.

Variable luggage compartment floor

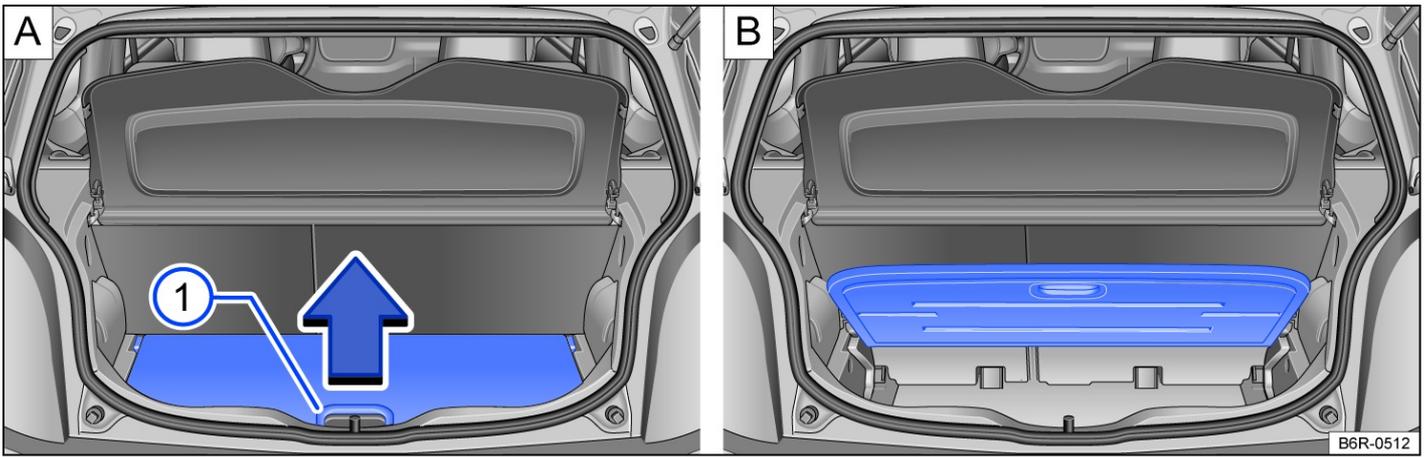


Fig. 1 In the luggage compartment: **A** opening the variable luggage compartment floor. **B** variable luggage compartment floor folded up.

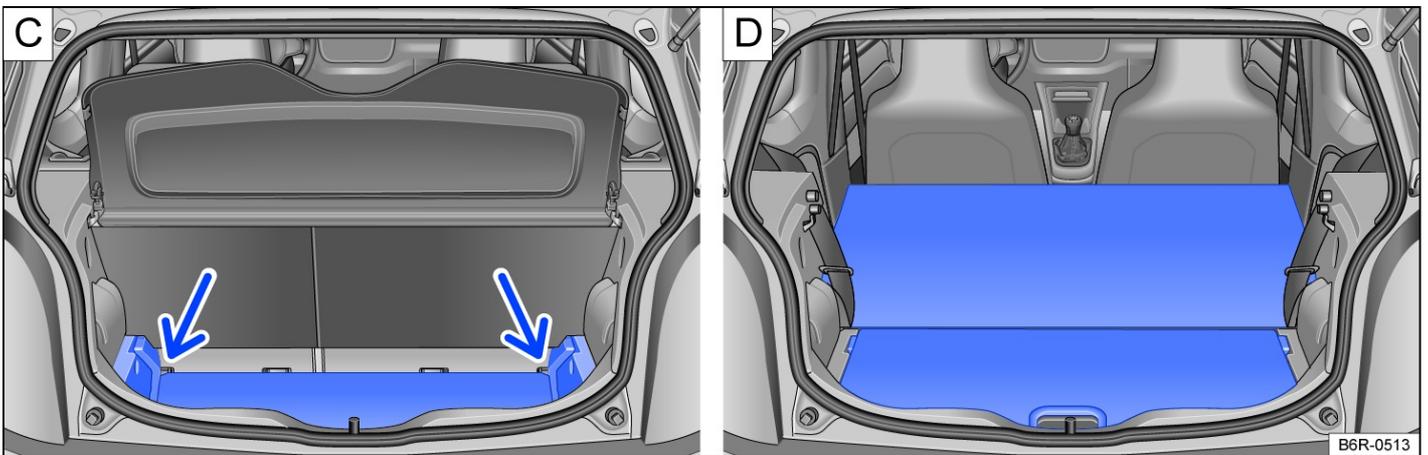


Fig. 2 In the luggage compartment: **C** extending the luggage compartment downwards. **D** luggage compartment extended to the front.

Opening the luggage compartment floor

— Lift the handle → Fig. 1 **A** ① in the direction of the arrow and lift the luggage compartment floor up fully → Fig. 1 **B**.

Closing the luggage compartment floor

— Guide the luggage compartment floor downwards into position → ①.

Lowering the luggage compartment floor

- Lift the luggage compartment floor and push down → Fig. 2 **C** (arrows).
- Place the luggage compartment floor on the floor covering.
- If necessary, fold the rear seat backrests forwards.

Extending the luggage compartment to the front

- Remove the luggage compartment cover (→ [Luggage compartment cover](#)).
- Remove rear head restraints (→ [Head restraints](#)).
- Fold the rear seat backrest forwards.
- If necessary, lower the luggage compartment floor → Fig. 2 **C**.

Luggage compartment extended to the front → Fig. 2 **D**.

NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could

otherwise be damaged.

 Depending on the vehicle equipment, there may be compartments for stowing small items under the luggage compartment floor.

Partition (load up!, eco load up!)

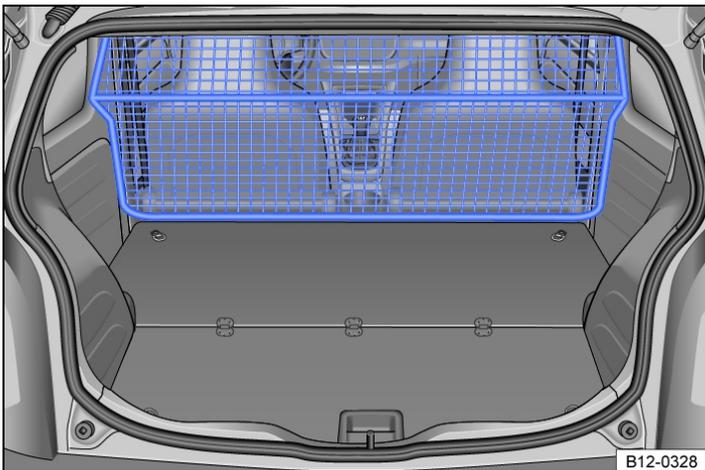


Fig. 1 In the luggage compartment: partition behind the front seats.

The partition is fixed behind the front seats → *Fig. 1* and can help to prevent objects in the luggage compartment being thrown into the passenger compartment.

Removing and installing the partition requires certain specific tools and specialist skills. Therefore, the partition may only be removed or installed at a qualified workshop → ⚠. Volkswagen recommends using a Volkswagen dealership.

⚠ 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.

- Check whether the partition is fitted securely.
- Objects should be secured even when the partition is correctly fitted.
- Passengers may not sit behind the fitted net partition while the vehicle is in motion.

⚠ WARNING

Incorrect removal or installation of the partition can lead to accidents and serious injuries.

- The partition should only be removed or installed at a qualified workshop.

Fastening rings

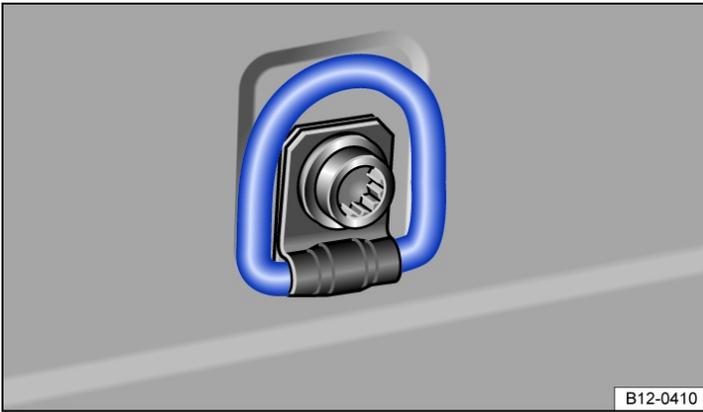


Fig. 1 In the luggage compartment: folding fastening rings.

There are fastening rings → *Fig. 1* at the rear of the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps.

WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the cargo on the luggage compartment floor and attach securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat to the fastening rings.

 Suitable lashing, retaining or securing straps and luggage securing systems are available from qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

Fastening rings (load up!, eco load up!)

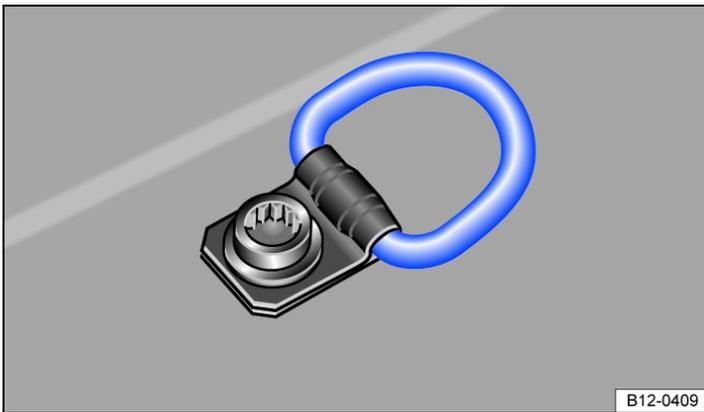


Fig. 1 In the luggage compartment: folding fastening rings.

There are fastening rings → *Fig. 1* at the front and rear of the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps.

WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the cargo on the luggage compartment floor and attach securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat to the fastening rings.

 Suitable lashing, retaining or securing straps and luggage securing systems are available from qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

Luggage net

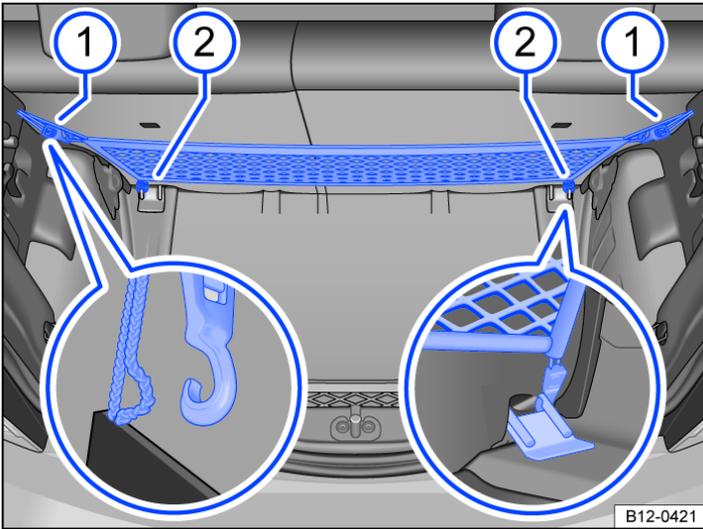


Fig. 1 In the luggage compartment: luggage net secured behind the rear seat backrest.

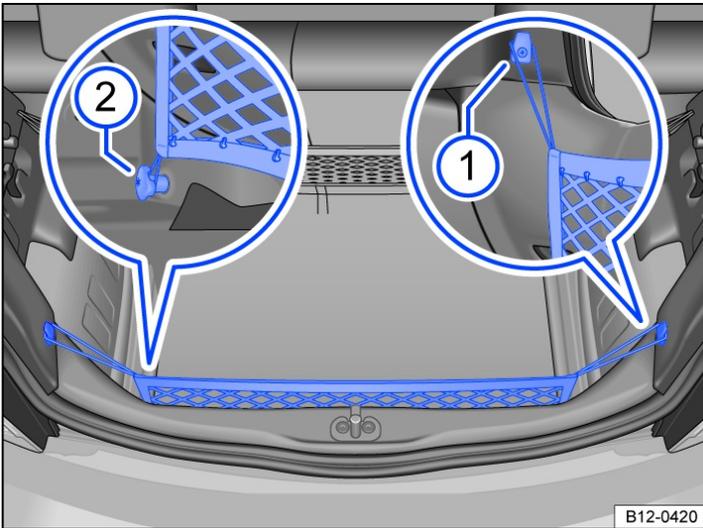


Fig. 2 In the luggage compartment: luggage net hooked onto the load sill.

The luggage nets can help to prevent light items of cargo from sliding around in the luggage compartment.

Securing the luggage net behind the rear seat backrest (front luggage net)

- Open and remove the variable luggage compartment floor if necessary ([→ Luggage compartment floor \(variable\)](#)).
- Guide the upper hooks of the luggage net through the eyes of the rear seat backrest catches \rightarrow Fig. 1 ¹ and attach to the loops of the luggage net (close-up) \rightarrow ⚠.
- Attach the lower hooks of the luggage net in the clips \rightarrow Fig. 1 ² on the luggage compartment floor (close-up).
- Fold the rear seat backrest backwards until it engages in the catches.
- Install the luggage compartment cover and, where necessary, the variable luggage compartment floor.

Securing the luggage net at the load sill (rear luggage net)

- Attach the upper loops of the luggage net at the luggage net hooks \rightarrow Fig. 2 ¹ (close-up) \rightarrow ⚠.
- Attach the lower loops of the luggage net at the luggage net hooks ² (close-up).
- Fold the rear seat backrest backwards until it engages in the catches.
- Install the luggage compartment cover and, where necessary, the variable luggage compartment floor.

Removing the luggage net

When fitted, the luggage net is held taut → .

- Detach the hooks and loops of the luggage net from the fastening rings and the luggage net hooks.
- Stow the luggage net in the luggage compartment.

WARNING

The elastic luggage net must be stretched when it is secured to the luggage net hooks or eyes in the luggage compartment. When fitted, the luggage net is held taut. The hooks and eyes can cause injuries if the luggage net is installed or removed incorrectly.

- Always hold the luggage net hooks or eyes tightly to prevent them from jumping out of the retaining clips or luggage net hooks during installation or removal.
- Protect your eyes and face to avoid injuries from any hooks and eyes that may jump out during installation or removal.
- Always attach the luggage net hooks and eyes in the order described. There is a risk of injury if one of the hooks or eyes snaps back.

Bag hook

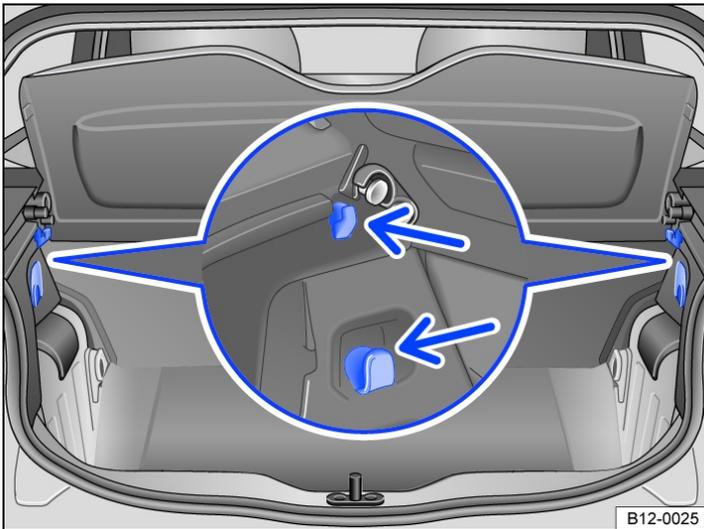


Fig. 1 On the left and right in the luggage compartment: bag hooks.

Bag hooks may be located in the luggage compartment → *Fig. 1*.

Light shopping bags can be secured to the bag hooks.

⚠ WARNING

Never use the bag hooks for lashing down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

ⓘ NOTICE

Do not load each bag hook with more than 2.5 kg (5 lb).

Introduction to the topic

Depending on the model, the vehicle may be designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Only roof carriers that have been approved by Volkswagen for the vehicle must be used.

If the vehicle is *not* approved for use with a roof carrier, *do not* use or retrofit a roof carrier.

WARNING

When transporting heavy or bulky objects on the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.

WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that *is not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never use a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

NOTICE

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Securing roof carriers

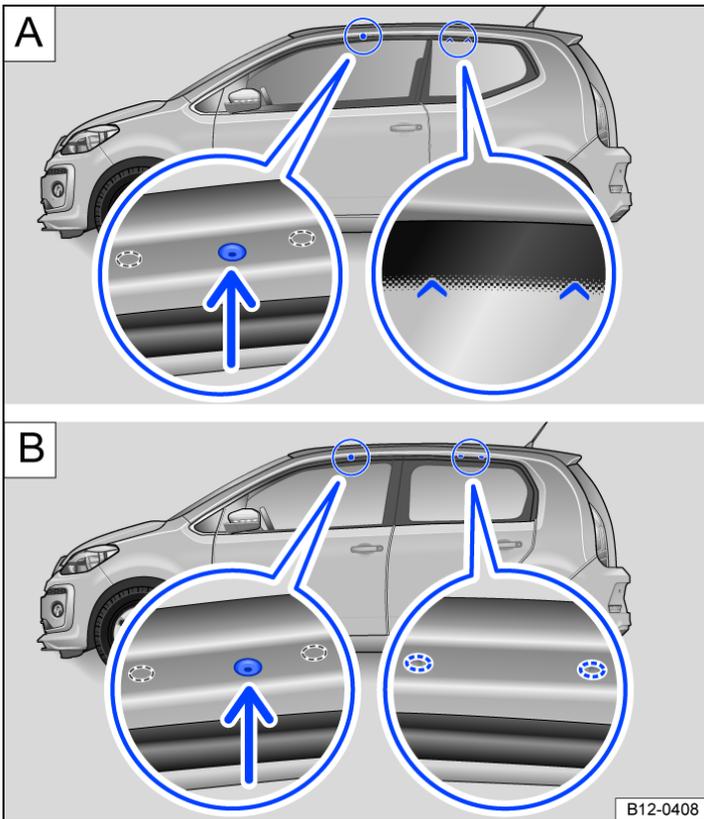


Fig. 1 Mounting points for base carriers (vehicles without roof rails).

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely → ⚠. Suitable accessories are available from your Volkswagen dealership.

Securing the base carriers and load carrier system (vehicles without roof rails)

Mount the base carriers in accordance with the supplied assembly instructions.

The holes and markings for attaching the base carrier at the front are located on the undersides of the roof side members → Fig. 1 A or → Fig. 1 B.

The holes and markings are only visible when the door is open.

The holes and markings for attaching the base carrier at the rear are located above the rear side windows → Fig. 1 A or on the undersides of the roof side members → Fig. 1 B.

The markings on the undersides of the roof side members are only visible when the door is open.

Once you have fitted the base carriers, you can then secure the respective carrier system on them.

Securing roof bars and load carrier system (vehicles with roof railings)

Mount roof bars on the roof railings according to the installation instructions provided.

Once you have fitted the roof bars, you can then secure the respective carrier system on them.

⚠ WARNING

Incorrectly attaching and using the base carrier or roof bars and carrier system could cause the whole roof carrier system to fall off the roof. This could cause accidents and injuries.

- Use base carriers or roof bars and carrier systems only when they are undamaged and fitted correctly.
- Always fit base carriers or roof bars and carrier systems properly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carrier or roof bars only at the specified mounting points.
- Special roof carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance.

During a long trip, check all bolts and fasteners at each stop.

- Do not carry out any modifications or repairs to the base carriers, roof bars or the carrier system.

Loading roof carriers

Maximum permissible roof load

The maximum permitted roof load is 50 kg.

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof → ⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load rating of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

📌 NOTICE

When opening the boot lid take care not to let it hit the roof load.

Notes on use

Remove the roof carrier in the following situations

- The roof carrier is no longer needed.
- Before entering a car wash.
- When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof carrier and its load must not interfere with the roof aerial, glass roof and boot lid.

 Driving with a fitted roof carrier system will increase air resistance and thus increase fuel consumption.

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.

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Before refuelling switch off the engine, ignition, your mobile phone and other radio equipment.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may run out of the fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

 Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

 The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuels standards

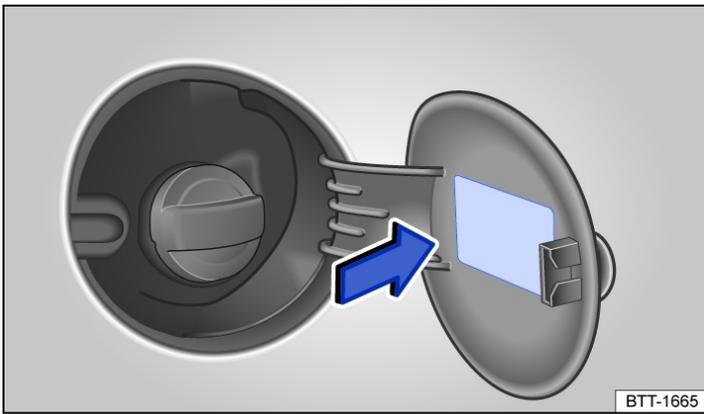


Fig. 1 On the inside of the tank flap: fuel information label.

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information label in the tank flap that indicates the required fuel type for the vehicle → *Fig. 1*.

The designation and frame indicate the fuels that are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refuelled with other fuels → ⓘ.

Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels → ⓘ.

Where fuel complying with the specified standards is not available, your Volkswagen dealership or a qualified workshop will have information on which available fuels are suitable for the vehicle.

Petrol

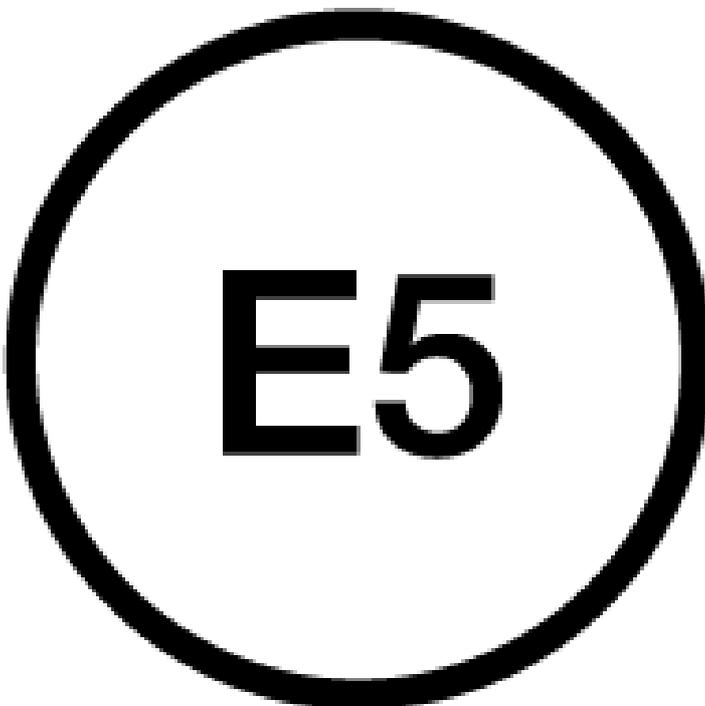


Fig. 2 Petrol fuels containing ethanol

Petrol fuels containing Ethanol. The number indicates the maximum ethanol content in the petrol, e.g. E5 for a maximum ethanol content of 5% (→ *Petrol engines*).

Fuel standard

— EN 228

- Resolucao ANP N° 57 (Brazil)
- Resolucion 478/1283 (Argentina)
- NOM-086 (Mexico)

Natural gas (CNG)



Fig. 3 CNG - compressed natural gas

CNG stands for Compressed Natural Gas .

Fuel standard

- EN 16726

! NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel designations on the pump meet the vehicle's requirements.
 - Use only fuels that meet the required standard and have the correct designation in order to prevent damage to the fuel system and engine failure.
-

Petrol

Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON). The vehicle may be refuelled with petrol that has a higher RON than required by the engine. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several types of petrol, e.g. 95/92 / 97/93 RON. The highlighted petrol grades, 95/92 in the example, are the preferred petrol grades for the vehicle. If these are not available, one of the other listed petrol grades can be used for refuelling. The petrol grade with the higher RON value should be used for refuelling in this case, e.g. 97 instead of 93 RON.

Fill vehicles with a petrol engine only with unleaded petrol or petrol with a maximum ethanol content of 10 %(E10) → ⓘ.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives → ⓘ.

ⓘ NOTICE

Incorrect refuelling or unsuitable fuel additives may cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
 - Use only Volkswagen-approved service additives in the approved quantity.
 - Refuel only with petrol that has the specified Research Octane Number (RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.
-

Refuelling

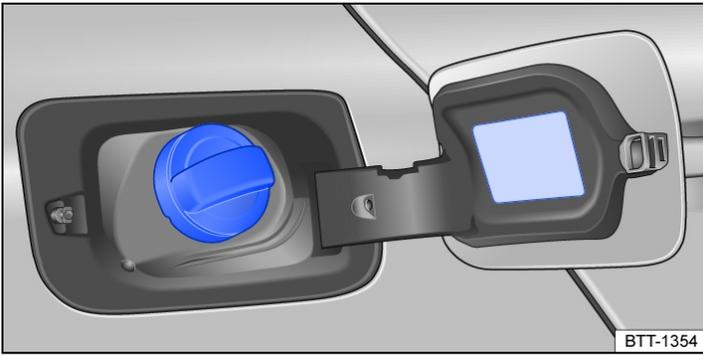


Fig. 1 Behind the tank flap: tank cap (illustration).

Refuelling process

- Unlock the tank flap with the vehicle key or the  button in the driver door.
- Open the tank flap.
- Unscrew the tank cap and place it in the opening provided on the tank flap.
- Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.
- The fuel tank is full when the filler nozzle clicks off for the first time → .
- Screw the tank cap onto the tank filler neck.
- Close the tank flap.

WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

Natural gas

Natural gas and types of natural gas

Vehicles fitted with a natural gas engine may only be refuelled and driven with compressed natural gas(CNG). Refuelling with other types of natural gas is not permissible.

The vehicle can run on bio-natural gas. Detailed information for this purpose is available from your local Volkswagen dealership or a qualified workshop.

Do not undertake any constructional modifications to the gas filling nozzles and use only approved adapters → ⚠.

Natural gas quality and consumption

Natural gas is available in two grades: H-gas and L-gas. H-gas has a higher calorific value and a lower nitrogen and carbon dioxide content. The higher the calorific value of the natural gas, the lower the levels of consumption.

The calorific value and the nitrogen or carbon dioxide values may vary within one quality group. For this reason, the vehicle consumption may vary when using natural gas of the same quality.

The vehicle engine management will automatically adapt to the different natural gas qualities. Both natural gas qualities can therefore be mixed in the natural gas fuel tank. You do not need to empty the natural gas fuel tank before refuelling with a different quality.

The natural gas quality is displayed on the instrument cluster ([→ Driving data display \(multifunction display\)](#)).

⚠ WARNING

Incorrect handling of natural gas can cause explosions, fire and serious burns and injuries. It can also result in damage to the vehicle.

- Always refill the natural gas fuel tank with compressed natural gas(CNG).
- Never refill the natural gas fuel tank with other types of natural gas, e.g. LNG or hythane.
- Never make modifications to the gas filling nozzles and use only approved adapters.

⚠ WARNING

Ignoring the smell of gas in the vehicle or when refuelling may cause serious injuries. If you can smell gas or think there may be a leak in the natural gas system:

- Stop immediately and switch off the ignition.
- Open all the doors to ventilate the vehicle adequately.
- Extinguish all cigarettes and remove any objects causing sparks or fire from the vehicle.
- With the odour of gas persisting, do not continue driving!
- Exit the danger zone and notify ambulance services if necessary.
- Make use of professional assistance and have faults rectified.

Natural gas safety

Regular natural gas system checks

External influences can damage or corrode natural gas fuel tanks → ⚠. The vehicle owner must therefore ensure that the natural gas system is checked (visual inspection) every four years at the latest by a qualified workshop.

The date for the next legally prescribed inspection of the natural gas system can be shown on the instrument cluster display (→ *Driving data display (multifunction display)*). Observe any text messages, warning and indicator lamps that light up (→ *Emission-relevant components*).

The vehicle owner must have the natural gas fuel tank exchanged by a qualified workshop before it reaches the end of its service life. Please contact your Volkswagen dealership or a qualified workshop for information on the service life of your natural gas fuel tanks → ⚠.

⚠ WARNING

Damaged or corroded natural gas fuel tanks could burst and cause serious or fatal injuries.

- Have the natural gas fuel tanks checked (visual inspection) every four years at the latest.
- Natural gas fuel tanks have a limited service life. Have the natural gas fuel tanks replaced in good time. Further information can be obtained from your Volkswagen dealership or qualified workshop.

⚠ WARNING

The natural gas tanks could be damaged if the underbody makes contact with the ground or in the event of a (rear-end) collision. If damaged natural gas tanks are filled, they could burst, causing severe or even fatal injuries!

- Drive immediately to a specialist workshop and have the gas system examined.
- Do not refuel until the gas system has been examined.

Refuelling natural gas

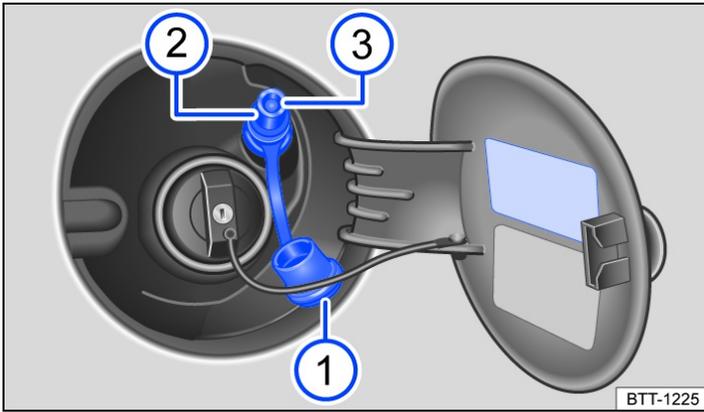


Fig. 1 Behind the tank flap: gas filler neck.

Key to → Fig. 1:

- ① Closure cap ①.
- ② Gas filler neck ②.
- ③ Seal on the gas filler neck ③.

The fill couplings for natural gas systems have a variety of methods of operation. Contact trained filling station personnel→



Refuelling process

Read and follow the operating manual of the natural gas system.

- Open the tank flap.
- Pull the cap off the gas filler neck.
- Insert the filling coupling onto the gas filler neck.
- The natural gas fuel tank is full when the compressor switches off automatically.
- Press the stop button of the natural gas system to stop refuelling ahead of time.
- After removing the filling coupling, check whether the sealing ring of the gas filler neck is present. Place the seal back into the gas filler neck.
- Press the cap on the gas filler neck and close the tank flap.

WARNING

Incorrect handling of natural gas can cause explosions, serious injuries and damage to the vehicle.

- Only refill compressed natural gas(CNG).
- Never make modifications to the gas filler neck.
- Use only approved adapters.



The natural gas system in the vehicle is suitable both for refuelling on small and large compressors.

Troubleshooting

Urgent natural gas system check

The warning lamp  lights up red.

The CNG operation not available text message is displayed.

- Drive to a qualified workshop immediately.
- Have the natural gas system checked.

OR: the CNG operation not available in X days text message is displayed.

- Take the vehicle to a qualified workshop within the specified period.
- Have the natural gas system checked.

Natural gas system check

The indicator lamp  lights up white or yellow.

The CNG operation not available in X days text message is displayed.

- Take the vehicle to a qualified workshop within the specified period.
- Have the natural gas system checked.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

- Catalytic converter ([→ Catalytic converter](#))
- Particulate filter (with some equipment levels) ([→ Particulate filter](#))

WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

WARNING

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

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

Catalytic converter

To help ensure long-term functionality in the exhaust system and the catalytic converter:

- Refuel only with unleaded petrol.
- Never run the fuel tank completely dry ([→ Fuel types and refuelling](#)).
- Do not fill too much engine oil ([→ Engine oil](#)).
- Never tow the vehicle to start it, but use jump leads instead ([→ Jump starting](#)).

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a qualified workshop ([→ Emission-relevant components](#)). Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

-  The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making only short journeys.

WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Always observe the applicable country-specific traffic regulations.



The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp  does not light up.

Troubleshooting

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality:

- Reduce speed immediately.
- Drive to nearest qualified workshop at medium engine speeds and low loads on the engine.
- If these symptoms occur directly after refuelling, switch off the engine immediately to avoid any subsequent damage.
- Seek expert assistance.

Particulate filter clogged with soot

The yellow indicator lamp  lights up.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

For petrol engines

- Drive at a speed of at least 80 km/h.
- Remove your foot from the accelerator completely for a few seconds to allow the vehicle to coast with a gear engaged.
- Repeat this procedure (accelerate and coast) until the indicator lamp goes out.
- This procedure allows the diesel particulate filter to perform its self-cleaning process and may take some time. If the indicator lamp does not go out, seek expert assistance immediately.

Emissions-relevant fault

The yellow indicator lamp  lights up.

Fault in an emissions-relevant component that can damage the vehicle.

- Drive to the nearest qualified workshop.
- Have the engine and the exhaust system checked.

Misfiring

The yellow indicator lamp  flashes.

Misfiring that can damage the vehicle.

- Drive to the nearest qualified workshop.
- Have the engine and the exhaust system checked.

 There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung through the vehicle and cause severe injuries.

- Ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

Stowage

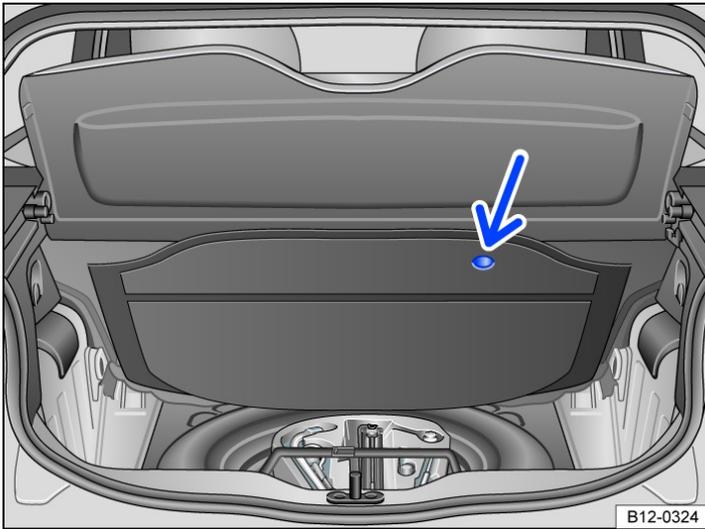


Fig. 1 In the luggage compartment: floor covering held in upright position.

The toolkit is located underneath the floor covering in the luggage compartment → *Fig. 1*.

— If necessary, remove the variable luggage compartment floor (→ *Luggage compartment floor (variable)*).

— Lift the floor covering at the recess (arrow) → *Fig. 1*.

NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.



After using the jack, crank it back to its original position so that it can be stowed safely.

Contents of the vehicle toolkit

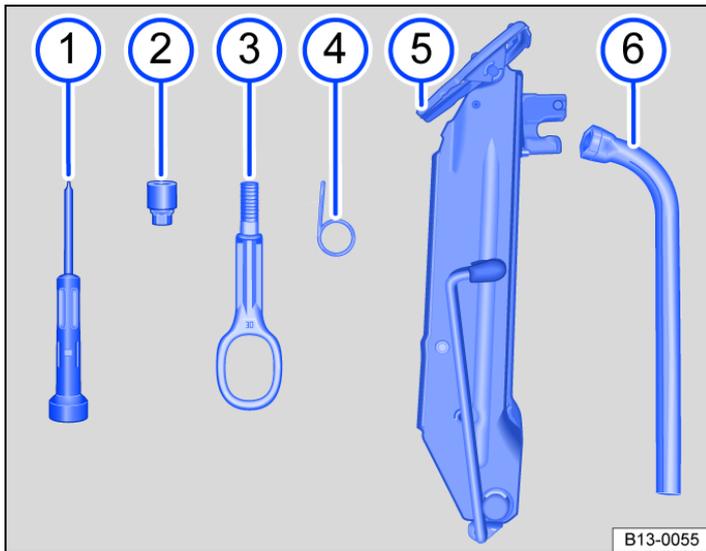


Fig. 1 Contents of the vehicle toolkit. (illustration)

The content of the vehicle toolkit is determined by the vehicle equipment level. The following describes the maximum content.

Key to *Fig. 1*:

- ① Screwdriver with hexagon socket in the handle for unscrewing or tightening slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.
- ② Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
- ③ Screw-in towing eye.
- ④ Wire hook for pulling off the centre trims, wheel covers and the wheel bolt caps.
- ⑤ Jack. Before you return the jack to the vehicle toolkit, fully wind in the claw. After turning it back, the crank must be braced against the side of the jack in order to stow the jack safely.
- ⑥ Box spanner for wheel bolts.

Vehicles with natural gas engine

In natural gas-engined vehicles which are supplied with a second set of wheels, the vehicle tool kit is kept in a separate bag. Volkswagen recommends that you do not permanently carry the bag in the vehicle but only when required for changing winter or summer tyres.

Jack: maintenance

There are no maintenance cycles for the jack. Grease the jack with universal lubricant when necessary.

Service position

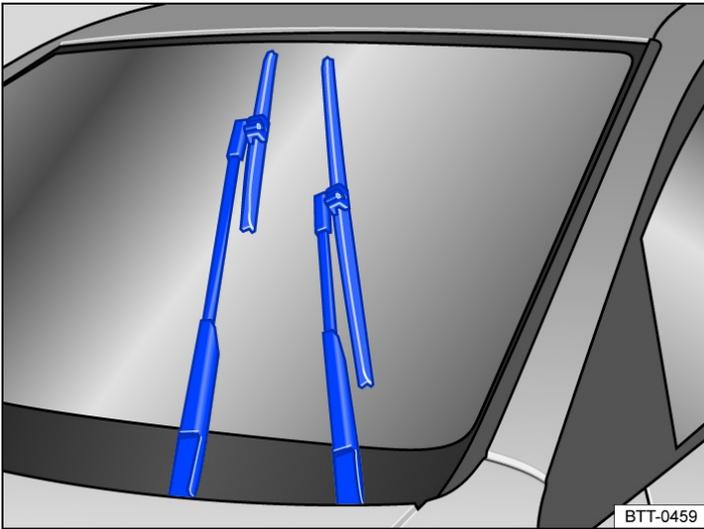


Fig. 1 Wipers in service position.

The wiper arms can be lifted off the windscreen when in the service position. Carry out the following steps to move the wipers to the service position → *Fig. 1*:

Activating service position

- The bonnet must be closed (*→ In the engine compartment*).
- Switch the ignition on and then off again.
- Push the wiper lever downwards briefly.

Lifting the windscreen wiper arms

- Move the wiper arms to the service position before lifting → ⚠.
- When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever down to bring the wiper arms back to the original position.

⚠ NOTICE

- In order to prevent damage to the bonnet and the wiper arms, the windscreen wiper arms should only be lifted when in the service position.
- Always return the wiper arms to the windscreen before starting your journey.

Cleaning and replacing wiper blades

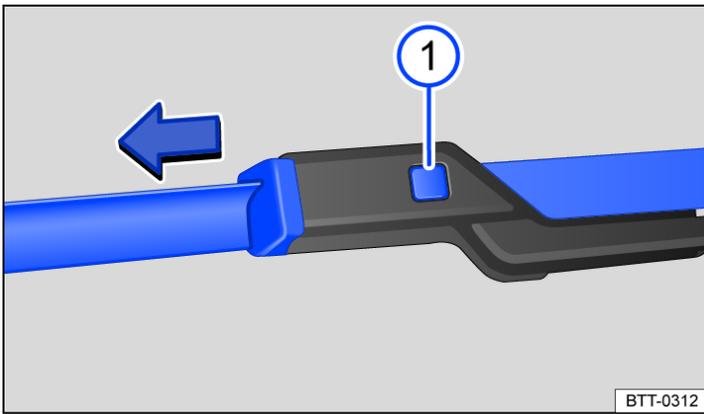


Fig. 1 Changing the windscreen wiper blades.

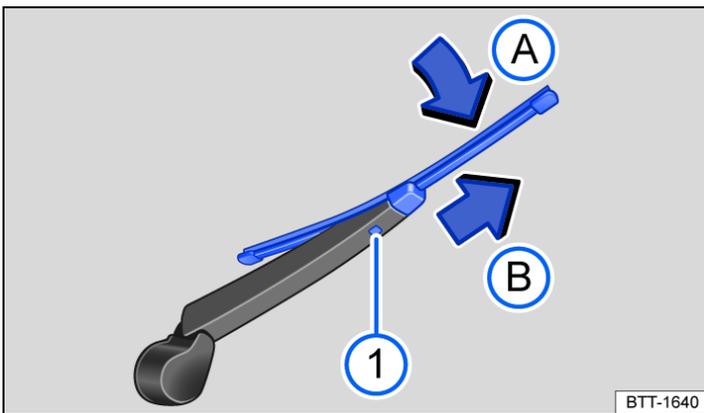


Fig. 2 Changing the rear window wiper blade.

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis. Rubbing wiper blades should be changed if damaged or cleaned if dirty → ①.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from a qualified workshop.

Cleaning wiper blades

Note for the windscreen wipers: move the wiper arms to the service position before lifting them (→ [Wiper blades](#)).

- When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
- Clean the wiper blades carefully using a damp sponge → ①.
- Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

- Move the wiper arms to the service position before lifting (→ [Wiper blades](#)).
- When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
- Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → Fig. 1 ①.
- Insert a new wiper blade with the same length and design onto the wiper arm. Push it on until it engages.
- Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

- When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
- Lift and fold back the wiper arm.
- Press and hold the release button → Fig. 2 ①.

- Tilt the wiper blade in the direction of the wiper arm → Fig. 2 (arrow **A**) and pull it off in the direction of the arrow **B** at the same time. You may need to use some force to do this.
- Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → Fig. 2 (arrow **B**). The wiper blade must be in the folded back position → Fig. 2 (arrow **A**).
- Carefully place the wiper arm back onto the rear window.

WARNING

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

- Always change wiper blades if they are damaged or worn and no longer clean the window properly.

NOTICE

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges and other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the windows.

 Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the lights checked and renewed if necessary at a qualified workshop.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

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

WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.

- When working in the engine compartment, always read and observe the safety warnings (*→ In the engine compartment*). The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Halogen bulbs are pressurised and could explode when they are being changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you are familiar with the procedure. If you are uncertain of what to do, the work should be carried out by a qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to "go blind"
- There are sharp-edged parts in the headlight housing in the engine compartment and on the tail light cluster housing. Protect your hands when changing bulbs.

NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

Checklist "Information on changing bulbs"

Checklist

Always carry out the following actions for changing a bulb in the given order → :

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Apply the handbrake firmly (*→ Handbrake*).
3. Switch off the lights (*→ Dipped beam*).
4. Move the turn signal and main beam lever to neutral position (*→ Turn signals*).
5. Stop the engine and remove the vehicle key from the ignition (*→ Switching off the engine*).
6. Select a gear (*→ Manual gearbox*).
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 qualified workshop.

WARNING

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

- Always follow the instructions in the checklist and observe the general safety procedures.

NOTICE

Always take care when removing or fitting lights to prevent damage to the paintwork or to other vehicle parts.

Changing bulbs in the headlights (halogen bulbs)

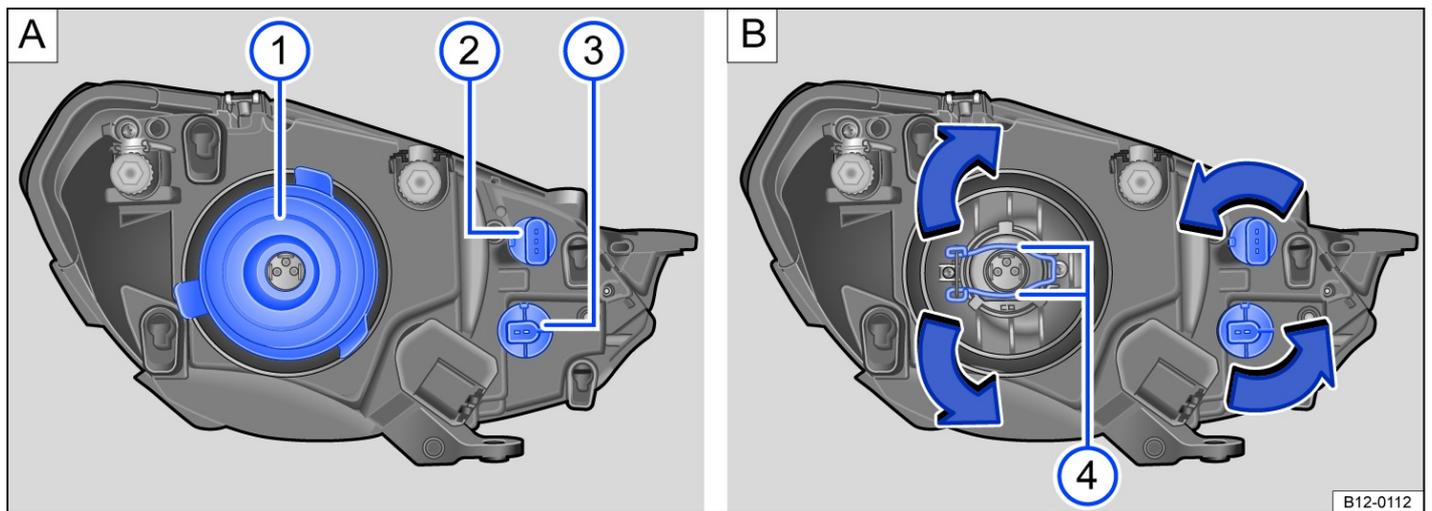


Fig. 1 In the engine compartment: rear view of the left-hand headlight with rubber cover: ① dipped beam and main beam, ② side light and daytime running light, ③ turn signal and retaining clip ④.

The headlight does not need to be removed when changing bulbs.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions on the checklist ([→ Exterior lighting](#))
2. Open the bonnet  ([→ In the engine compartment](#)).
3. Dipped beam and main beam ① Pull off the connector on the H4 bulb. Pull off the rubber cover on the lugs, push the retaining clip ④ forwards in the direction of the arrow, unhook at the side and fold away.
Side light and daytime running light ② and front turn signal ③ Turn the lamp holder anticlockwise as far as it will go and pull it out to the rear together with the bulb.
4. Replace the defective bulb with a new bulb of the same type.
5. Dipped beam and main beam ① Insert the bulb, fold back the retaining clip ④ and hook it in. Fit the rubber cover and check that it is fitted securely. Plug connector onto the H4 bulb.
Side light and daytime running light ② and front turn signal ③ Insert the lamp holder in the headlight and turn it clockwise as far as it will go.
6. Dipped beam and main beam Fit the rubber cover and check that it is fitted securely. Plug connector onto the H4 bulb.
7. Close the bonnet ([→ In the engine compartment](#)).

 The illustrations show the left-hand headlight from the rear. The right-hand headlight is a mirror image of the one shown.

 There are various types of headlight, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

 It is not possible to replace the LEDs in LED daytime running lights. Contact a specialist workshop.

Changing bulbs in the front bumper

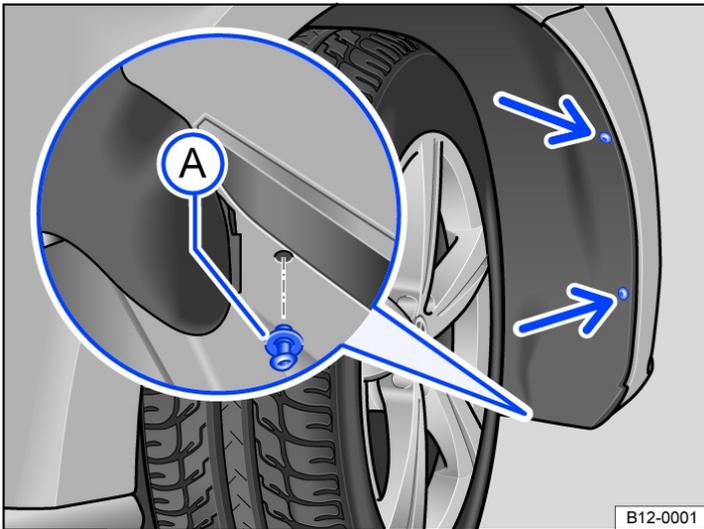


Fig. 1 In the front right wheel housing: unscrewing securing screws (arrows) and removing spreader rivet (A).

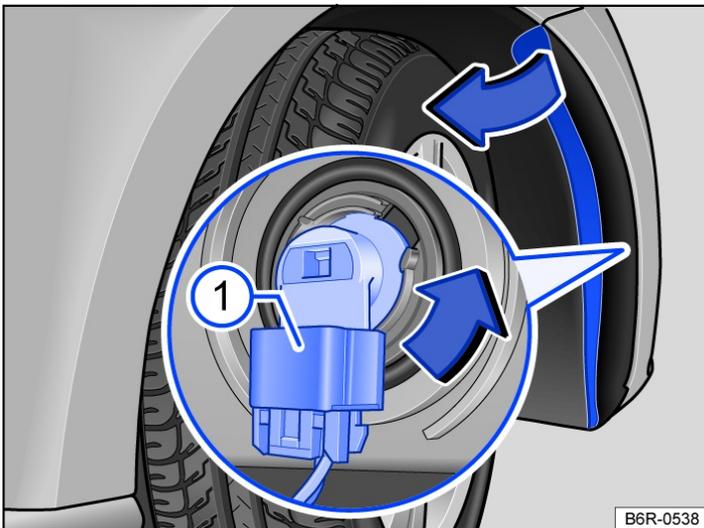


Fig. 2 Changing bulbs in the headlights.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist ([→ Exterior lighting](#)).
2. Turn the steering so that the wheel on the affected side of the vehicle is pointing to the middle of the vehicle. If necessary, start the engine to do this. Then stop the engine again and remove the vehicle key from the ignition lock.
3. Unscrew the two securing screws on the wheel housing trim [→ Fig. 1](#) (arrows) with the screwdriver from the vehicle toolkit ([→ Vehicle toolkit](#)).
4. Unscrew the spreader rivet at the front bottom of the wheel housing trim [→ Fig. 1](#) (A) and remove completely.
5. Hold the wheel housing trim at the edge between the holes of the two removed securing screws and press slightly towards the inside of vehicle in order to undo the clip underneath.
6. Carefully fold the wheel housing trim to the side.
7. Release the connector [→ Fig. 2](#) (1) and pull it off.
8. Turn the bulb holder [→ Fig. 2](#) anticlockwise as far as it will go and pull it out to the rear together with the bulb.
9. Replace the defective bulb with a new bulb of the same type.
10. Insert the bulb holder into the headlight and turn it clockwise as far as it will go.
11. Plug the connector [→ Fig. 2](#) (1) onto the bulb holder. The connector must audibly click into place.

12. Fold back the wheel housing trim so that the clip underneath engages.
13. Insert the spreader rivet in the wheel housing trim and bumper and press in fully → *Fig. 1* .
14. Tighten the two securing screws → *Fig. 1* (arrows) with the screwdriver.

 **NOTICE**

- Make sure that the electrical connection on the headlight housing is seated properly in order to prevent damage to the electrical system caused by water entering the system.
- When removing and refitting the headlight, make sure that the vehicle's paintwork is not damaged.

 The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Changing the bulbs in the tail light cluster

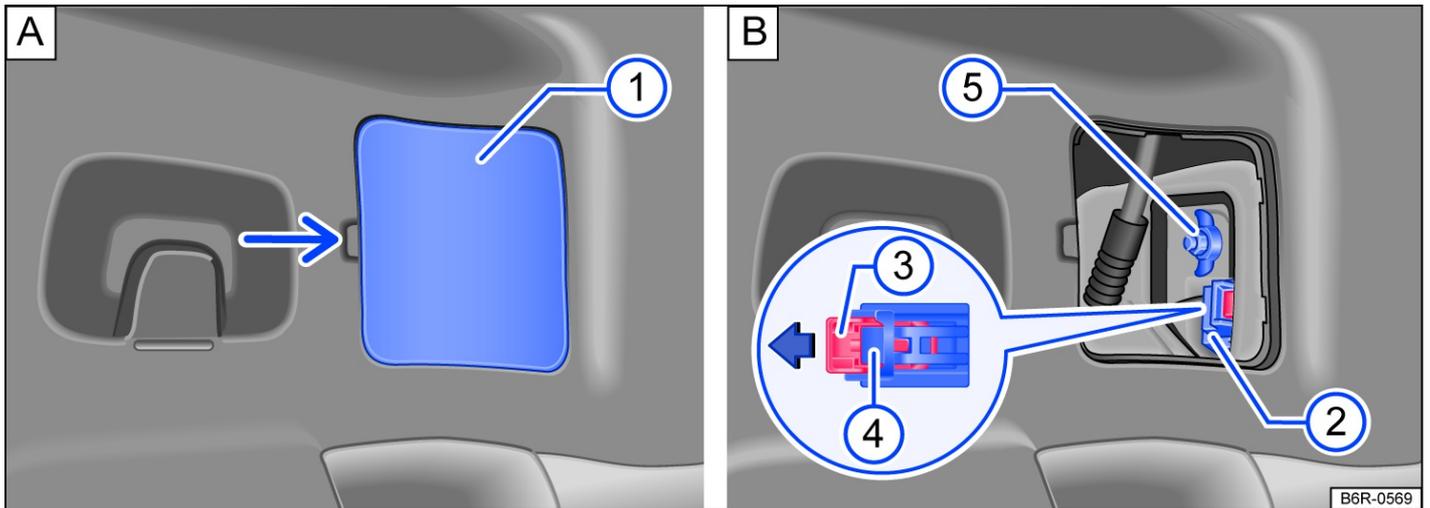


Fig. 1 In the side of the luggage compartment: **A**: removing the cover, **B**: removing the tail light cluster.

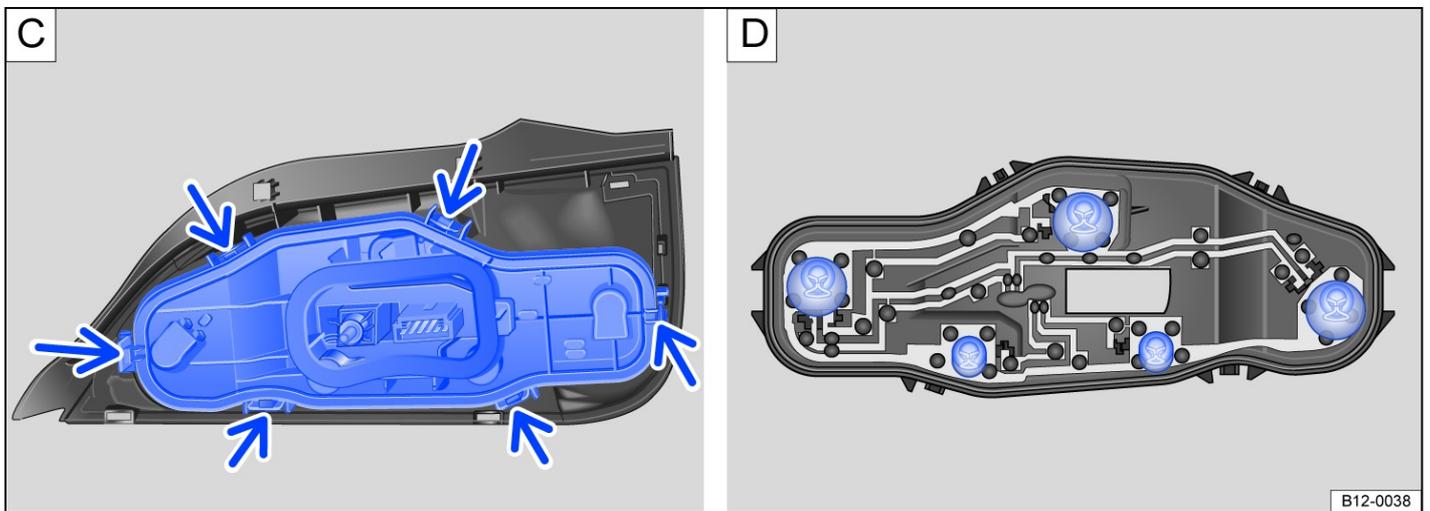


Fig. 2 Tail light cluster: **C**: removing the bulb holder, **D**: removing the bulbs.

Removing tail light clusters

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist (*→ Exterior lighting*).
2. Open the boot lid.
3. Carefully lever off the cover (1) *→ Fig. 1 A*.
4. Pull the catch (3) on the connector (2) in the direction of the arrow *→ Fig. 1 B*. Use the screwdriver from the vehicle toolkit for this purpose.
5. Press the catch (4) and pull off the connector (2) *→ Fig. 1 B*.
6. Unscrew the wing nut (5) *→ Fig. 1 B*.
7. Carefully pull the tail light cluster out to the rear and release it from the body.
8. Remove the tail light cluster and place it on a clean, flat surface.

Changing the bulb

The actions should only be carried out in the specified order:

1. Release the bulb holder at the tabs (arrows) *→ Fig. 2 C* and remove the bulb holder from the tail light cluster.
2. Replace the defective bulb with a new bulb of the same type *→ Fig. 2 D*.

3. Insert the bulb holder into the tail light cluster. The locking tabs(arrows) must audibly click into place → *Fig. 2* **C**.

Fitting the tail light cluster

The actions should only be carried out in the specified order:

1. Carefully insert the tail light cluster into the opening in the body.
2. Use one hand to hold the tail light cluster in the fitting position while using the other hand to screw tight the wing nut **5** → *Fig. 1* **B**.
3. Check that the tail light cluster is positioned correctly and securely.
4. Fit the connector **2** on the bulb holder and press the catch **3** into the connector in the opposite direction to the arrow → *Fig. 1* **B**.
5. Fit the cover. The cover must engage fully and securely.
6. Close the boot lid.

Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can obtain further information about the fuse assignment from a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating. Fuses must always be replaced by a new fuse with the same amp rating (same colour and markings) and size.
- Never repair a fuse.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

- To avoid damage to the electrical system in the vehicle, always switch off the ignition, lights and all electrical consumers and remove the vehicle key from the ignition before changing a fuse.
- You can damage another location in the electrical system by using a fuse with a higher amp rating.
- Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.

NOTICE

- Remove the covers for the fuse boxes carefully and install them again properly so as to avoid damage to the vehicle.
- Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.



There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a qualified workshop.

Fuses in the vehicle

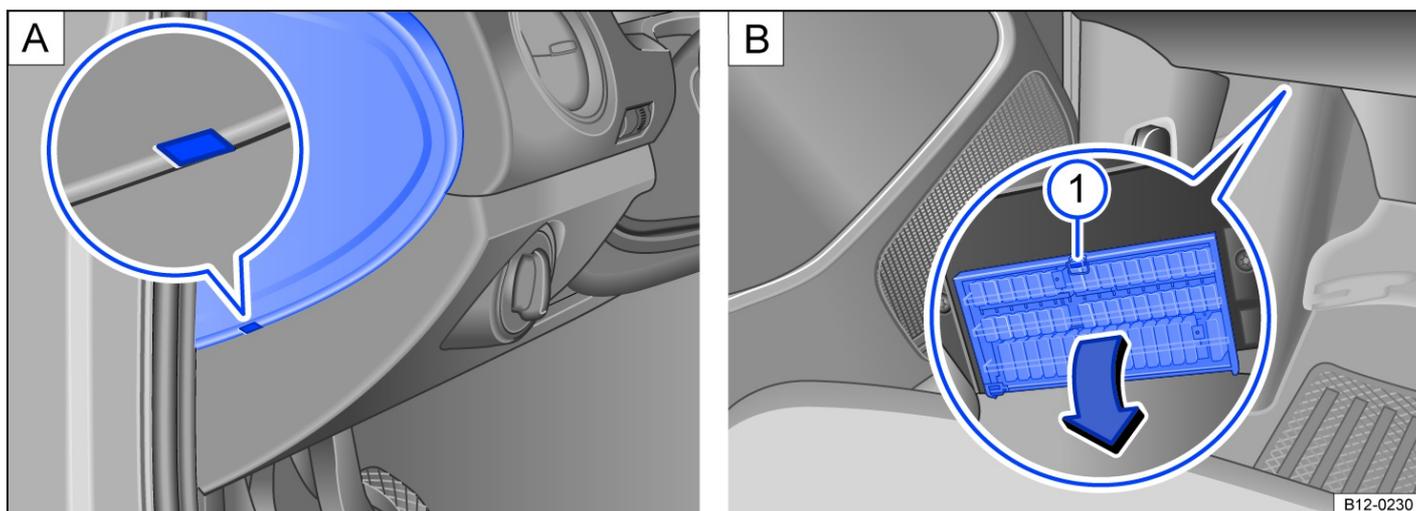


Fig. 1 On the driver's side: Open the fuse box inside or below the dash panel.

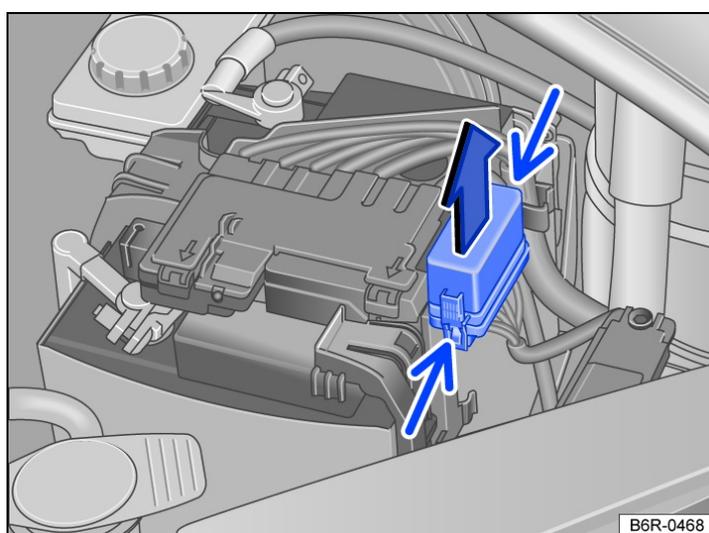


Fig. 2 In the engine compartment: remove the fuse box cover.

Opening the fuse box in the dash panel

- Insert a flat object, e.g. screwdriver from the vehicle tool kit, in the recess and lift off the cover carefully → Fig. 1 **A** (Magnifying glass).

Opening and closing the fuse box under the dash panel

- *Opening*: press the locking lever until the cover can be opened → Fig. 1 **1** **B**.
- Fold the cover down.
- *Closing*: fold the cover in the direction opposite to the arrow until it latches audibly in the locking lever **1**.

Opening the fuse box in the engine compartment

- Open the bonnet **△** (→ *In the engine compartment*).
- Press the release buttons in the direction of the arrow (thin arrow) → Fig. 2 to release the fuse box cover.
- Lift off the cover.
- To *fit* place the cover over the fuse box. Press the release buttons down in the opposite direction to the arrow until the release buttons click into place.

Changing a blown fuse

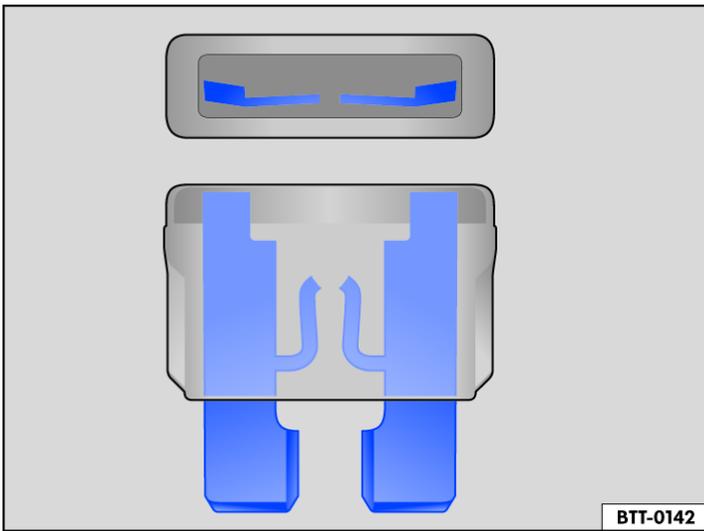


Fig. 1 Blown fuse.

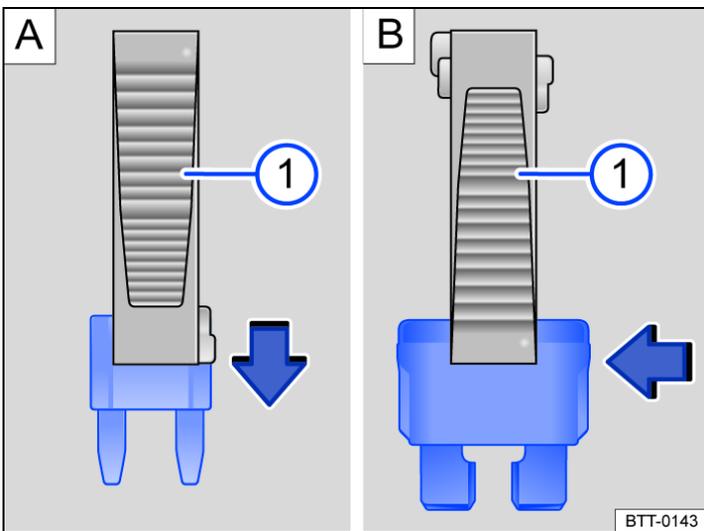


Fig. 2 Removing or inserting fuse with plastic pliers: **A** flat blade fuse, **B** cartridge fuse.

Fuse types

- Standard flat blade fuse (ATO®).
- Small flat blade fuse (MINI®).

Colour coding of fuses

Fuses (ATO - MINI - MAXI)

Colour

Amp rating

Black

1 amps

Purple

3 amps

Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Preparations

- Switch off the ignition, the lights and all electrical consumers.
- Open the appropriate fuse box ([→ Fuses](#)).

Detecting a blown fuse

- Shine a torch onto the fuse. This will help you to spot the blown fuse more easily.
- If the metal strip has melted, this indicates that the fuse has blown [→ Fig. 1](#).

Changing a fuse

There are plastic pliers for removing the fuses on the rear side of the fuse box below the dash panel near the diagnosis interface.

- Take the plastic pliers out of the fuse box cover [→ Fig. 2 ¹](#).
- Push the plastic pliers suitable to the fuse design onto the fuse from the side [→ Fig. 2 ^A ¹](#) or [→ Fig. 2 ^B ¹](#).
- Remove the fuse.
- If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size [→ ¹](#).
- Once the new fuse is inserted, put the plastic pliers back in the cover.
- Insert the cover again or close the fuse box cover.

You can damage another location in the electrical system by using a fuse with a higher amp rating.

Introduction to the topic

For technical reasons, your vehicle may not be push-started →❗.

If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

Suitable jump leads are needed for jump starting.

Cable cross-section for the jump leads:

— For vehicles with a petrol engine at least 25 mm² (0.038 in²).

⚠ WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery ([→ 12-volt vehicle battery](#)).
- The vehicle battery providing assistance must have the same voltage (12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it is frozen or has ever been frozen.
- A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery. Never use a mobile telephone when the jump leads are being connected or disconnected.
- Position the jump leads so that they never come into contact with any moving parts in the engine compartment.
- Never confuse the negative and positive terminals or connect the jump leads incorrectly.
- Observe the jump lead manufacturer's instructions.

❗ NOTICE

Please note the following in order to avoid considerable damage to the vehicle electrical system:

- A short circuit can be caused if the jump leads are wrongly connected.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive terminals are connected.

❗ NOTICE

Tow-starting the vehicle can cause damage.

Jump starting the vehicle

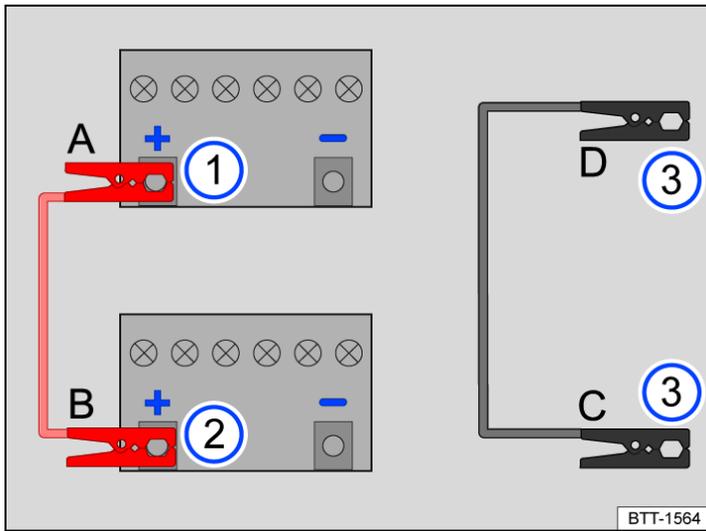


Fig. 1 How to connect the jump leads.

Key to *Fig. 1*:

- ① Vehicle with discharged 12-volt vehicle battery that is being jump-started.
- ② Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.
- ③ Suitable earth connection: preferably the jump lead connection point(earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The discharged 12-volt vehicle battery must be properly connected to the vehicle electrical system.

The vehicles must not be touching each other. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

If the engine does not start immediately, pause the jump starting process after 10 seconds and try again after about a minute.

If the engine still does not start, seek expert assistance.

Attaching the jump leads

The jump leads should be connected only in the order A - B - C - D → *Fig. 1*.

The *black* jump lead should never be connected to the negative terminal- on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

— Switch off the ignition in both vehicles .

— Open the cover on the 12-volt vehicle battery in the engine compartment, if a cover is installed (*→ 12-volt vehicle battery*).

— Connect one end of the *red* jump cable A to the positive terminal + of the vehicle battery with the discharged 12-volt vehicle battery → *Fig. 1* ① → ⚠.

— Connect the other end of the *red* jumper cable B to the positive pole + of the vehicle giving current → *Fig. 1* ②.

— Connect one end of the *black* jumper cable C preferably to a jumper point(ground connection), otherwise to a solid metal part firmly screwed to the engine block or to the engine block itself of the vehicle providing power → *Fig. 1* ③.

— The other end of the *black* jumper cable D should preferably be connected to the jumper point(ground connection) of the vehicle with the 12-volt vehicle battery discharged, otherwise to a solid metal part firmly screwed to the engine block or to the engine block itself → *Fig. 1* , → ⚠.

— Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

— Start the engine of the vehicle providing assistance and let it run at idle.

— Start the engine of the vehicle with the discharged 12-volt vehicle battery and wait two or three minutes until the engine is running “smoothly”.

Removing the jump leads

- Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.
- Turn on the blower of the air conditioning system or the heating and fresh air system and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
- When the engines are running, the jump leads should be removed only in the order D – C – B – A → *Fig. 1*.
- Close the battery cover as required.
- Go to a qualified workshop and have the 12-volt vehicle battery checked.

WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery ([→ 12-volt vehicle battery](#)).
- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative cable to parts of the fuel system or to the brake lines.
- The non-insulated parts of the battery clamps must not be allowed to touch each other. The jump lead attached to the positive terminal on the 12-volt vehicle battery must not touch electrically conductive parts of the vehicle.
- Check the battery window on the 12-volt vehicle battery, using a torch if necessary. If it is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not use jump leads if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

NOTICE

Once the vehicle has been successfully jump-started, go to a qualified workshop and have the 12-volt vehicle battery checked.

Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope. When the engine is stopped, the gearbox is not lubricated sufficiently at higher speeds and over long distances:

- The maximum permitted towing speed is 50 km/h (30 mph).
- The maximum permitted towing distance is 50 km (30 mph).

Tow-rope, tow-bar

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive:

Manual gearbox

Front or rear axle

Automatic gearbox

Front axle

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never remove the vehicle key from the ignition or switch off the ignition using the starter button during towing. This could cause the mechanical steering column lock (steering lock) or the electronic steering column lock to engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle towed by a breakdown truck.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

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

and the rear spoiler.

! *NOTICE*

The vehicle can be damaged, e.g. the vehicle paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.
-

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

- The vehicle's gearbox is damaged or does not contain any lubricant.
- The distance to be towed is further than 50 km.
- If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

Towing

Preparations

- Attach the tow-rope or the tow-bar only to the towing eye provided (*→ Tow-starting or towing*).
- Make sure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.
- Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.
- Observe the instructions for towing in the vehicle wallet of the other vehicle.

Pulling vehicle (front)

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)

- Make sure that the ignition is switched on so that the steering wheel is not locked and so that you can indicate, sound the horn and operate the wipers if necessary.
- The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
- Release the handbrake.
- Make sure that the tow-rope is always taut.
- Take the vehicle out of gear.

NOTICE

The vehicle can be towed only when the handbrake and steering lock are not engaged.

Fitting the towing eye at front



Fig. 1 On the right-hand side of the front bumper: releasing and removing the cover.



Fig. 2 In the front bumper on the right: screwing in the towing eye.

The towing eye must always be kept in the vehicle.

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

Fitting the towing eye at front

- Remove the towing eye from the vehicle toolkit in the luggage compartment ([→ Vehicle toolkit](#)).
- Press at the bottom of the cover (arrow) to release the cover → *Fig. 1*.
- Pull the cover forwards to remove it and leave it to hang from the vehicle.
- Screw the towing eye anticlockwise 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.
- After you have finished towing, remove the towing eye by unscrewing it with a suitable object clockwise.
- Insert the cap in the respective recess and press in until it engages.
- Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

ⓘ NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work in the engine compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface, the wheels chocked, and the vehicle key removed from the ignition lock as required.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

⚠ WARNING

The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- The utmost care and attention must be paid when carrying out any work and you must follow the general safety rules. Never take any risks.
- Never perform any work in the engine compartment unless you know exactly how to carry it out. If you are uncertain of what to do, the work should be carried out by a qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open the bonnet if you see steam or coolant escaping from the engine compartment. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can burn the skin.
- Observe the following points before opening the bonnet when the engine has cooled down:
 - Apply the handbrake fully and move the selector lever to position P or move the gear lever to the neutral position.
 - Switch off the ignition, remove the ignition key from the ignition lock and keep it in a safe place far enough away from the vehicle so that, particularly in vehicles with Keyless Access, the ignition cannot be switched on and the combustion engine started unintentionally.
 - Always keep children away from the engine compartment and never leave unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
 - Slowly and carefully turn the cap on the coolant expansion tank anticlockwise while exerting gentle downward pressure on the cap.
 - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids on engine components or on the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electric system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical cables in the ignition system.
- Never touch the electrical wiring and connections of gas discharge bulbs.

⚠ WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and can start automatically, even when the ignition has been switched off or the vehicle key has been removed from the ignition lock.
- If any work has to be performed when the engine is started or with the engine running, there is an additional, potentially

fatal, safety risk from the rotating parts, such as the poly V-belt, alternator, radiator fan, etc., and from the high-voltage ignition system. Always be particularly careful.

- Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
- Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

 **WARNING**

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.

- Never cover the engine with blankets or other insulating materials.

 **WARNING**

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and thus cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
 - Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
 - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

 **NOTICE**

When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.



Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are spots of oil or other fluids on the ground, the vehicle should be inspected by a qualified workshop. Any spilt service fluids must be disposed of properly.

Preparing the vehicle for working in the engine compartment

Checklist

The following steps should always be carried out in the specified order before working in the engine compartment → ⚠:

- ✓ Park the vehicle on a level and stable surface.
 - ✓ Depress and hold the brake pedal until you have switched off the ignition.
 - ✓ Apply the handbrake firmly (*→ Handbrake*).
 - ✓ Move the gear lever to neutral position (*→ Manual gearbox*) or move the selector lever to position P.
 - ✓ Switch off the ignition (*→ Switching off the engine*).
 - ✓ Remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the combustion engine is not started accidentally (*→ Switching off the engine*).
 - ✓ Allow the engine to cool sufficiently.
 - ✓ Children and other people should always be kept well away from the engine compartment.
 - ✓ Ensure that the vehicle cannot roll away unexpectedly.
-

WARNING

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

- Always follow the instructions in the checklist and observe the general safety procedures.

Opening and closing the bonnet

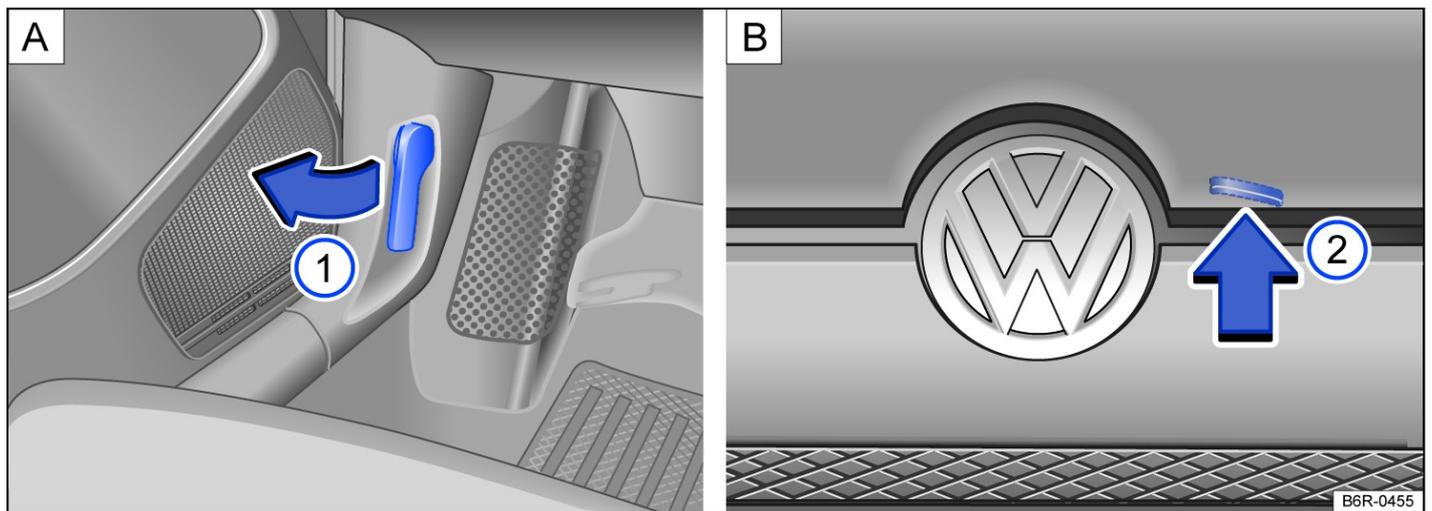


Fig. 1 **A** In the left footwell: bonnet release lever. **B** Above the radiator grille: bonnet opening lever.

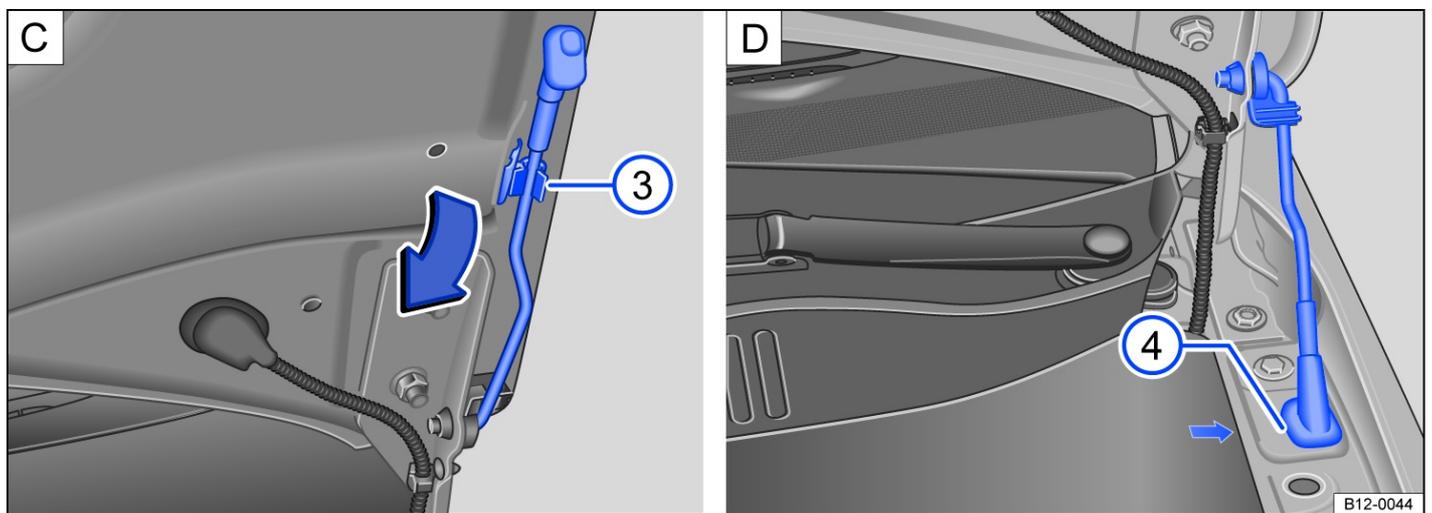


Fig. 2 **C** On the bonnet: bonnet stay in the holder. **D** Bonnet open.

Opening the bonnet

- Ensure that the wiper arms are positioned on the windscreen before opening the bonnet → ⓘ.
- Open the driver door and pull the release lever in the direction of the arrow → Fig. 1 **A**. The bonnet is released from the lock carrier catch by spring force → ⚠.
- Lift the bonnet slightly and at the same time press the opening lever in the direction of the arrow → Fig. 1 **B** to fully open the bonnet.
- Take the bonnet stay out of the holder in the direction of the arrow → Fig. 2 **C** and insert in the opening → Fig. 2 **D**.

Closing the bonnet

- Lift the bonnet slightly → ⚠.
- Unhook the bonnet stay from the opening → Fig. 2 **D** and place in the holder → Fig. 2 **C**.
- 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, lift it and then close it again.

The bonnet is flush with the body parts around it when it is closed properly.

The bonnet is no longer highlighted in the instrument cluster display (→ *In the engine compartment*) or the display goes out.

⚠ 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 the bonnet, always check that it is properly secured. The bonnet must be flush with the surrounding body

panels.

- If you notice that the bonnet is not closed properly while the vehicle is in motion, stop the vehicle as soon as possible and close the bonnet.
- The bonnet should only be opened or closed when you are sure that nobody is in its 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.
- Always return the wiper arms to the windscreen before starting your journey.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly .

 Do not continue driving! If necessary, lift the bonnet and then close it again.

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

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore any warnings.
- Stop the vehicle as soon as possible and when safe to do so.



The symbol can differ depending on the version of the instrument cluster.

Service fluids and consumables

All service fluids and consumables, e.g. tyres, coolant and batteries, are being constantly developed. The same applies, among other things, to toothed belts, engine oils and spark plugs for combustion engines. For this reason, service fluids and consumables should be replaced at a qualified workshop. Volkswagen dealerships are kept up to date on all changes.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Service fluids must be kept in their original sealed container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always read and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. They are toxic and highly flammable. They could cause fires and explosions.

NOTICE

- Only use suitable service fluids for refilling. Never use the wrong service fluid. Failure to observe this warning can result in serious malfunctions and engine damage.
- Optional equipment and other accessories in front of the air intake reduce the cooling effect of the coolant. The engine may overheat at high ambient temperatures and high engine loads.

 Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.

Washer fluid

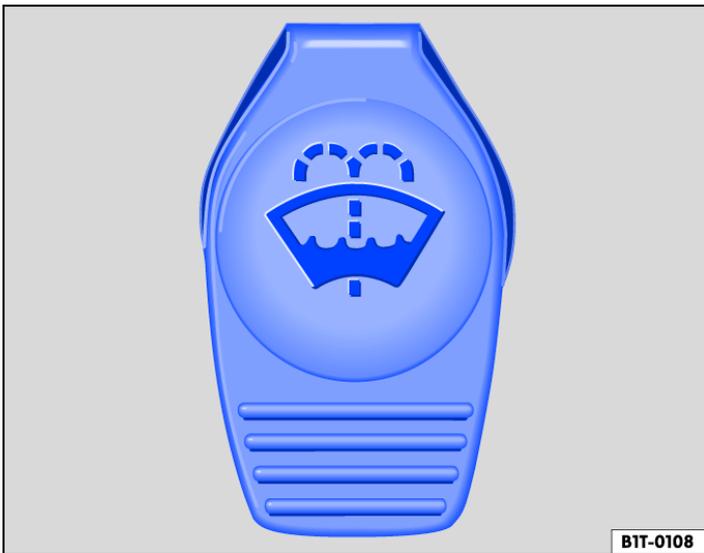


Fig. 1 In the engine compartment: cap of washer fluid reservoir.

The washer fluid level should be checked regularly and refilled as necessary.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling. The strainer should only be removed for cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

- Open the bonnet  (*→ In the engine compartment*).
- The washer fluid reservoir is identified by the  symbol on the cap *→ Fig. 1*.
- Check whether there is enough washer fluid in the reservoir.
- To top up, mix clean water (not distilled water) with a commercially available washer fluid *→* . Observe the mixture instructions on the packaging.
- At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze *→* .

The filling quantity of the washer fluid reservoir is approx. 3.0-7.5 litres (3.1-7.9 quarts) depending on the equipment.

WARNING

Never mix coolant additive or other unsuitable additives into the windscreen washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

- Use clean, clear water (no distilled water) with a suitable washer fluid.
- A suitable anti-freeze agent should be added to the windscreen washer fluid if necessary.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Introduction to the topic

Engine oils are matched to the requirements of the engines, exhaust purification systems and fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Engine oils are constantly being developed and improved. Volkswagen dealerships are kept up to date on all changes. Volkswagen therefore recommends having engine oil changes done by a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ([→ Engine oil](#)).

WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic and must be stored out of the reach of children.
- Engine oil must be kept closed in its original container. This also applies to used oil until it is disposed of.
- Never use empty food containers, bottles or other containers to store engine oil as other people may then drink the engine oil.
- Regular contact with engine oil can damage the skin. Skin that has been in contact with engine oil should be washed thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

 Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

If possible, use only Volkswagen-approved engine oil → ⓘ. To comply with the requirements of the flexible oil change service, use only approved flexible service engine oil that complies with the corresponding VW standard.

The quality of fuels can vary greatly between individual markets and this must be taken into account when selecting the correct engine oil.

The use of engine oils compliant with VW 504 00, VW 507 00, VW 508 00 and VW 509 00 specifications requires the following fuel grades or fuel of an equivalent quality.

— Petrol EN 228

Engine oils compliant with VW 504 00, VW 507 00, VW 508 00 and VW 509 00 are therefore unsuitable for use in a large number of markets.

Service identification

You can check whether your vehicle is equipped for the Flexible Service Q16 (Longlife) or Fixed Service Q11, Q12, Q13, Q14 (dependent on time or mileage) in the vehicle data or on the inside cover of this owner's manual.

Permitted engine oil standards

If the engine has been filled with engine oil in accordance with the standards W 502 00, VW 504 00, VW 505 01 and VW 507 00, a sticker with the relevant information will be located on the lock carrier in the engine compartment. Please ensure compliance with this information and only refill using the specified engine oil where possible → ⓘ.

Petrol engines with particulate filter

— Flexible Service VW 508 00 or alternatively VW 504 00

— Fixed Service VW 508 00 or alternatively VW 504 00

Petrol engines without particulate filter

— Flexible Service VW 508 00 or alternatively VW 504 00

— Fixed Service VW 502 00

Natural gas engines

— Fixed Service VW 502 00

Volkswagen recommends  engine oils.

The engine oil VW 502 00 must be used if the fuel grade does not comply with EN 228.

ⓘ NOTICE

- Do not add any additional lubricants to the engine oil. Any damage caused by the use of such additives is not covered by the warranty.
- Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard. If engine oils that do not meet these quality requirements are used, it can cause engine damage.
- Check with a qualified workshop if you are unsure whether your vehicle is equipped with a particulate filter. Volkswagen recommends using a Volkswagen dealership for this purpose.
- Another engine oil can be used in the event of an emergency if the listed engine oils are not available. To avoid damaging the engine, a maximum quantity of 0.5 litres of the following engine oil may be used **only once** until the next oil change:
 - Petrol engines: standards ACEA A3/B4 or API SN (API SM).

ⓘ NOTICE

If the vehicle has been filled with engine oils in accordance with the standards VW 502 00, VW 504 00, VW 505 01 or VW 507 00, refill with engine oil of the same standard where possible. Failure to do so may result in engine damage.

Changing engine oil

The engine oil must be changed on a regular basis. Always observe the service intervals applicable for your vehicle ([→ Service](#)).

Changing engine oil and filters requires special tools, specialist knowledge and correct waste oil disposal. Therefore, always have the engine oil and filter change carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

You can find more details on the service intervals in the chapter on service ([→ Service](#)).

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

If, in exceptional cases, you have to carry out an oil change yourself, please note the following:

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when removing the oil drain plug with your fingers to help prevent oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire quantity of engine oil required for refilling.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.
- Engine oil is toxic and must be stored out of the reach of children.

 Before changing the engine oil, first find out where old oil can be disposed of properly near you.

 Used oil must be disposed of in an environmentally responsible way. Never dispose of old oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and bodies of water.

Engine oil consumption

Engine oil consumption can vary from engine to engine and can change during the working life of an engine.

Depending on driving style and operating conditions, engine oil consumption can be up to 1 l(1 quart) per 2,000 kilometres (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 kilometres (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long journeys.

When the engine is working hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes ([→ Engine oil](#)).

Checking the engine oil level and refilling engine oil

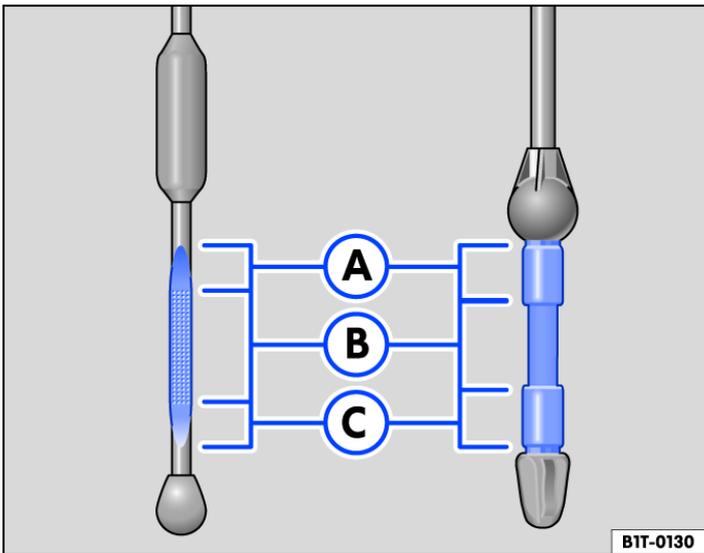


Fig. 1 Oil dipsticks with markings (variants).

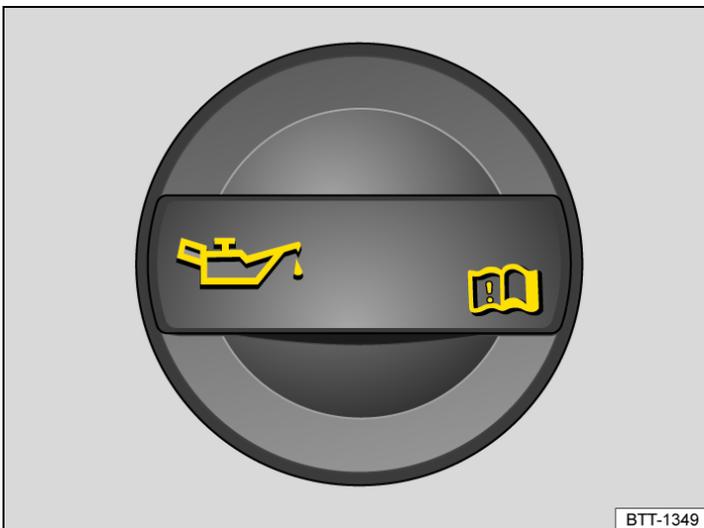


Fig. 2 In the engine compartment: engine oil filler cap (illustration).

Key to → Fig. 1:

- (A) Do not fill engine oil.
- (B) Engine oil level OK.
- (C) Engine oil level too low – fill engine oil.

Checklist

Carry out the steps in the specified order → ⚠:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait a few minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠ (→ *In the engine compartment*).
4. Identify the engine oil filler cap and oil dipstick. The engine oil filler opening can be recognised by the symbol  on the cap and the oil dipstick has a coloured handle → Fig. 1. If you cannot find the cap and oil dipstick, please contact a qualified workshop.
5. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
6. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the upper end of the oil

dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.

7. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → Fig. 1:
 - (A) Do not fill engine oil → ⚠. Continue with step 16.
 - (B) Engine oil level OK. The engine oil may be filled up to the upper limit of this area, for instance, if the engine is subjected to high loads. Continue with step 8 or 16.
 - (C) Engine oil level too low. It is essential to fill engine oil. Continue with step 8.
8. After reading off the oil level, push the oil dipstick back into the guide tube as far as it will go.
9. Unscrew the engine oil filler opening cap → Fig. 2.
10. Top up the engine oil gradually with small amounts (no more than 0.5 l / 0.5 quart). Volkswagen AG recommends using an approved engine oil that is compliant with the corresponding VW standard.
11. In order to avoid overfilling, wait for approximately one minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.
12. Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil → ⚠.
13. After filling, the engine oil level should be in the middle of the area → Fig. 1 (B). It should not be above (B), i.e. in area (A), nor should it be above area (A) → ⚠.
14. Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → Fig. 1 (A). Notify a qualified workshop and seek expert assistance if necessary.
15. Close the engine oil filler opening with the cap after filling engine oil.
16. Insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.
17. Close the bonnet ⚠ (*→ In the engine compartment*).

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause fires, burns and other serious injuries.

- If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.
- Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from escaping onto hot engine components when the engine is running.

⚠ NOTICE

- Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → Fig. 1 (A). Notify a qualified workshop and seek expert assistance if necessary. The catalytic converter and the engine could otherwise be damaged.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

🍃 The engine oil level must never be above area → Fig. 1 (A). Otherwise oil can be drawn in through the crankcase breather and escape into the atmosphere via the exhaust system.

Troubleshooting

Engine oil pressure too low

The indicator lamp flashes red.



Do not continue driving!

Engine oil pressure too low.

- Switch off the engine.
- Check the engine oil level ([→ Engine oil](#)).

Do *not* drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct.

The engine could otherwise be damaged.

- Seek expert assistance.

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 → ⚠. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

WARNING

Coolant is toxic.

- Coolant should only be kept in sealed original containers in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Coolant must be stored out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.



Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% G 12evo coolant additive (TL-VW 774 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 60%, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G 12evo coolant additive must be used in order to obtain the optimum corrosion protection → ⓘ.

Mixing G 12evo with the coolants G 13 (TL-VW 774 J), G 12 plus-plus (TL-VW 774 G), G 12 plus (TL-VW 774 F), G 12 (dyed red) or G 11 (dyed blue-green) will significantly decrease the level of corrosion protection and should therefore be avoided → ⓘ.

WARNING

Insufficient anti-freeze in the cooling system can cause the engine to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

NOTICE

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

- If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example, brown instead of purple, G 12evo has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

-  Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Checking the coolant level and refilling coolant

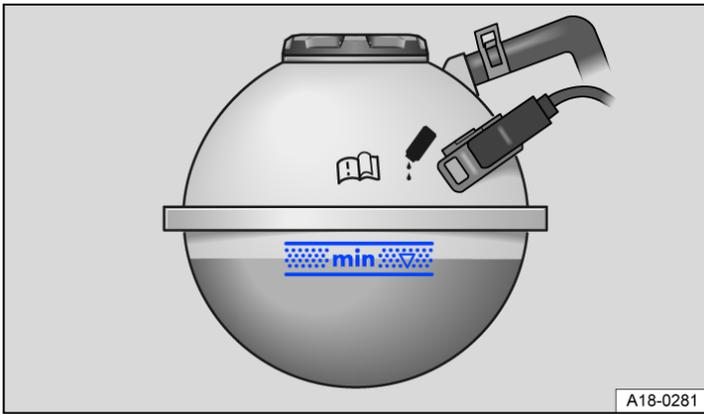


Fig. 1 In the engine compartment: markings on the coolant expansion tank (illustration).



Fig. 2 In the engine compartment: coolant expansion tank cap (illustration).

The warning lamp for the coolant will light up if the coolant level is too low.

Preparations

- Park the vehicle on a firm and level surface.
- Allow the engine to cool down → ⚠.
- Open the bonnet ⚠ (→ *In the engine compartment*).
- The coolant expansion tank is identified by the 🛠 symbol on the cap → *Fig. 2*.

Checking the coolant level

The engine coolant may be above the marked area upon delivery (new vehicles). This is normal. The coolant does not have to be sucked off.

- When the engine is cold, check the coolant level at the side markings of the coolant expansion tank → *Fig. 1*. The coolant level must be between the marks.
- Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking ("min"). When the engine is warm, the engine coolant level may be slightly above the upper mark.

Adding coolant

- Always protect your face, hands and arms from hot coolant or steam by placing a suitable cloth on the cap of the coolant expansion tank.
- Unscrew the cap carefully → ⚠.
- Refill only new coolant according to the Volkswagen specification (→ *Coolant*) → ⚠.
- Only refill coolant if there is still a remaining quantity of coolant in the expansion tank. If this is not observed, the engine could be damaged. If you cannot see any coolant in the expansion tank do not drive on. Seek expert assistance.

- If there is still a remaining quantity of coolant in the coolant expansion tank, refill coolant until the level remains stable.
- The coolant level must be between the marks on the coolant expansion tank → *Fig. 1*. Do not fill above the top edge of the marked area → ①.
- Screw the cap closed tightly.
- If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive (*→ Coolant!*). Instead, initially refill with distilled water → ① only. Then add the correct proportion of the specified coolant additive as soon as possible (*→ Coolant!*).

WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until you can no longer see or hear escaping steam or coolant.
- Always allow the engine to cool down completely before carefully opening the bonnet. Hot components can burn the skin.
- The following points should be observed before opening the bonnet when the engine has cooled down:
 - Apply the handbrake fully and move the selector lever to position P or move the gear lever to the neutral position.
 - Switch off the ignition and remove the vehicle key from the ignition lock if necessary.
 - Always keep children away from the engine compartment and never leave unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
 - Turn the cap slowly and very carefully anticlockwise while exerting gentle downward pressure on the cap.
 - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids on engine components or on the exhaust system. The spilt service fluids can start a fire. In certain circumstances, the ethylene glycol in the coolant can catch fire.

NOTICE

- Refill only with distilled water. All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any other type of water is refilled, the fluid in the cooling system should be completely replaced immediately by a qualified workshop.
- Do not fill coolant above the top of the marked area → *Fig. 1*. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If a large amount of coolant has been lost, do not refill the coolant until the engine has *cooled completely*. Heavy coolant loss is an indication of leaks in the cooling system. The cooling system should be checked by a qualified workshop as soon as possible. Failure to do so can result in engine damage.
- Do not refill coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on! Seek expert assistance. Failure to do so can result in engine damage.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Troubleshooting



Coolant

The indicator lamp flashes red.

Engine coolant temperature too high or engine coolant level too low.

 Do not continue driving!

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

- Switch off the engine.
- Allow the engine to cool down until the warning lamp goes out.
- Check the engine coolant level at the coolant expansion tank ([→ Coolant](#)).

If the engine coolant level is too low:

- Adding coolant ([→ Coolant](#))

If the warning lamp does not go out, seek expert assistance.



and display --.- in the instrument cluster

The indicator lamp flashes red.

Fault in the engine cooling system.

- Stop the vehicle as soon as possible and when safe to do so.
- Seek expert assistance.



The warning lamp lights up blue.

Engine coolant temperature low, and the engine has not warmed up.

- Avoid high engine speeds and high engine loads as long as the warning lamp is lit.

Brake fluid



Fig. 1 In the engine compartment: cap of the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times → ⚠.

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with VW standard 501 14 to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir and above the MIN marking → ⚠.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please go to a qualified workshop.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

⚠ Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

-  Do not continue driving!
- Check the brake fluid level.

If the brake fluid level is too low:

- Inform a qualified workshop.
- Have the brake system checked.

Changing the brake fluid

The brake fluid should be changed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose. Only brake fluid that conforms with the required specification should be used.

WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- The brake system and brake fluid level must be checked regularly.
- The brake fluid should be changed regularly.
- Heavy use of the brakes with old brake fluid can cause a vapour lock. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.
- Please ensure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14.
- Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.
- The refilled brake fluid must be new.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Brake fluid must always be stored in its original sealed container and kept out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres. Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

-  Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠️. All work should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter (→ [12-volt vehicle battery](#)).

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

Explanation of the warnings on the 12-volt vehicle battery



Always wear eye protection!



Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!



No fire, sparks, naked lights or smoking!



A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!



Always keep children away from electrolyte and the 12-volt vehicle battery!



Always observe the owner's manual!

⚠️ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Do not smoke during the work, and never work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic charge.
- Never short circuit the battery terminals.
- Never use a damaged 12-volt vehicle battery. It can explode. Damaged 12-volt vehicle batteries must be replaced as soon as possible.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Frozen 12-volt vehicle batteries must be replaced immediately.

ⓘ NOTICE

Do not expose the 12-volt vehicle battery to direct daylight for an extended time.

- The ultraviolet radiation can damage the battery housing.

ⓘ NOTICE

Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

- The 12-volt battery can freeze and be destroyed as a result.



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

Checking the electrolyte level of the 12-volt vehicle battery

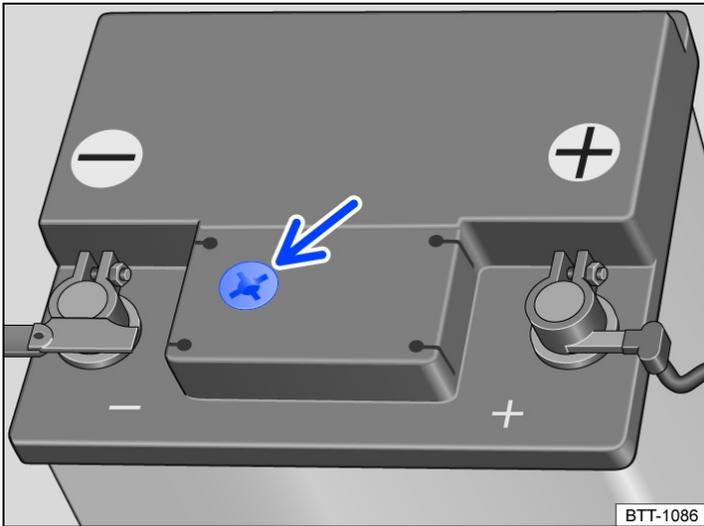


Fig. 1 Battery window on the top of the 12-volt vehicle battery (illustration).

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Vehicles with 12-volt vehicle battery in the luggage compartment are equipped with a special vehicle battery. The electrolyte level of these 12-volt vehicle batteries cannot be checked for technical reasons. Go to a qualified workshop to have the 12-volt vehicle battery checked.

Preparations

- Preparing the vehicle for working in the engine compartment .
- Open the bonnet  ([→ In the engine compartment](#)).

Checking the electrolyte level (12-volt vehicle batteries with battery window)

- Ensure that enough light is available for you to clearly see the colour indicator in the round battery window on the top of the 12-volt vehicle battery (arrow) → *Fig. 1*. Never use naked flames or glowing objects as a light source.
- The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or without colour

The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.
- Never open a 12-volt vehicle battery.
- If acid is spilt in your eye or on your skin, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging → ⚠️. Volkswagen recommends using a Volkswagen dealership for this purpose.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, discuss the electromagnetic compatibility, size and necessary servicing, output and safety requirements for the new 12-volt vehicle battery with a Volkswagen dealership before purchase. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

Always have the 12-volt vehicle battery replaced by a qualified workshop, as the vehicle electronics must be adapted as part of the replacement process. Only qualified workshops have the technology required to carry out this adjustment correctly. Volkswagen recommends that the 12-volt vehicle battery is replaced by a Volkswagen dealership.

Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

- Switch off all electrical consumers and the ignition.
- Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
- First disconnect the negative cable and then the positive cable → ⚠️.

Connecting the 12-volt vehicle battery

- Switch off all electrical consumers and the ignition before reconnecting the 12-volt vehicle battery.
- First reconnect the positive cable and then the negative cable → ⚠️.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps remain lit up, the vehicle should be checked by a qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not be able to calculate or correctly display the time when the next service is due. Observe the maximum permissible service intervals.

Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

- The idling speed is increased so that the alternator provides more electricity.
- The performance of large electrical consumers may be reduced or they may be switched off completely.
- The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging. For example when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

12-volt vehicle battery is discharged

- By long standing periods without running the engine, especially if the ignition is switched on.

— Through use of electrical consumers when the engine is switched off.

 **WARNING**

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

 **WARNING**

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.
- Incorrectly connected cables can cause a short circuit. First connect the positive cable and then the negative cable.

 **NOTICE**

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

 Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

Troubleshooting

Alternator fault

The indicator lamp lights up red.

The 12-volt vehicle battery is not charged by the alternator while the vehicle is in motion.

- Switch off any electrical consumers that are not required.
- Inform a qualified workshop.
- Have the electrical system checked.

The start/stop system cannot start the engine ([→ Start/stop system](#)).

Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Monitors various parameters (including rolling circumference) of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker ([→ Tyre pressure](#)).

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised ([→ Tyre Pressure Loss Indicator](#)). This adjusts the reference pressure to the current tyre pressure.

WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check tyre pressures regularly and always maintain the specified tyre pressure value ([→ Tyre pressure](#)). If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker ([→ Tyre pressure](#)).
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle ([→ Tyre pressure](#)).
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

 If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

 When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

 Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

 Do not rely solely on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator



Fig. 1 In the glove box: button for Tyre Pressure Loss Indicator.

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The rolling circumference can change:

- If the tyre pressure has been changed.
- If the tyre pressure is too low.
- If the tyre has structural damage.
- If the vehicle is loaded more heavily on one side.
- If snow chains have been fitted.
- If 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.

Synchronising the Tyre Pressure Loss Indicator

- Switch on the ignition.
- Press and hold the → Fig. 1 button until an acoustic confirmation signal is output.

After an extended driving time with driving at different speeds, the system will automatically learn the new values and monitor them.

The Tyre Pressure Loss Indicator needs to 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 have been swapped round, e.g. from front to rear.

⚠ WARNING

Incorrect use of the setting button can cause the Tyre Pressure Loss Indicator to issue false warnings or to issue no warning despite a dangerously low tyre pressure.

- Ensure that the tyre pressure of all tyres is correct before pressing the setting button.

 The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS ([→ Brake support systems](#)).

 After a warning about the tyre pressure being too low, switch the ignition off and then back on again. The Tyre Pressure Loss Indicator can only then be re-synchronised.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

-  Do not continue driving!
- Check and adjust all tyre pressures ([→ Tyre pressure](#)).
- Damaged tyres should be replaced.
- Re-synchronise the Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#)).
- If the problem persists, go to a qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about a minute and then remains lit up in yellow.

There is a system fault.

-  Do not continue driving!
- Switch the ignition off and then back on again.
- Re-synchronise the Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#)).
- If the problem persists, go to a qualified workshop.

WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the indicator lamp () lights up, stop the vehicle as soon as possible and check all the tyres ([→ Tyre pressure](#)).
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker ([→ Tyre pressure](#)).
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load ([→ Tyre pressure](#)).
- Always inflate all tyres to the correct tyre pressure before every journey ([→ Tyre pressure](#)).
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest qualified workshop and check and correct the tyre pressure ([→ Tyre pressure](#)).
- The Tyre Pressure Loss Indicator must always be correctly calibrated.

 Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for 65 seconds and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check tyre pressures regularly when the tyres are cold, and always keep to the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres for damage and wear at regular intervals.
- Never drive with worn tyres or tyres that are damaged (i.e. they have holes, cuts, cracks or blisters). Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Worn or damaged tyres must be replaced as soon as possible.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibrations or if the vehicle pulls to one side when driving, stop the car immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest qualified workshop.

Handling wheels and tyres

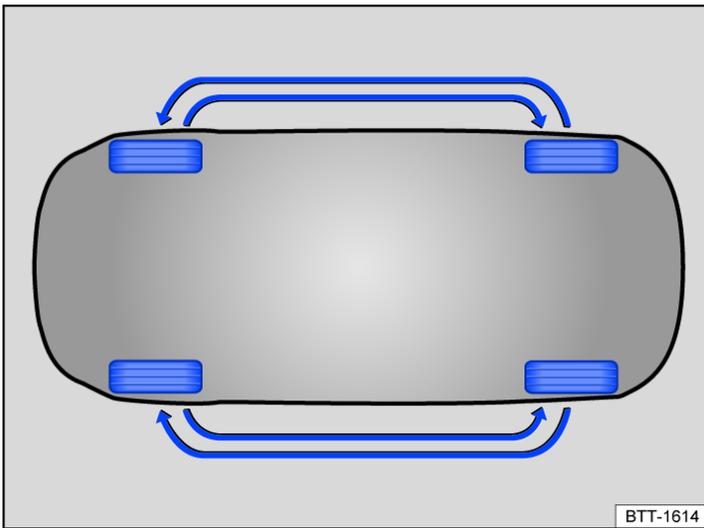


Fig. 1 Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration → Fig. 1 is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having the wheels changed by a qualified workshop.

Avoiding damage to the wheel rims and tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure regularly.
- Regularly check tyres for damage, e.g. holes, slits, punctures or blisters.
- Never exceed the maximum speed and load permitted for the tyres that are fitted (→ [Tyre lettering and tyre type](#)).
- Damaged or worn tyres must be replaced immediately .
- Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid → ⚠.
- Replace missing dust caps on the valves immediately.
- Remove foreign bodies that have not yet penetrated to the inside of the tyre .
- Observe all warnings of the tyre monitoring system (→ [Tyre Pressure Loss Indicator](#)), .

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation → ⚠.

Winter and all-year tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date (→ [Tyre pressure](#)).

Storing tyres

- Always store tyres in a cool, dry and preferably dark place. Do not store tyres mounted on the rim vertically.
- Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

New tyres

- Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip → ⚠ and braking efficiency → ⚠.
- All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

Replacing tyres

- Always replace tyres at least on an axle-by-axle basis → ⚠.
- Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.
- Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear ([→ Tyre Pressure Loss Indicator](#)).

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

⚠ WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

ⓘ NOTICE

Avoid heavy impacts and drive round obstacles whenever possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

ⓘ NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

 Old tyres should be disposed of properly and as required by legislation.

 If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Refit the normal road wheel as soon as possible.

 Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. This certificate must be stored in a safe place in the vehicle.

Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. ([→ Wheel bolts](#)).

Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque ([→ Wheel bolts](#)).

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose → ⚠.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

- Seal of conformity.
- Rim size.
- Name of manufacturer or brand name.
- Date manufactured (month/year).
- Country of origin.
- Production number.
- Raw materials batch number.
- Product code.

WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Only use wheel rims that have been approved for the vehicle.
- Check the rims regularly for damage and replace as necessary.

WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- All work on wheel rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Tyre pressure

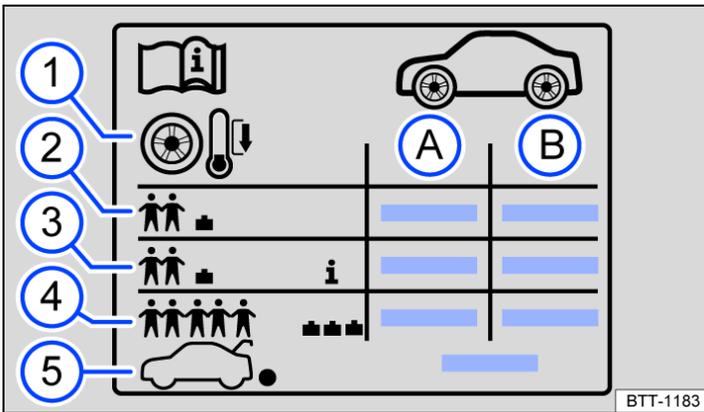


Fig. 1 Symbols on the tyre pressure sticker.

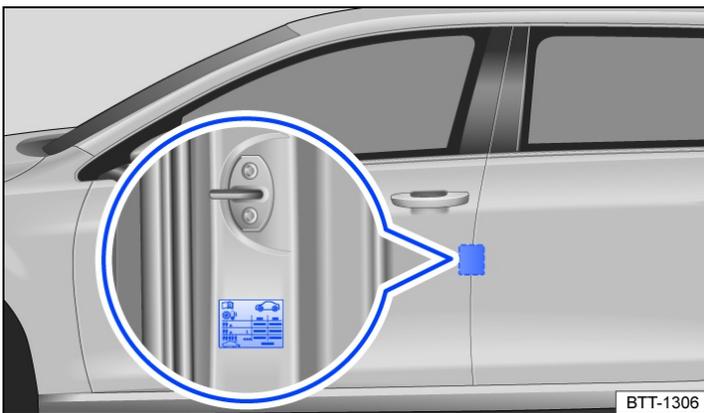


Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the fuel flap)

Key to Fig. 1:

- (A) Tyre pressure for the tyres on the front axle.
- (B) Tyre pressure for the tyres on the rear axle.
- (1) Note: check the tyre pressure when the tyres are cold.
- (2) Tyre pressure for partial load.
- (3) *Vehicle-dependent*: comfort tyre pressure for partial load.
- (4) Tyre pressure for full load.
- (5) Tyre pressure level for the spare wheel, collapsible spare wheel or temporary spare wheel.

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → Fig. 2 or inside the tank flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre → ⚠. The correct tyre pressure is particularly important at high speeds.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → Fig. 1 (3). The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

Checking the tyre pressure

- Check the tyre pressure at least once a month.
- Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the

tyre pressure.

- Always adjust the tyre pressure to the load level → Fig. 1 ⁴.
- After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.
- Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- All tyres must have the correct tyre pressure to suit the vehicle load.
- Never reduce excess pressure when the tyres are warm.

NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure the valve caps are completely screwed on while driving.

 Underinflated tyres will result in increased fuel consumption.

Tread depth and tread wear indicators

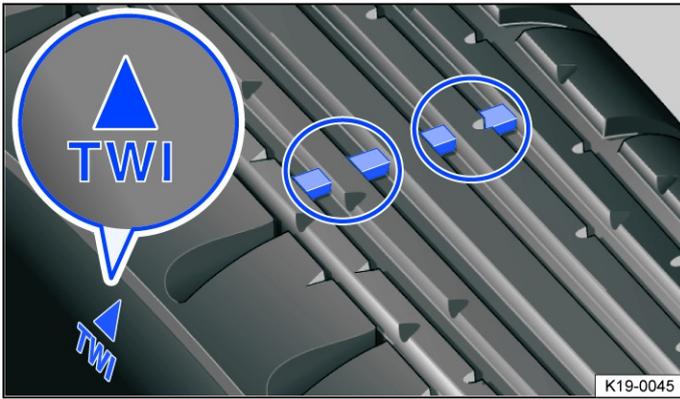


Fig. 1 Tyre tread: tread wear indicators.

Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm (1/16 in) residual tread - measured in the tread grooves next to the wear indicators (observe deviating country-specific legal regulations). The tyres should have the same tread depth, at the minimum on each axle → ⚠.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → Fig. 1 in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → Fig. 1.

⚠ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to “float” along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

Tyre damage

Damage to tyres and wheel rims is often hidden → ⚠.

- If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.
- Check the tyres and wheel rims for damage.
- Do not drive on if a tyre is damaged.
- Changing a damaged wheel ([→ Changing a wheel](#)). Seek expert assistance for this if necessary.
- Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Embedded foreign bodies in the tyres

- Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
- Changing a damaged wheel ([→ Changing a wheel](#)). Seek expert assistance for this if necessary.
- Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
- Check and adjust the tyre pressure.
- Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Tyre wear

The tyre wear is affected by several factors:

- Style of driving.
- How well the tyres are balanced.
- Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a qualified workshop if tyres show excessive wear.

WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Reduce speed immediately and park the vehicle without obstructing traffic.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Tyre lettering and tyre type

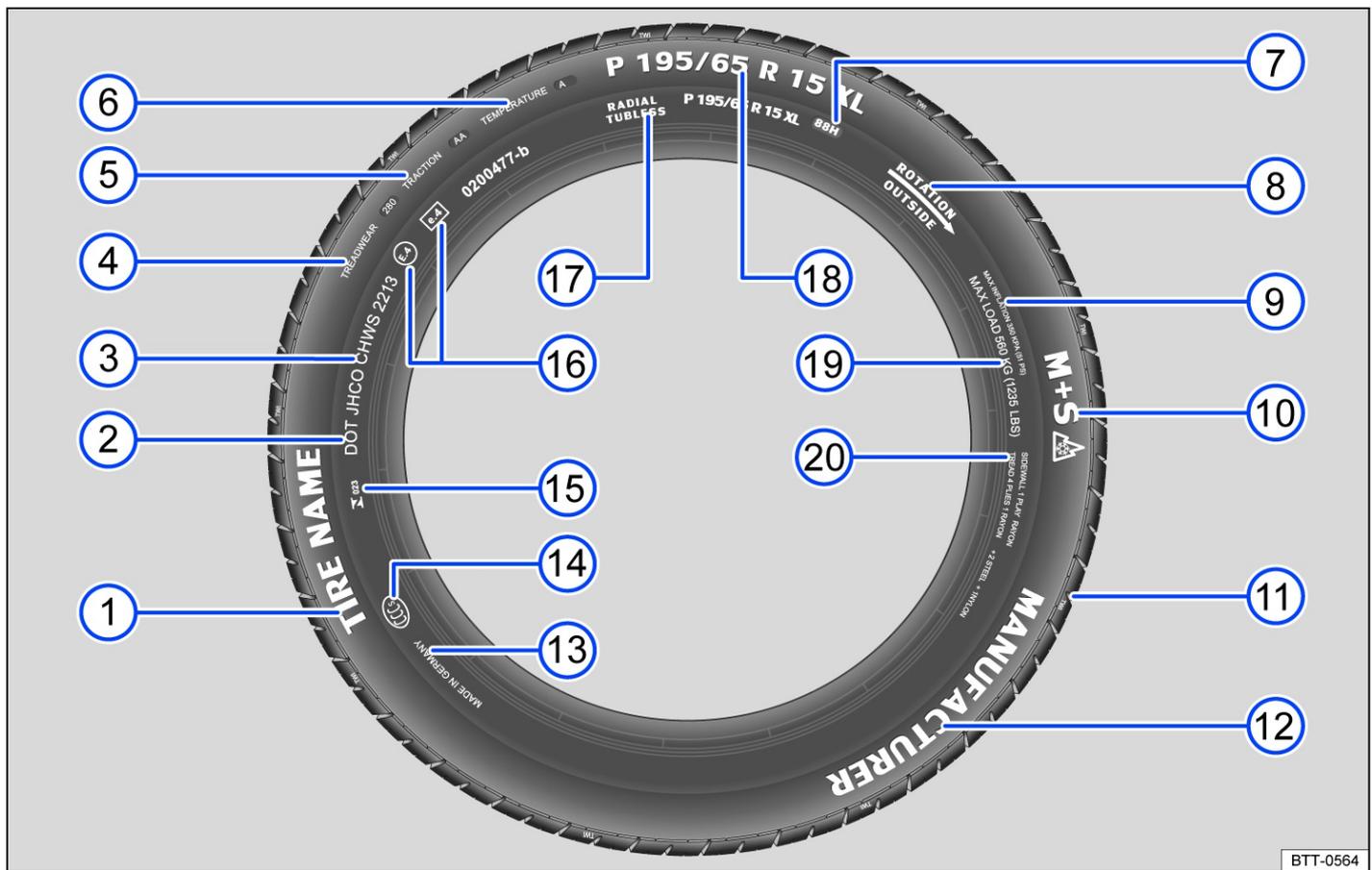


Fig. 1 International tyre lettering.

→ Fig. 1	Tyre lettering (example)	Meaning				
①	Product name	Individual tyre designation of the manufacturer.				
②	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.				
③	JHCO CHWS 2213	<p>Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:</p> <table border="1"> <tr> <td>JHCO CHWS</td> <td>Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.</td> </tr> <tr> <td>2213</td> <td>Date of manufacture: 22nd week in 2013.</td> </tr> </table>	JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.	2213	Date of manufacture: 22nd week in 2013.
JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.					
2213	Date of manufacture: 22nd week in 2013.					

Information for the end user concerning comparative values for specified basic tyres(standardised test procedure):

④	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification 280 wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.
⑤	TRACTION AA	Wet braking performance of the tyre (AA, A, B or C). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.

		and traction under maximum load.												
→ Fig. 1	Tyre lettering (example)	Meaning												
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 	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	Made in Germany	Country of manufacture.												
14		Country-specific identification for China (China Compulsory Certification).												
15	 023	Country-specific identification for Brazil.												
16	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with <i>E</i> , tyres which comply with EC regulations are identified with <i>e</i> . This is followed by the multiple-digit approval number.												
17	RADIAL TUBELESS	Tubeless radial tyre.												
18	P 195 / 65 R 15 XL	Size designation: <table border="1" data-bbox="486 1377 1508 1713"> <tbody> <tr> <td>P</td> <td>Identification for passenger vehicle.</td> </tr> <tr> <td>195</td> <td>Tyre width from wall to wall in mm.</td> </tr> <tr> <td>65</td> <td>Aspect ratio in %.</td> </tr> <tr> <td>R</td> <td>Tyre construction: radial.</td> </tr> <tr> <td>15</td> <td>Rim diameter in inches.</td> </tr> <tr> <td>XL</td> <td>Heavy-duty tyres (extra load tyres).</td> </tr> </tbody> </table>	P	Identification for passenger vehicle.	195	Tyre width from wall to wall in mm.	65	Aspect ratio in %.	R	Tyre construction: radial.	15	Rim diameter in inches.	XL	Heavy-duty tyres (extra load tyres).
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15	Rim diameter in inches.													
XL	Heavy-duty tyres (extra load tyres).													
19	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.												
20	SIDEWALL 1 PLY RAYON TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tyre carcass components: 1 ply of rayon (artificial silk). Details of the tread components: In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply.												

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification

number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower 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

Winter or all-year tyres improve the handling and braking response in winter conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter tyres and all-year tyres lose a large degree of their effectiveness for winter conditions when the tread is worn down to a depth of 4 mm.

The following applies when using winter tyres:

- Observe any country-specific legal requirements.
- Use winter tyres on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the sizes of tyre that have been approved for the vehicle.
- Winter tyres must have the same belt type, size and the same tread pattern.
- Observe the maximum speed permitted by the speed index → .

Speed limitation

Winter tyres have a speed limit depending on the speed index ([→ Tyre lettering and tyre type](#)).

In some vehicle versions, a speed warning can be set in the menuMFD (multifunction display) in the instrument cluster ([→ Driving data display \(multifunction display\)](#)).

If you use V-rated winter tyres, the speed limits and required tyre pressure will be determined by the engine size. You must ask a Volkswagen dealership about the maximum permitted speed and required tyre pressure.

WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks.

- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Never exceed the top speed and load permitted for the winter tyres that are fitted.



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](#)).



Volkswagen dealerships can provide details on permissible winter tyre sizes.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel combinations:

Tyre size	Wheel rim
165/70 R 14	5 J x 14 offset 35
175/65 R 14	5 J x 14 offset 35

Volkswagen recommends that you ask your Volkswagen dealership for information about appropriate wheel, tyre and snow chain size.

If possible, use snow chains with fine-pitch links which do not protrude more than 15 mm, including the tensioner.

Remove centre wheel trims and rim trim rings before fitting snow chains → ⓘ. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from Volkswagen dealerships.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel ([→ Spare wheel and temporary spare wheel](#)).

- In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
- Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the assembly instructions provided by the snow chain manufacturer.
- Never exceed the maximum speed permitted for the snow chains that are fitted.

NOTICE

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

 In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted ([→ Tyre Pressure Loss Indicator](#)).

Centre wheel trim



Fig. 1 Removing the centre wheel trim by pulling off.

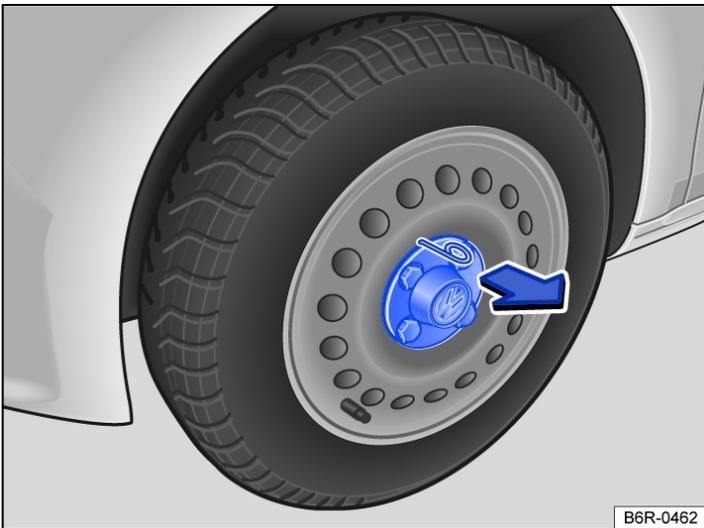


Fig. 2 Pulling off the centre cover on a steel wheel.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

Vehicles with centre wheel trims that can be removed by pulling off

- *To remove:* take the wire hook from the vehicle toolkit ([→ Vehicle toolkit](#)) and insert it into a hole (alloy wheel) [→ Fig. 1](#) or fit it on the edge (steel wheel) of the trim [→ Fig. 2](#).
- Pull off the cover in the direction of the arrow.
- *To fit:* press the centre wheel trim against the rim until you feel it engage.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries. Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

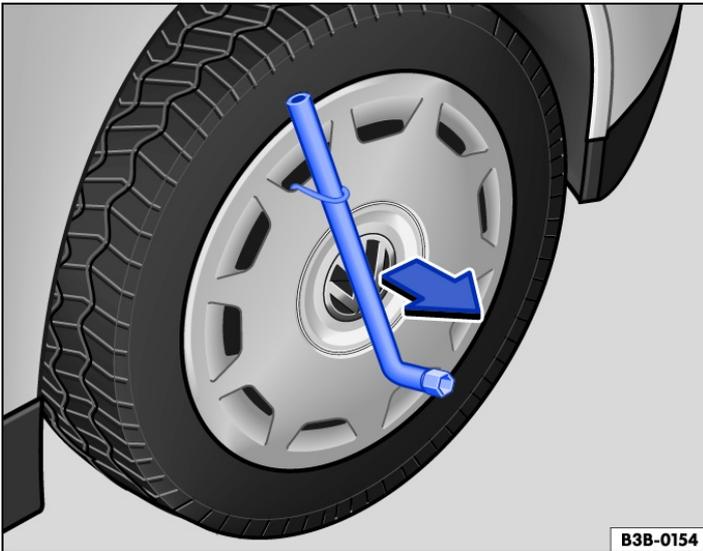


Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

Removing wheel covers

- Take the box spanner and wire hook from the vehicle toolkit ([→ Vehicle toolkit](#)).
- Insert the wire hook into one of the holes in the wheel cover.
- Push the box spanner through the wire hook [→ Fig. 1](#) and remove the wheel cover in the direction of the arrow.

Fitting wheel covers

- Check the correct position of the anti-theft wheel bolt ([→ Wheel bolts](#)).
- Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve [→ Fig. 2](#) ¹. Please ensure the cover engages securely all the way round.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries. Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel bolt caps

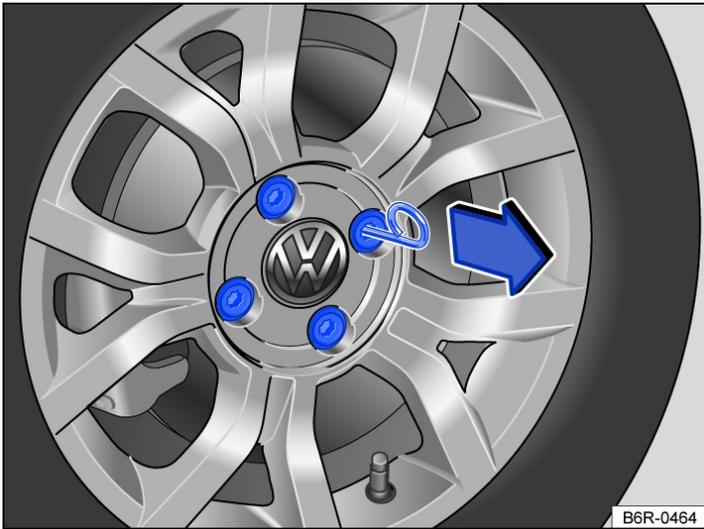


Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

Removing and fitting the caps

- *Removing*: take the wire hook from the vehicle toolkit ([→ Vehicle toolkit](#)).
- Insert the wire hook through the opening in the cap [→ Fig. 1](#) and pull off in the direction of the arrow.
- *Fitting*: press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Introduction to the topic

Some models are delivered from the factory without a jack or box spanner. If this is the case, wheels should be changed by a qualified workshop.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, seek expert assistance.

WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to carry out the wheel change.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Check that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Only change the wheel yourself when you feel confident with carrying out the procedure. If not, seek expert assistance.
- Always use suitable and undamaged tools to change the wheel.
- Always switch off the engine, firmly apply the handbrake and move the selector lever to the position P or select a gear on a manual gearbox in order to reduce the risk of unintended vehicle movement.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- In the case of vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised immediately after a wheel change ([→ Tyre Pressure Loss Indicator](#)).

Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. With an Automated Shift Gearbox: move the selector lever to D or R with the ignition switched on.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle (*→ In an emergency*). Observe any legal requirements.
8. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
9. Remove any items of luggage from the luggage compartment.
10. Remove the spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
11. Remove the hubcaps .

WARNING

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

- Follow the actions in the checklist and observe the general safety procedures.

Wheel bolts

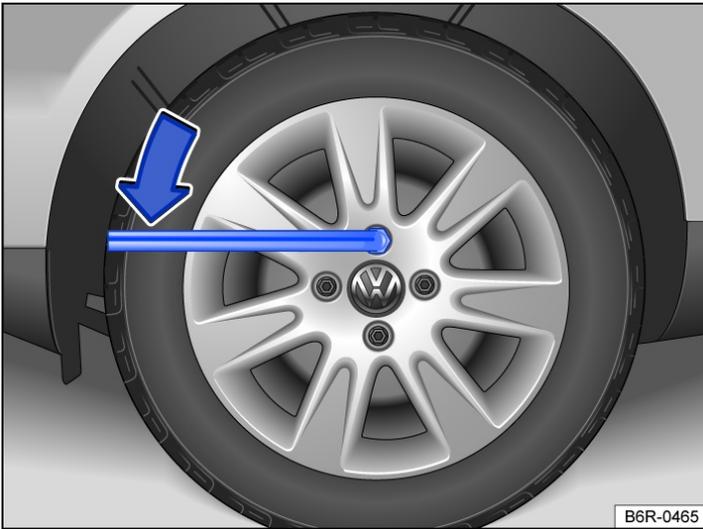


Fig. 1 Changing a wheel: loosening the wheel bolts.

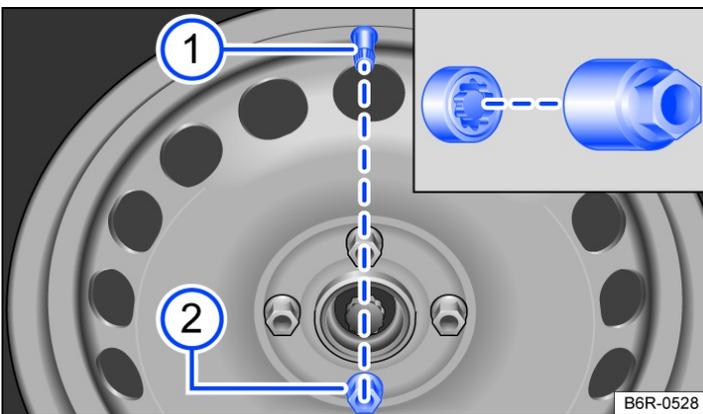


Fig. 2 Changing a wheel: tyre valve (1) and location of the anti-theft wheel bolt (2).

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening wheel bolts

- Fit the box spanner over the wheel bolt as far as it will go → Fig. 1.
- Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise → ⚠.

Loosening the anti-theft wheel bolt

- Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
- Insert the adapter into the anti-theft wheel bolt as far as it will go.
- Push the box spanner onto the adapter as far as it will go.
- Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise → ⚠.

Screwing in the anti-theft wheel bolt (wheel cover)

The anti-theft wheel bolt must be screwed in at position → Fig. 2 (2) on wheels with a wheel cover. 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:

— 110 Nm.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolts or the threads of the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Check the tightening torque regularly using a torque wrench.

⚠ WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Only use wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.
- On vehicles with two-piece wheel bolts: use only two-piece wheel bolts.

Subwoofer

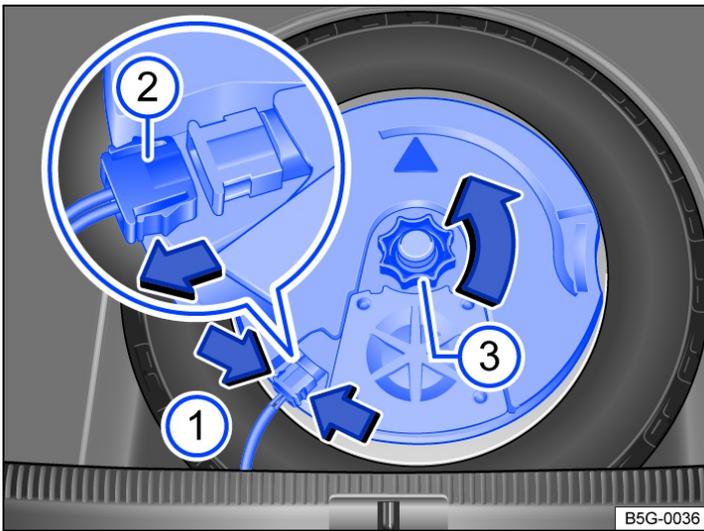


Fig. 1 In the luggage compartment: removing the subwoofer

The subwoofer must be removed before the spare wheel can be taken out.

Removing the subwoofer

- Lift up the variable luggage compartment floor until it is held in position by the side restraints.
- To release the connector → Fig. 1 (2), press the lugs together (arrows (1)).
- Pull off the connector (2) and place the disconnected electric cable to one side.
- Unscrew handwheel (3) in the direction of the arrow.
- Lift out the subwoofer carefully.

Installing the subwoofer

- Place the subwoofer carefully in the rim base. The tip of the arrow symbol "FRONT" on the subwoofer must face forwards.
- Plug in connector → Fig. 1 (2) until it audibly engages.
- Screw the handwheel (3) onto the threaded pin in the opposite direction to the arrow until the subwoofer is properly secured.
- Place the variable luggage compartment floor on the floor covering.

Spare wheel or temporary spare wheel



Fig. 1 In the luggage compartment: handwheel for securing the spare wheel.

Removing the spare wheel, collapsible spare wheel or temporary spare wheel

- Open the boot lid.
- Fold up or remove the luggage compartment floor .
- If necessary, lift up the floor covering and remove.
- Remove the vehicle toolkit with the container.
- Fully unscrew the handwheel in middle of the spare wheel → *Fig. 1* in an anticlockwise direction.
- Remove the spare wheel, collapsible spare wheel or temporary spare wheel.

Stowing the removed wheel

- Open the boot lid.
- Fold up or remove the luggage compartment floor .
- If necessary, lift up the floor covering and remove.
- Place the removed wheel into the spare wheel well with the rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.
- Turn the handwheel clockwise on the stud until the wheel is secured firmly.
- Return the vehicle toolkit to the container and stow the container in the luggage compartment.
- Place the floor covering in the luggage compartment if necessary.
- Replace the luggage compartment floor .
- Close the boot lid.

If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time → .

Observe these driving guidelines:

- Do not drive faster than 80 km/h (50 mph).
- Avoid full acceleration, sudden braking and fast driving through bends in the road.
- Do not use snow chains on the temporary spare wheel (*→ Snow chains*).
- The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel (*→ Tyre pressure*).

WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other

accidents and cause serious injuries.

- Never use a spare wheel or temporary spare wheel if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text "80 km/h" or "50 mph". This is the maximum speed at which you are permitted to drive with this tyre. The sticker must not be covered during use of the wheel.
- Never drive faster than 80 km/h (50 mph). Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Never drive further than 200 km with a temporary spare wheel if it is fitted to the drive axle.
- The temporary spare wheel should be exchanged for a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- The temporary spare wheel must always be secured with the factory-supplied wheel bolts.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, the tyre pressure must be checked as soon as possible ([→ Tyre pressure](#)).
- Snow chains must not be used on the temporary spare wheel.

Lifting the vehicle with the jack

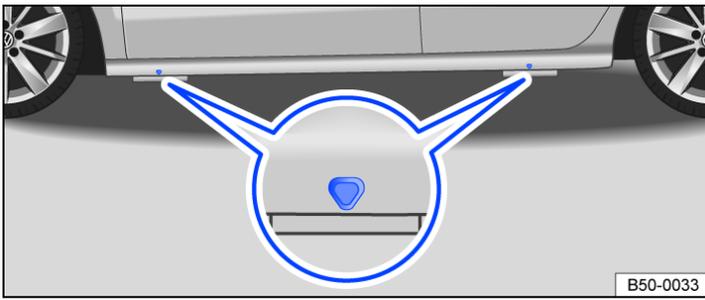


Fig. 1 Jacking points.

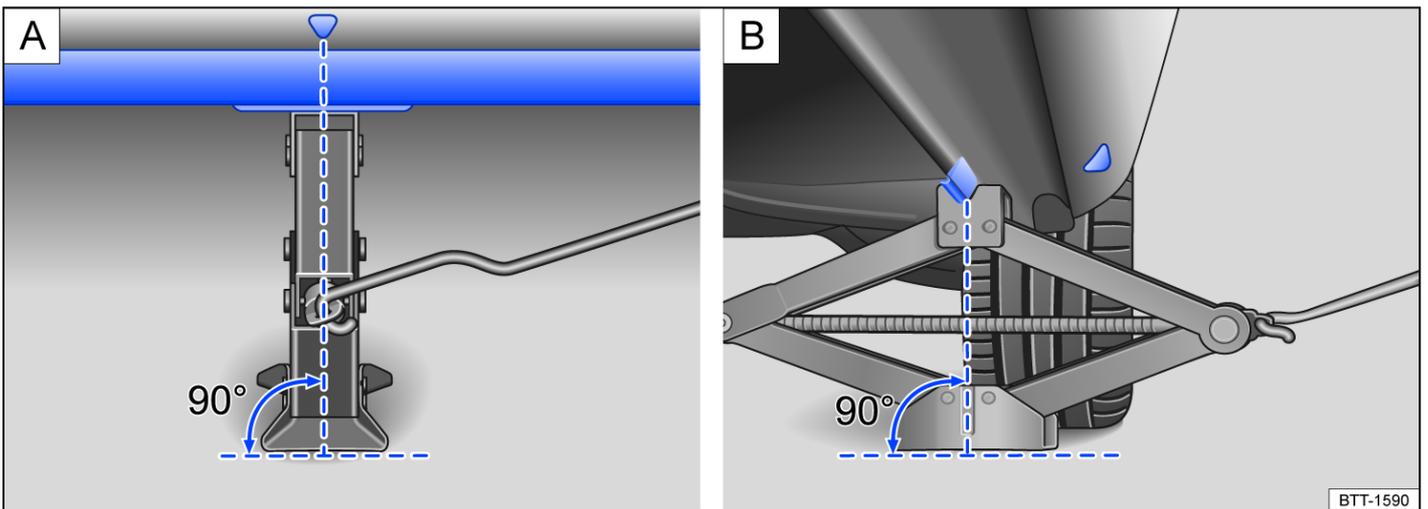


Fig. 2 Jack applied at the rear left-hand side of the vehicle.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → Fig. 1. Always use the jacking point closest to the wheel you are working on → ⚠.

Checklist

For your own safety, carry out the following points in the specified order → ⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Switch off the engine. Select a gear on a manual gearbox or with an Automated Shift Gearbox move the selector lever to D or R with the ignition switched on and then apply the handbrake firmly.
3. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
4. Loosen the wheel bolts (→ [Wheel bolts](#)).
5. Find the jacking point under the vehicle → Fig. 1 which is closest to the wheel that is being changed.
6. Insert the hand crank into the opening on the jack (depending on equipment).
7. Crank up the jack until it just fits under the jacking point of the vehicle.
8. Ensure that the entire surface of the foot of the jack is resting securely on the ground, and that the foot of the jack is positioned fully underneath the point of application → Fig. 2 **A** and **B**.
9. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → Fig. 2.
10. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Only use vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to

slip off the jack. If necessary, use a large, strong board or similar support for the jack.

- On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the jack from slipping.
- Fit the jack only at the points described. The vehicle jack claw must grip the vertical rib under the side member securely → *Fig. 2*.
- Never place any part of your body (e.g. an arm or leg) underneath 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.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is raised on a jack. Engine vibrations can cause the vehicle to fall off the jack.

 **WARNING**

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

- Follow the actions in the checklist and observe the general safety procedures.

Changing a wheel



Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

Removing the wheel

- Observe the checklist ([→ Changing a wheel](#)).
- Loosen the wheel bolts ([→ Wheel bolts](#)).
- Jack up the vehicle ([→ Raising the vehicle with a jack](#)).
- Using the wheel wrench [→ Fig. 1](#), completely unscrew loosened wheel bolts and place them on a clean surface.
- Remove the wheel.

Fitting the spare wheel or temporary spare wheel

- Note the tyre direction of rotation ([→ Tyre lettering and tyre type](#)).
- Put the wheel in place.
- Screw in the wheel bolts clockwise and tighten them using the wheel wrench *lightly*.
- Use the adapter for the anti-theft wheel bolt.
- Lower the vehicle with the jack.
- Use the box spanner to tighten all the wheel bolts securely in a clockwise direction [→ ⚠](#). Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
- Fit the caps, wheel centre trim or wheel cover .

After changing a wheel

- Clean the tools and place them back in the foam rubber holder in the luggage compartment.
- Stow the changed wheel securely in the luggage compartment.
- Have the tightening torque of the wheel bolts checked immediately ([→ Wheel bolts](#)).
- The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.



After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system ([→ Tyre Pressure Loss Indicator](#)).

Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Seek expert assistance if this is not the case.

The tyre sealant must not be used:

- If the wheel rim is damaged.
- If the outside temperature is below -20°C (-4°F).
- If there are cuts or punctures in the tyre that are larger than 4 mm.
- If the vehicle was driven with very low tyre pressure or a flat tyre.
- If the use-by date on the tyre filler bottle has expired.
- If a foreign object has been removed from the tyre.

WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to fill the tyre.
- Check that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- The breakdown set should be used only if you feel confident with carrying out the procedure. If not, seek expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- Sealant is hazardous to health and must be washed off immediately if it gets onto the skin.
- The breakdown set must be stored out of the reach of children.
- Never use a jack, even if it is approved for the vehicle.
- Always switch off the engine, firmly apply the handbrake and move the selector lever to position P or select a gear on a manual gearbox in order to reduce the risk of unintended vehicle movement.

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).
- Avoid full acceleration, sudden braking and fast driving through bends in the road.
- Drive for just 10 minutes at no more than 80 km/h (50 mph) and then check the tyre.

 Dispose of used or out-of-date sealant in accordance with legal requirements.

 You can get a new tyre filler bottle from a Volkswagen dealership.

 Observe the separate instructions from the manufacturer of the breakdown set.

Contents of the breakdown set

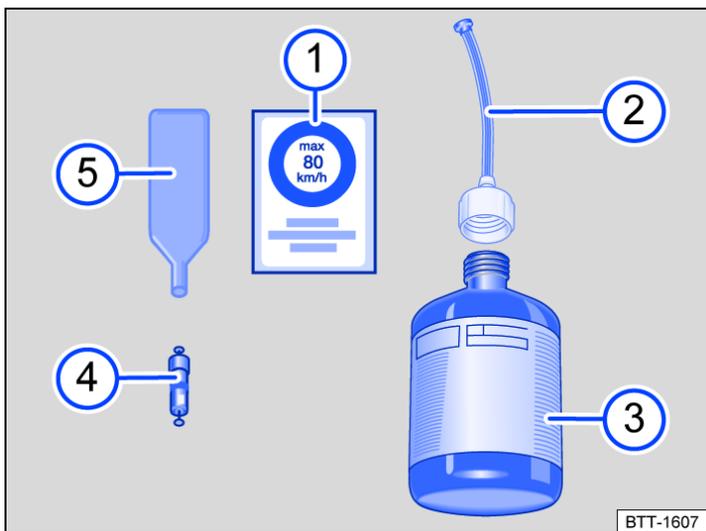


Fig. 1 Illustration: components of the breakdown set.

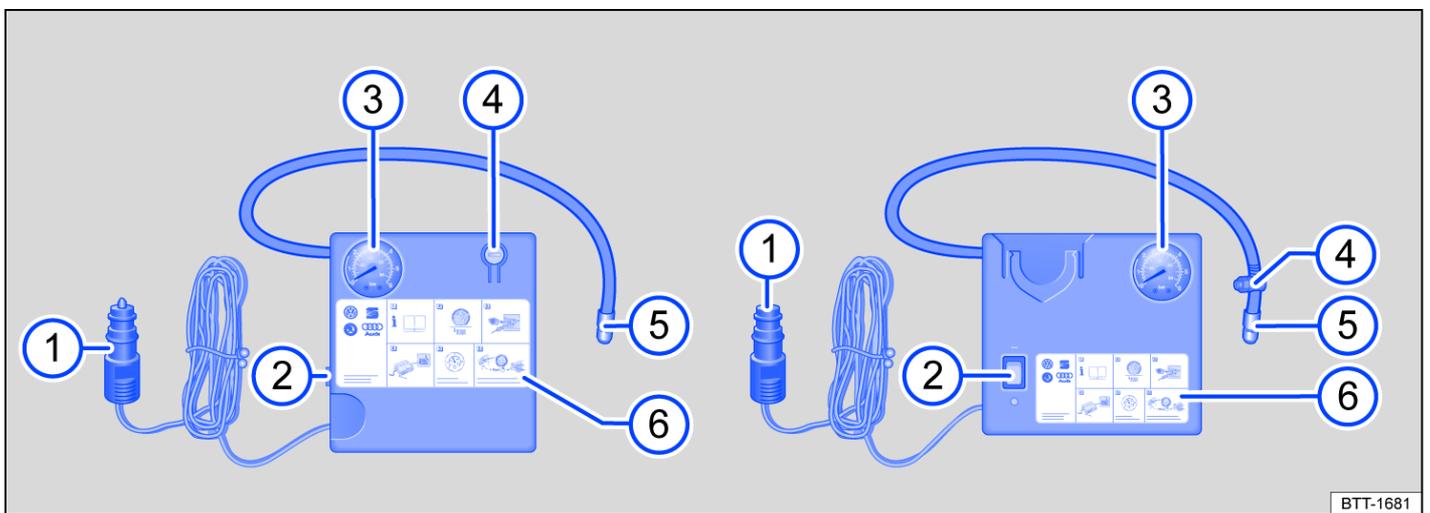


Fig. 2 Illustration: compressor from the breakdown set.

The breakdown set is located underneath the floor covering in the luggage compartment.

The breakdown set consists of the following items → Fig. 1:

- ① Sticker with the maximum permitted speed "max. 80 km/h" or "max. 50 mph".
- ② Tyre sealant tube with plug.
- ③ Tyre filler bottle.
- ④ Spare valve core.
- ⑤ Valve core extractor.

The compressor in the breakdown set consists of the following components → Fig. 2:

- ① 12-volt plug.
- ② ON/OFF switch.
- ③ Tyre pressure display.
- ④ Air bleed screw.
- ⑤ Tyre filler hose.
- ⑥ Air compressor.

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.

 The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

Preparations

Checklist

Always carry out the following actions in the given order → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. With an Automated Shift Gearbox: move the selector lever to D or R with the ignition switched on.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle (*→ In an emergency*). Observe any legal requirements.
8. Check whether the puncture can be repaired with the breakdown set (*→ Breakdown set*).
9. Remove any items of luggage from the luggage compartment.
10. Take the breakdown set out of the luggage compartment.
11. Take the sticker → Fig. 1  from the breakdown set and stick it on the dash panel within the driver's field of view.
12. Do not remove foreign objects (e.g. screws or nails) from the tyre.

WARNING

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

- Follow the actions in the checklist and observe the general safety procedures.

Sealing and inflating tyres

Sealing a tyre

- Unscrew the cap from the tyre valve.
- Use the valve core extractor → Fig. 1 (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.
- Shake the tyre filler bottle → Fig. 1 (3) vigorously up and down several times.
- Screw the tyre filler hose → Fig. 1 (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
- Remove the plug from the tyre filler hose → Fig. 1 (2) and place the open end fully on the tyre valve.
- Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
- Remove the empty tyre filler bottle from the valve.
- Use the valve core extractor → Fig. 1 (5) to screw the valve core back into the tyre valve.

Inflating the tyre

- Screw the tyre filler hose → Fig. 2 (5) of the air compressor tightly onto the tyre valve.
- Check that the bleed screw → Fig. 2 (4) is closed.
- Start the engine and let it run.
- Insert the 12-volt plug → Fig. 2 (1) into one of the vehicle's 12-volt sockets (→ [Sockets](#)).
- Use the ON/OFF switch → Fig. 2 (2) to switch on the air compressor.
- Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) → ⚠. Maximum running time: 8 minutes → ⚠.
- Switch off the air compressor.
- If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
- Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.
- Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
- If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Seek expert assistance → ⚠.
- Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
- Drive the vehicle no faster than 80 km/h (50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

Check after driving for 10 minutes

- Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
- Reconnect the tyre filler hose → Fig. 2 (5) and read the tyre pressure on the tyre pressure display → Fig. 2 (3).
- 1.3 bar (19 psi/130 kPa) and lower:
 - Do not continue driving! The tyre cannot be sealed adequately with the breakdown set.
 - Seek expert assistance → ⚠.
- 1.4 bar (20 psi/140 kPa) and higher:
 - Adjust the tyre pressure back to the correct value.
 - Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).
 - The damaged tyre should be replaced at the qualified workshop.

⚠ WARNING

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from the hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down fully before stowing.
- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Seek expert assistance.

⚠ WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or lower after driving for 10 minutes.
- Seek expert assistance.

📢 NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

Service work and digital service schedule

The vehicle data stickers attached to the inside cover of this owner's manual help ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of servicing applies to your vehicle.

The vehicle data sticker confirms when the vehicle was first registered or delivered, when the delivery inspection was carried out, and thus the date from which your vehicle is covered by our warranty.

The digital service schedule is not available in some markets. In this case, your Volkswagen dealership will inform you about the service work and its documentation.

Recording the service work performed ("digital service schedule")

The service records are stored by your Volkswagen dealership or qualified workshop in a central system. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

Service work

The following information is documented in the digital service schedule by your Volkswagen dealership or qualified workshop:

- When which service was carried out.
- Whether any repairs are recommended, such as replacement of the brake pads in the near future.
- Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.
- Which components and service fluids were changed.
- When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Have service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

 Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service

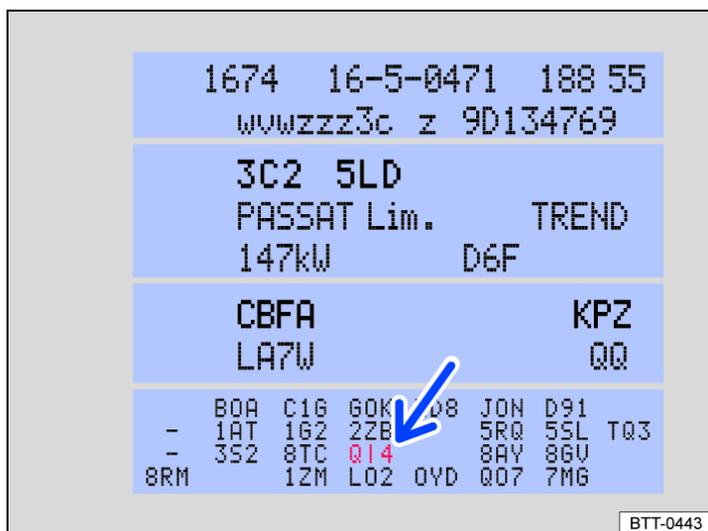


Fig. 1 Vehicle data sticker with PR number for the relevant service (illustration).

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Your vehicle will receive either the fixed service or flexible service for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions

How do I know which type of service my vehicle needs?

— From the PR number of the vehicle data sticker → Fig. 1 (Arrow) .

— From the table below.

Service event	PR No.	Service type	Service interval
Oil change service	Q11	Fixed	Every 5,000 km or 1 year
	Q12		Every 7,500 km or 1 year
	Q13		Every 10,000 km or 1 year
	Q14		Every 15,000 km or 1 year
	Q16		Flexible
Inspection			According to service interval display.

Observe and follow the information on the motor oil specification according to the VW standard .

Features of the flexible service

With the flexible service, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service is the use of LongLife engine oil instead of conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Service dates at Volkswagen are shown on the service interval display on the instrument cluster display ([→ Service interval display](#)). This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Heavy-duty conditions are, for example:

- Fuel containing sulphur.
- Frequent short-distance traffic.
- Longer idling of the motor, e.g. taxi.
- Use in areas with high levels of dust.
- Primarily stop-and-go mode, e.g. in the city.
- Driving mainly in wintry conditions.

This applies particularly to the following components (depending on the vehicle equipment):

- Dust and pollen filter.
- Air filter.
- Toothed belt.
- Particulate filter.
- Engine oil.

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). The maintenance work is divided into *inspection work* and *servicing work*. You can find out what work is required in detail for your vehicle:

- at your Volkswagen dealership.
- at your qualified workshop.
- in the electronic repair and workshop information system erWin ([-> Repairs and technical modifications](#)).

Inspection work

Electrics

- 12-volt vehicle battery: check and replace if necessary.
- Lighting: check.
- Horn: check.
- Headlight setting: check.
- Service interval display: reset.

Engine and gearbox

- Exhaust system: check.
- Gearbox and final drive: check.
- Gas system: check.
- Poly V-belt: check.
- Cooling system: check.
- Engine and components in engine compartment: check.
- Engine oil level: check.

Running gear

- Swivel joints and track rods: check.
- Tyres: check.
- Brake system: check.
- Brake pads and brake discs: check.
- Brake fluid level: check.
- Boots: check.
- Coupling rod and stabiliser bearings: check.
- Pneumatic suspension: check.
- Breakdown set: check.
- Tyre pressure on all wheels: check.
- Power steering: check.
- Shock absorbers and coil springs: check.

Body

- Roof systems: check.
- Windscreen: check.
- Body: check for corrosion.
- Wiper blades: check.
- Window washer system: check.
- Door arresters: lubricate.
- Underbody: check.
- Water drains: check.

— Road test: perform.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

- Additives: change or top up.
- Brake fluid: change.
- Particulate filter: check.
- Natural gas tank and lines: change.
- Gearbox: change oil and also filter if applicable.
- Gas system filter: change.
- Final drive and differential: change oil.
- Air filter: change.
- Engine: change oil and also filter if applicable.
- Dust and pollen filter: change.
- Spark plugs: change.
- Toothed belt and tensioning roller: check or change.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your Volkswagen dealership or qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Volkswagen recommends using genuine care products designed especially for your vehicle.

Consult a qualified workshop if you have any specific questions or if vehicle parts are not listed.

WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a qualified workshop.

Washing the vehicle

Regularly and thoroughly clean the bottom of the vehicle also to remove residue.

Automatic car washes

Always observe all the car wash operator's specifications, in particular if your vehicle features add-on parts → ⚠.

- Preferably use car washes without brushes.
- Preclean the vehicle by rinsing with water.
- The steering column must not lock when driving through automatic car washes (→ *Steering*).
- Always switch off the wipers and the rain and light sensor before using the car wash.
- Fold in the exterior mirrors.
- Unscrew the roof aerial.
- Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

High-pressure cleaner

Observe the manufacturer's instructions for the high-pressure cleaner. Never use rotating nozzles → ⚠.

- Use water up to a maximum temperature of +60°C (+140°F) only.
- Do not clean windows that are iced up or covered in snow with a high-pressure cleaner.
- Move the jet of water uniformly so that the nozzle is at least 50 cm (20 inches) away from the side windows and other vehicle components.
- Do not apply the water jet to the same area for too long. Instead, leave stubborn dirt to soak.
- If possible, do not direct the water jet at seals, e.g. side windows, decorative trim, tyres, rubber hoses, insulation materials or any other sensitive components, e.g. door locks.
- Sensors, camera lenses, and decorative and protective films should be sprayed directly only for brief periods of time.

Hand wash

As a rule, a hand wash is a gentle method to clean your vehicle. However, there are also some things to note for this → ⚠.

- Soften dirt using plenty of water before cleaning the vehicle and subsequently rinse well.
- Clean the vehicle with a soft sponge, a cleaning glove or a cleaning brush using only light pressure. Start with the roof and work from the top to the bottom.
- Thoroughly rinse out the sponge, wash mitt or brush regularly at short intervals.
- Clean wheels, sills etc. last and using a second sponge.

Use a shampoo for very stubborn dirt only.

Waxing

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a good preservative wax.

Even if a preservative wax is applied regularly in the automatic car wash, Volkswagen recommends protecting the vehicle paintwork at least twice a year using Volkswagen Genuine Hard Wax (000 096 317).

Polishing

Only if the paint has lost its shine and the gloss cannot be brought back by applying preservative agents is polishing necessary.

Matt-painted vehicle parts must not be polished! The surface will be irreparably damaged by polishing the paint.

Washing matt-painted vehicles

Clean vehicles with matt-painted surfaces by hand or in a textile car wash without wax preservation. When washing the vehicle by hand, first remove the coarse dirt with sufficient water and then wash the surface with a mild soap solution.

Slight soiling such as grease stains or insect residue can be removed with a special cleaner for matt paint.

 **WARNING**

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

 **NOTICE**

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals could freeze up.

 **NOTICE**

Painted parts and surfaces with a matt finish, unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.



Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

Caring for and cleaning the vehicle exterior

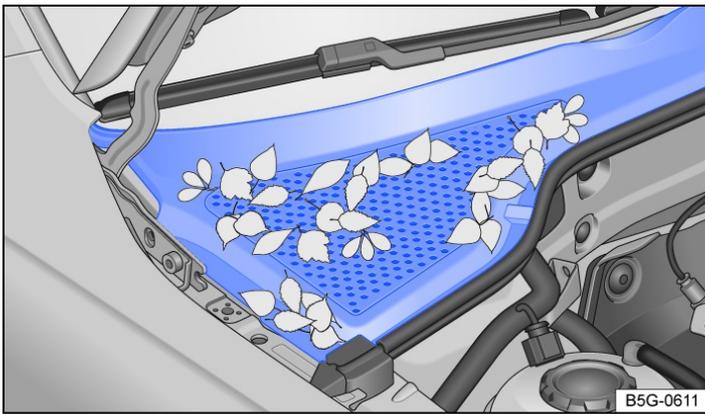


Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

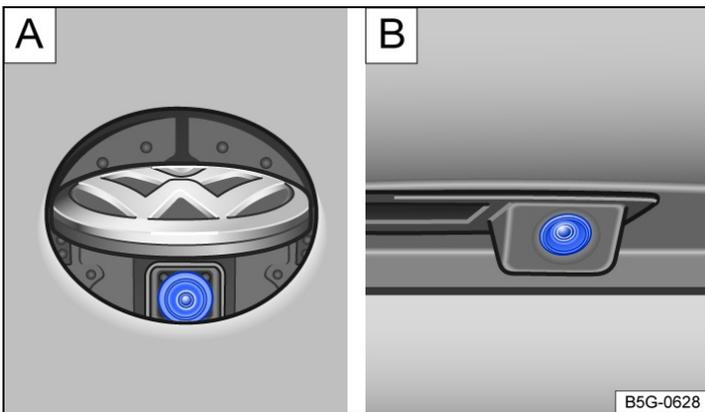


Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge **A** or on the handle button **B** (schematic diagram).

The following overview contains recommendations for cleaning and care of individual vehicle components → ⓘ.

Windows, glass surfaces:

Remove wax residue, e.g. from care products, using the Volkswagen Genuine Cleaning Cloth (000 096 166 A) or a suitable glass cleaner.

Use a hand brush to remove snow and ice. If you use a plastic scraper, move it in one direction only. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Wiper blades: .

Paint:

Always treat surfaces carefully in order to prevent damage to the paint coat. Use a clean, soft cloth and a mild soap solution or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

Repair minor paint damage with a touch-up pen. Refer to the vehicle data sticker for the paint code . Consult a qualified workshop in the event of damage to surfaces with matt paint.

Further information:

- Overflowing fuel or service fluids: clean immediately.
- Flash rust deposits: moisten deposits with a soap solution. Then remove any deposits with cleaning clay.
- Corrosion: have removed by a qualified workshop.

Plenum chamber, engine compartment:

Remove leaves and other loose objects with a vacuum cleaner or by hand → Fig. 1 , → ⓘ. Cleaning of the engine compartment should always be performed by a qualified workshop → ⚠.

Water that has entered the plenum chamber via a manual process(e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

Sensors, camera lenses:

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent. Check where they are installed .

In vehicles with rear view camera in the rear Volkswagen badge → Fig. 2 :

- Switch on the ignition.
- Set the selector lever position R.
- Clean the camera lens.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way as windows and glass surfaces (depending on vehicle equipment).

Remove snow with a hand brush. Do not use warm or hot water. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Decorative films, protective films:

Remove soiling the same way as for paint. Always use Volkswagen Genuine Plastic Cleaner (000 096 314) for matt decorative films.

Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.

Further information:

- Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

Trim parts made of chrome-plated plastic, aluminium or stainless steel and tailpipes:

Clean the surface with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Chrome-plated trim parts can be protected using Volkswagen Genuine Hard Wax (000 096 317).

Headlights, tail light clusters:

Use a soft sponge soaked with a mild soap solution

. Do not use any cleaning agents that contain alcohol or solvents.

Further information:

- Stubborn dirt: remove with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Wheels:

Remove dirt and gritting salt deposits with plenty of water.

Alloy wheels: treat dirty aluminium wheels with Volkswagen Genuine Wheel Cleaner (000 096 304). Volkswagen recommends treating the wheel rims with Volkswagen Genuine Hard Wax (000 096 317) every three months.

Further information:

- Damaged protective paint coating: repair immediately with a touch-up pen. If necessary go to a qualified workshop.
- Brake dust: use Volkswagen Genuine Wheel Rim Cleaner (000 096 304).

Door lock cylinders:

Volkswagen recommends using Volkswagen Genuine De-icing Agent (000 096 322) for de-icing. Do not use door lock de-icer containing degreasing substances.

WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions ([→ In the engine compartment](#)).
- Volkswagen recommends having the work carried out by a qualified workshop.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.

- Do not use excessively hard, abrasive cleaning tools.
-

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned by a qualified workshop.
-



The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components → ⓘ.

Windows:

Clean with a glass cleaning agent and then wipe dry using a clean chamois cloth or a lint-free cloth.

Fabrics, microfibre fabrics, leatherette:

Remove any dirt with Volkswagen Genuine Interior Cleaning Agent (000 096 301). Never treat materials with leather care agents, solvents, wax polish, shoe cream, stain removers or similar substances.

Further information:

- Dirt particles adhering to surfaces: remove with a vacuum cleaner on a regular basis so that the material is not permanently damaged by abrasion.
- For greased-based soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for oil. Dab off dissolved grease and colour particles with an absorbent cloth and then treat with water if necessary.
- For special soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for ballpoint pen ink, nail varnish. If necessary, treat with a mild soap solution

Natural leather:

Remove fresh soiling with a cotton cloth and mild soap solution

. Do not allow fluids to seep into the seams.

Treat any dried spots with Volkswagen Genuine Leather Cleaner (000 096 323).

Regularly and each time after having finished cleaning, apply care cream with light and moisture protection and, if necessary, use a special coloured leather cream. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Further information:

- For grease-based soiling, e.g. oil, remove fresh stains with an absorbent cloth.
- Treat special soiling with Volkswagen Genuine Leather Cleaner (000 096 323), e.g. ballpoint pen ink, nail varnish and dried spots.

Plastic parts:

Use a soft, moist cloth.

If stubborn soiling cannot be removed with mild soap solution

, use a solvent-free plastic cleaning agent if necessary, e.g. Volkswagen Genuine Plastic Cleaner (000 096 314).

Trim parts, trim strips made of chrome, aluminium or stainless steel:

Clean using a clean, soft cloth and a mild soap solution

in a dust-free environment.

Treat anodised surfaces with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Controls:

Remove coarse dirt and other dirt that is difficult to reach using a soft brush. Then use a clean, soft cloth and a mild soap solution

. Do not allow liquids to enter the controls.

Displays and screens:

Use a Volkswagen Genuine Cleaning Cloth (000 096 166 A) with a little water, a suitable glass cleaner or LCD cleaner. Do not clean the instrument cluster display and Infotainment system screen with a dry cloth. Switch off the Infotainment system temporarily before cleaning.

Rubber seals:

Clean with a soft and lint-free cloth as well as plenty of water. Treat with Volkswagen Genuine Rubber Care Agent (000 096 310) on a regular basis.

Seat belts:

Carefully pull the seat belt right out and leave it out → ⚠. Remove coarse dirt with a soft brush. Clean the seat belt with a *mild* soap solution. Leave the belt fabric to dry completely and then allow it to roll up.

Wooden trims:

Clean with a soft cloth and some mild soap solution

Cleaning upholstery fabrics

If clothing that is not sufficiently colour-fast, e.g. denim which leaves stains on the seat cushion, then this is not due to the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system → ⚠.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Do not use high-pressure cleaners, steam cleaners or coolant spray.

— Do not switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— Avoid getting the seat wet.

— In the event of uncertainty, contact a Volkswagen dealership.

⚠ WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.

ⓘ NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

Accessories and parts

Volkswagen recommends that you seek advice from a Volkswagen dealership before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Volkswagen dealerships can recommend accessories, parts and service fluids suitable for your requirements. They can also answer any questions you might have regarding official regulations.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. And Volkswagen dealerships are qualified to install them correctly.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags, cause faults, accidents and fatal injury.

- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Volkswagen recommends that all repairs and technical modifications be performed by an authorised Volkswagen workshop using Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America

Please contact a Volkswagen dealership or qualified workshop or register on the erWin online portal (electronic repair and workshop information):

<https://erwin.volkswagen.de>

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Centre

literature.vw.com

You can also register online in the erWin internet portal:

<https://erwin.vw.com>

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a qualified workshop.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions, e.g. when parking, or also even by minor damage, e.g. stone impacts on the windscreen.

Failure to observe this may impair important functions (driver assist systems) and damage the vehicle.

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.

Repairs and structural modifications should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Further information:

- Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
- As the Volkswagen badge influences the view of the radar sensor in the front area, drive the vehicle only with the original Volkswagen badge.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Volkswagen recommends that you have this equipment retrofitted by your Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.

WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard → ⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket → ⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

If the mobile phone interface uses SIM Access Profile (rSAP) technology, use a compatible mobile phone. If the LTE mobile standard is supported, use a SIM card with LTE data option.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Contact your Volkswagen dealership for further information on installing a two-way radio.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that all vehicles purchased from them are free of faults.

Volkswagen dealerships provide a warranty that factory-new Volkswagen vehicles are free of faults

Details of warranty conditions and the warranty periods can be found in your sales contract.

Please ask your Volkswagen dealership for further information.

You are advised that natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications are not covered by this warranty.

If your vehicle does break down, please contact your nearest available Volkswagen dealership.

Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract) the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

- a three-year warranty on paint imperfections and
- a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside(cavity) of the body and causing holes in the sheet metal.
- Applies only to the USA: a seven-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

The warranty does not cover the following:

- Damage caused by external influence or insufficient care.
- Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
- Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European markets, your new vehicle includes the comprehensive LongLife mobility guarantee which will be renewed after every inspection.

Please note that the terms and conditions of the Volkswagen LongLife mobility guarantee may differ depending on the country in which the vehicle was sold. Please ask your Volkswagen dealership for further information.

The Volkswagen dealership will issue a comprehensive LongLife mobility guarantee for every new vehicle it sells which applies from the time of delivery until the first due inspection. If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

The comprehensive LongLife mobility guarantee includes the following services:

If your vehicle can no longer be driven

due to a technical malfunction, corresponding assistance will be provided in the case of breakdown or accident. The LongLife mobility guarantee provides with you protection and mobility.

The inspection is not only about car maintenance - it also ensures that your car remains roadworthy and in perfect working order. For this reason, servicing should be carried out regularly in accordance with the manufacturer's service schedule.

Your entitlement to the LongLife mobility guarantee is documented in the digital service schedule each time your car is serviced. A full service history shows that your car has been professionally maintained and cared for.

Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or infotainment functions.

Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

- Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
- Ambient conditions, e.g. temperature, rain/light sensor, adaptive cruise control.

As a rule, these data are volatile and are not stored beyond the operating time and are only processed in the vehicle itself.

Control units often contain data memory, e.g. for the personalisation of settings via the vehicle key. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

- Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.
- Faults or malfunctions in important system components, e.g. lights, brakes.
- System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.

— Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribed OBD connection ("on-board diagnosis") in the vehicle → ⚠. The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. These data, in particular information on component load-levels, technical events, operating errors and other faults, are transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. These data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

The event memory should only be read and reset by a qualified workshop. Additional information on the stored data is available from qualified workshops.

After a fault has been rectified, the information in the memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Reprogramming control units

All data for the control of components are stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen recommends having any reprogramming entered into the digital service schedule by a Volkswagen dealership or qualified workshop.

Information about possible reprogramming can be obtained from the Volkswagen dealership.

Convenience and Infotainment functions

You can store convenience settings (personalisation) in the vehicle and change or reset them at any time.

Depending on the equipment in the vehicle, this includes, for example:

- Settings of the seat and steering wheel positions.
- Running gear and air conditioning settings.
- Personalised settings such as mirror adjustment or background lighting.

Depending on the vehicle equipment installed, you may be able to enter data yourself in the vehicle's Infotainment functions.

Depending on the equipment in the vehicle, this includes, for example:

- Media files for playback of music, films or photos in an Infotainment system.
- Address book data for use with a hands-free system or navigation system.
- Entered navigation destinations.
- Data on the use of online services.

These data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile device, USB stick or MP3 player. If these data are stored in the vehicle, you can delete them at any time.

These data are transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Integration of mobile devices

If your vehicle contains the necessary equipment, you can connect your mobile device or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile device can be output through the Infotainment system. At the

same time, certain information is sent to your mobile device. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile device to be used in the vehicle, e.g. navigation or music player. The mobile device and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can make here depend on the app in question and the operating system on your mobile device.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile device. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required to provide online services. For this, data are exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which charge 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 in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read out the event memory using the diagnostic interface yourself.
- The event memory should be read out via the diagnostic interface only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Event data recorder

The vehicle is not fitted with an event data recorder.

Information stickers and plates

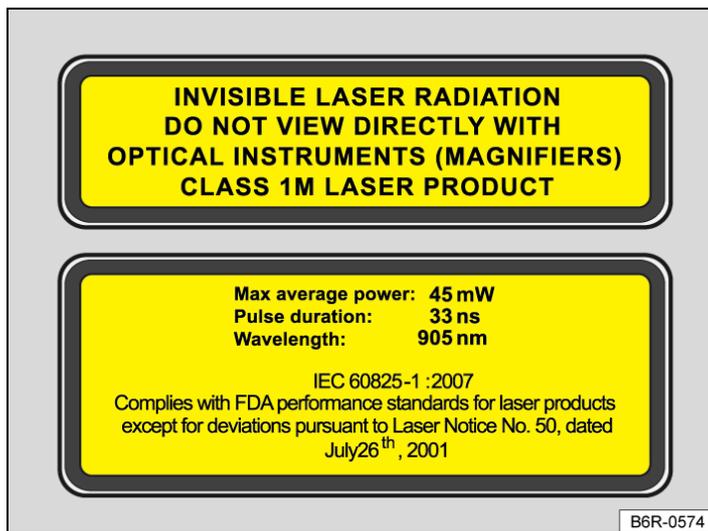


Fig. 1 Warnings for using the laser sensor in the City Emergency Braking System.

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

- Never remove stickers and plates or render them illegible.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by the qualified workshop.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

Warning for using the laser sensor in the City Emergency Braking system

Warnings and information for using the laser sensor of the City Emergency Braking System are displayed on signs → Fig. 1.

⚠ WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

ℹ NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the engine compartment contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the engine compartment, close to the coolant filler neck.

Symbol	Description
	Warning: the air conditioning system must always be serviced by trained specialists.
	Type of refrigerant.
	Type of lubricating oil.
	See workshop information (available only for Volkswagen dealerships).
	The air conditioning system must always be serviced by trained specialists.
	Flammable refrigerant.
	Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml (7 oz) of lubricating oil. The exact specifications and quantity of the lubricant used in the air conditioning system are available on the web portal erWin (electronic repair and workshop information) ([-> Repairs and technical modifications](#)).

⚠ WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by trained specialists.

ⓘ NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.
- USA and Canada: Spare parts for the evaporator of the air-conditioning system must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and aerials

The aerial is installed on the vehicle roof for factory-fitted Infotainment systems.

Aerials on the interior of the windows can be identified as thin wires.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- Do not affix any stickers over metal wires, e.g. in the area of the rear window.
 - Never clean the aerials with corrosive or acidic agents.
-

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a qualified workshop to legitimately install or replace components and control units.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

- Installation in other vehicles, e.g. after theft.
- Operation of components outside the vehicle.

If a text message about component protection, e.g. SAFE CP (active component protection) appears in the display of the instrument cluster or the screen of the Infotainment system, take the vehicle to a qualified workshop .

Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

<https://reachinfo.volkswagen.com>

Disposal of used batteries and electronic devices

Vehicle keys, radio remote controls and used batteries contained in them must not be disposed of with household waste. This is indicated by the symbol .

- Dispose of electronic devices and batteries at a collection point in accordance with local regulations.
- Consult a Volkswagen dealership for further information.

Declaration of conformity

The individual manufacturer declares 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.

Electrical equipment

- 12-volt socket.

Third party copyright law information

<http://www.volkswagen.com/softwareinfo>

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

Volkswagen has already made provision for your vehicle to be recycled in an environmentally responsible manner. The return system operating in many European countries will take back your vehicle at the end of its useful life. Once the vehicle has been returned, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly.

End-of-life vehicles can be returned free of charge, provided that national legislation is complied with.

Further information on return and recycling of end-of-life vehicles can be obtained from a Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. Qualified workshops are familiar with these requirements.

Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

Vehicles with two seats: there is no floor covering in the rear of the vehicle interior because there is no rear bench seat → ⚠.

Vehicles with four seats: the centre seat on the rear bench 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.

Towing a trailer

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the gross vehicle weight rating or the rear axle load, the vehicle speed must not exceed 80 km/h when towing a trailer. This also applies to countries where higher speeds are permitted. Observe country-specific speed limits. These may be lower for vehicles with trailers than for vehicles without trailers.

Any permitted excess loads for the vehicle are entered in the vehicle documents. If no permitted excess load is entered, the permitted driving speed limit is 100 km/h taking into account country-specific legislation.

Technical data

Technical data can be found in the vehicle documents.

WARNING

Risk of injury and electric shock from exposed wires.

- Install the luggage compartment trim upon delivery at the latest so that the cables in the rear of the vehicle are covered up when using the vehicle.

WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never transport adults or children in the middle of the rear bench seat.
- The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

WARNING

Risk of severe and fatal injuries.

- Do not travel with people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items.

Simplified EU Declaration of Conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo



Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

Door opening lever with NFC wireless technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

Radio remote control (auxiliary heater), auxiliary heating (transmitter/receiver unit)

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Str. 9

82205 Gilching

GERMANY

Mapping tables

The mapping tables are designed to help you link the device name used in a declaration of conformity with the vehicle equipment and terms used in the manuals contained the vehicle wallet.

Safety

This section contains the certificate numbers of the following components:

— *Garage door opener, keyless access, remote control key(vehicle), instrument cluster, electronic immobiliser, door opening lever with NFC radio technology.*

ADHL5D, BNF_HL, BNF_LL, EHL2, eNSF, EZS-VW-Touareg, FS09, FS12A, FS12P, FS14, FS1744, FS19, FS1902, FS1903, FS94, G09CO4 Key, Kessy MQB-A, Kessy MQB-B B, Kessy MQB-B H, Kessy PQ35GP, Kessy MQB37W, Kombiinstrument 1, Kombiinstrument 2, Kombiinstrument 3, NSF_HL, NSF_LL1, NSF_LL3, PQ35 Kessy, RSB19, VWTOUA PKETOUA, VWTOUA RKETOUA, 2017-02-EU-LF_IC_IM, Immobilizer integrated in dashboard module instrument cluster, 3G0.837.205.

Air conditioning

This section contains the certificate numbers of the following components:

— *Radio remote control (auxiliary heater), auxiliary heater (transmitter/receiver unit).*

EasyStart R, EasyStart R (22 1000 32 95 00, 22 1000 34 72 00) STH VW - 50000884, Sender STH VW - 50000886, Telestart, 50000864 D208L VW, 9019510C / Receiver of aux heater 869 MHz, 9019747B / Remote control of aux heater 868 MHz,

Tyres

This section contains the certificate numbers of the following components:

— *Tyre inflation pressure sensors.*

TSSRE4Dg, TSSSG4G5, AG2FW4.

Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, wireless charging function.*

BC-Module, BCM PQ26 ROW (502N1xFOX), BCMevo, BCM2, BCM2R, BR11, HUF71110, KGF-Max, RXI-35-433-DC, WCH-185, 5WK50254.

Driver assist systems

This section contains the certificate numbers of the following components:

— *Radar sensors for assistance systems, Car2X communication*

ARS4-B, BSD 3.0, LCA 2.0A, LRR3, LRR3 Master & Slave, LRR4, LRR4R, MRRe14FCR, MRRevo14F, MRR1Plus, MRR1Rear, RS4, R3TR.

Infotainment and online communication

This section contains the certificate numbers of the following components:

— *Infotainment, Bluetooth, Wi-Fi hotspot, phone interface, Car-Net "Security & Service", Car-Net "e-Remote".*

ALPS UGZZF-102B, ALPS UGZZF-202B, A109, A475 / A754, A580 / A270, A473 / A476 / A750, A486 / A449 / A493 / 183, HT-5, HT-6, L40VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB Global Entry/Standard, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB Standard 2 – ZR +/Nav with BT, MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB2 Entry, MIB2 Main-Unit, MIB2STD, MIB 2 Standard PQ, MIB 2 Standard ZR, MMI3G, MMI3G RU, RRVW401*, RRVW402*, RRVW402B, TUVMO2IU-E, TUVMO3IU-E, 7C0.035.153, 7C0.035.153.A.

Aerials

This section contains the certificate numbers of the following components:

— *Aerials, aerial amplifier, connection to the external aerial.*

LTE-MBC-EU, UMTS/GSM-MMC.

920 301 A, 920 611 A.

1K8.035.552, 1K8.035.552.C, 1K8.035.552.F, 1S0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2G0.035.577.A, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3789.01, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 4N0.035.503.AG, 4N0.035.503.AF, 4N0 035 503.J, 4S0.035.225.A, 4S0.035.225.D.

5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5H0 035 510, 5H6.035.577, 5H6.035.577.A, 5H6.035.577.B, 5H6.035.577.T, 5L0.035.501.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 510.035.577, 510.035.577.A, 510.035.577.B, 575.035.225, 575.035.225.A, 575.035.225.B.

6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7H0.035.507.E, 7N0.035.507.A, 7N0.035.507.B, 7N0.035.552.K, 7N0.035.552.J, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 760.035.577.T.

920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 355 001, 920 417 007, 920 417 010, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 023, 920 627 024, 920 627 048, 920 627 049.

Radio equipment, frequency band, maximum transmit power

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system

. Deviations are marked by footnotes.

μW = Microwatt, mW = Milliwatt, W = Watt.

Radar sensors for assist systems

Frequency band, maximum transmit power		
front:	24.05 – 24.25 GHz	0.1 W
	76 – 77 GHz	0.66 W
	76 – 77 GHz	3.16 W
	76 – 77 GHz	0.59 W
side:	77 – 81 GHz	0.22 W
rear:	76 – 77 GHz	1 W

Keyless Access

125 kHz	22.7 $\text{dB}\mu\text{A}/\text{m}$
434.42 MHz	32 μW
868.000 – 868.600 MHz	25 mW

Tyre pressure sensors

433.92 MHz 10 mW

Central control unit

21.13 – 22.75 kHz 34.2 dBuA/m @ 10 m

Instrument cluster

125 kHz 40 $\text{dB}\mu\text{A}/\text{m}$

Electronic immobiliser

125 kHz +/- 10 kHz 3.728 W

Remote control (auxiliary heater)

868.7 – 869.2 MHz (869.0 MHz)	25 mW
868.0 – 868.6 MHz (868.3 MHz)	3.1 mW

Auxiliary heater (Transmitter / Receiver unit)

868.0 – 868.6 MHz (868.3 MHz)	23.5 mW
868.7 – 869.2 MHz (869.0 MHz)	23.5 mW
868.0 – 868.6 MHz (868.525 MHz)	10 mW

Remote control key (vehicle)

314.60 – 314.90 MHz	
433.05 – 434.78 MHz, 433.05 – 434.79 MHz	10 mW
868.0 – 868.6 MHz	25 mW
434.42 MHz	32 μ W

Bluetooth

2,402 – 2,480 MHz	0.05 W
2,400 – 2,483.5 MHz, 2,408 – 2,480 MHz	10 mW

Outside door handle with NFC radio technology

13.56 MHz 20 μ W

Car2X auxiliary antenna

5,855 – 5,925 MHz 2 W EIRP

Wi-Fi hotspot

2,412 – 2,462 MHz	0.1 W
2,412 – 2,472 MHz	0.05 W
2,412 – 2,480 MHz	0.1 W
2,400 – 2,483.5 MHz	10 mW
2,402 – 2,442 MHz	0.1 W
2,408 – 2,480 MHz	2.57 mW

Garage door opener

868.00 – 868.60 MHz 868.70 – 869.20 MHz	25 mW
433.05 – 434.79 MHz 40.660 – 40.700 MHz 26.957 – 27.293 MHz	10 mW

Mobile phone interface

GSM 850: 824–849 MHz GSM 900: 880–915 MHz	2 W
GSM 1800: 1,710–1,785 MHz GSM 1900: 1,850 – 1,910 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz WCDMA FDDV: 824 – 849 MHz	0.25 W

Car-Net Security & Service

GSM 900 (880.2 – 959.8 MHz)	2 W
GSM 1800 (1710.2 – 1879.8 MHz)	1 W
UMTS B1 (1,920 – 2,170 MHz) UMTS B8 (880–960 MHz) GPS (1,575.42 MHz)	0.25 W

Car-Net e-Remote

GSM 850 (824 – 849 MHz) GSM 900 (880 – 915 MHz)	2 W
GSM 1800 (1,710 – 1,785 MHz) GSM 1,900 (1,850 – 1,910 MHz)	1 W
EGPRS 850 (824 – 849 MHz) EGPRS 900 (880 – 915 MHz)	0.5 W
EGPRS 1,800 (1,710 – 1,785 MHz) EGPRS 1,900 (1,850 – 1,910 MHz)	0.4 W
UMTS I (1,920 – 1,980 MHz) UMTS II (1,850 – 1,910 MHz) UMTS III (IX) (1,710 – 1,785 MHz) UMTS IV (1,710 – 1,755 MHz) UMTS V (VI) (824 – 849 MHz) UMTS VIII (880 – 915 MHz)	0.25 W

Car-Net e-Remote

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1,710 – 1,785 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz / GPS (1.57542 GHz)	0.25 W

Key to models

Key to vehicle model groups, where not listed separately in the table:

MQB 37, MQB 37 (W) = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan, Golf Variant, Jetta, Jetta Hybrid, R Golf, Tiguan, Touran, T-Roc.

MQB 48 = Arteon, Passat, Passat Alltrack, Passat GTE, Passat Estate, Passat Estate Alltrack, Passat Estate GTE.

PQ 35 = Beetle, Beetle Cabriolet, Sharan.

Approval numbers

a) Radar sensors for assist systems, b) instrument cluster, electronic immobiliser, c) coupling antenna, d) ignition key(vehicle).

Egypt

b) TAC.07021815923.WIR

Algeria

b) 31.AF/528/DT/DG/ARPT/18

Argentina

a) C-17908, C-18053, C-21797,

b) H-20731, H-20732, H-20733, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22961, H-22856.

d) H-22855.

Australia

b) ABN 81 145 810 206

Bahrain

b) DLM / 1405

Botswana

BTA REGISTERED No:

a) BOCRA/TA/2018/2026

b) BOCRA/TA/2018/4129

Brazil

a) 05674-16-06830

b) 00939-19-06673, 02450-17-02010, 02992-14-06673, 03833-18-06353, 03834-18-06353, 04383-18-06673, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 06763-18-06353, 06962-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07191-18-06353, 01814-19-05364.

d) 01812-19-05364.

Este equipamento não tem direito à proteção contra interferência prejudicial não pode causar interferência em sistemas devidamente autorizados.

Brunei

- b) DTA-001794, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307
DTA-001793: DRQ-D-MAJU-02-2011-111083
DTA-001981: DRQ-D-MAJU-02-2011-111083
DTA-001982: DRQ-D-MAJU-02-2011-111083

Chile

- b) 3458/DO N°45141 / f26

China

- a) 2016DJ6719

Dominican Republic

- b) DE-0000320-Cc-17445

Europe and countries that approve radio equipment according to European Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Gibraltar

- b) MDE_VIS_1710

Ghana

- a) 1R3-1M-7E1-160, 6X6-4H-7EO-OF3
- b) BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0D2, BR3-1M-GE2-0AF, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B4, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-130.

Hong Kong

- b) US0031800001

India

- b) NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

Indonesia

General information on the data

- a) 34539/I/SDPPI/2017, 4211
38132/I/SDPPI/2017, 2130
47817/SDPPI/2016, PLG ID: 6094
- b) 55776/SDPPI/2018, PLG ID: 7205
56625/SDPPI/2018, PLG ID: 7708
57406/SDPPI/2018, PLG ID: 7708
57647/SDPPI/2018, PLG ID: 7708

Iran

- b) Iran_Kombiinstrument_MDE_VIS_1710

Israel

- b) 51-63653, 63-63304.

Jamaica

- b) FCC ID: 2AA98A, Kombiinstrument-1, -2, -3

Japan

- a) 202-LSE009, 203-JN0638
- b) MDE_VIS_1710
- d) 022-190152

電波法)=本製品は、電波法に基づく特定無線設備の技術基準適合証明などを受けております。本製品の改造は禁止されています。適合証明番号などが無効となります

Jordan

- a) TRC/LPD/2014/248, TRC/LPD/2016/584, TRC/LPD/2017/254
- b) TRC/LPD/2018/1

Canada

Vehicle identification number

IC ID / type designator:

- a) 3659-R3TR M# R3TR
- b) 11505A-A, 23650-17101001, 23650-17101002, 23650-17101010, 23650-171010101, 23650-17101041, 23650-17101031, 23650-17101032, 23650-17101033, 23650-17101034, 23650-17101041, 23650-17101042, 23650-17101043, 23650-17101051, 23650-17101052, 23650-17101053, 23650-17101054, 23650-18020531, 23650-18020532, 23650-18020533, 23650-18020534, 2694A-013854, 2694A-RSB19.
- d) 2694A-FS19.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC ID / type designator:

- c) 5927A-KA3

This device complies with RSS-210, ICES-001 and RSS-Gen of the Industry Canada Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Columbia

- b) 2018300044

Kuwait

- b) Ref 2410

Lebanon

- b) 2665/E&M/2018

Malaysia

- a) CIDF15000490, CIDF17000143, MRR14F, ARS4-B
- b) RAA/84A/0618/S(18-2241), RAA/85A/0618/S(18-2242), RAA/86A/0618/S(18-2378), RAA/87A/0718/S(18-2596), RAA/89A/0718/S(18-3107), RAA/92A/1218/S(18-4731), RFC/21A/0718/S(18-2717), RFC/23A/0818/S(18-3153), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFC/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFC/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129).

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

- a) MR 9778 ANRT 2014, 11/11/2014
MR 12623 ANRT 2016, 11/10/2016
MR 13900 ANRT 2017, 04/05/2017
- b) MR 15669 ANRT 2018, 31/01/2018, MR 15674 ANRT 2018, 31/01/2018, MR 15675 ANRT 2018, 31/01/2018, MR 19108 ANRT 2019, 2019_03_14.

Mauritius

- b) TA/2018/0084

Macedonia

- b) 0803-157/1

Mexico

- a) RLVDER316-1666
- b) IFT/223/UCS/DG-AUSE/0311/2018, RLVVIK018-0155, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1568, RLVVW1818-1249, RLVVW1818-1258.

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldavia

- a) 1014, 024, 8526
- b) 024
- d) 024

New Zealand

- b) ABN 81 145 810 206

Oman

- a) R/1733/14, D080134, R/2210/14, D080134
- b) R/5130/18, 23/01/2018, R/5725/18, D100428, R/5772/18, D100428, R/5774/18, D100428, R/5819/18, D100428, R/5820/18, D100428, R/5884/18, D100428, R/5885/18, D100428, R/5887/18, D100428, R/6022/18, D100428, R/6023/18, D100428, R/6616/18.

Philippines

b) ESD-1816419C

Qatar

b) CRA/SA/2018/R-6820

Saudi Arabia

b) 29563

Serbia

a) 34540-1313/16-3, M011 14, M011 17

b) P1617197200, M005 17.

d) M011 19

Singapore

Complies with IMDA Standards:

a) DA103787, DA104682 (N0688-15), DB106879 (N3083-18).

b) DA105282, N4975-17.

d) DA104682

South Africa

a) TA-2013/2465, TA-2014/1783, TA-2016/2759.

b) TA-2017/2824.

South Korea

a) R-CRM-DDG-R3TR.

b) R-RMM-VCo-Kombi, R-C-HLA-RSB19, R-R-HLA-013854.

d) R-C-HLA-FS1903.

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Taiwan

- a) CCAF16LP2450T2.
- b) CCAL18LP0610T2, CCAL18LP0850T6, CCAL18LP1020T9, CCAL18LP1030T2, CCAL18LP1190T8, CCAL18LP1200T1, CCAL18LP1210T1, CCAL18LP1410T9, CCAL18LP1430T2, CCAL18LP1440T5, CCAL18LP1460T1, CCAL18LP1480T4, CCAL18LP1570T5, CCAL18LP1580T8, CCAL18LP1590T1, CCAL18LP1600T1, CCAL18LP1610T4, CCAL18LP1620T7, CCAL18LP1730T1, CCAL18LP1740T4, CCAL18LP1750T7, CCAL18LP1820T2, CCAL18LP240T0.

1. 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。2. 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語 低功率電波輻射性電機管理辦法第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信，經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指一電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Thailand

- a) MRRe14FCR
- b) 255.A.2560

- 1) เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของกสทช.
- 2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

- b) AHO-0177-18

Turkey

- b) MDE_VIS_1710

USA and countries that approve and license radio equipment according to FCC Directives:

FCC ID:

- a) LTQR3TR
- b) 2AA98, 2AA98A.
2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, NBGRSB19, NBG013854.
- d) NBGFS19

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC ID:

- c) QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.

This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction

Ukraine

a)	BSD 3.0	24,05 - 24,25 GHz	20 dBm
	LCA 2.0	24,05 - 24,25 GHz	20 dBm
	RS4	24,05 - 24,25 GHz	20 dBm

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo.

b) UA.TR.109.0009-18

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіобладнання (позначення типу радіобладнання DESIGNATION) відповідає Технічному регламенту радіобладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo

United Arab Emirates

TRA, REGISTERED No, DEALER No

- a) ER497919/16, DA0062437/11, ER55421/17, DA36758/14, ER61136/18, DA40068.
- b) ER61137/18, DA0089862/12, ER70009/19, DA44932.
- d) ER70046/19, DA44932

Except where indicated or specifically stated, the technical data apply to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and vehicles for other countries. All data in the official vehicle documents always take precedence.

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

Engine

The vehicle data sticker and the official vehicle documents show which engine is installed in your vehicle.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg (165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

- Passengers
- All luggage
- Add-on parts
- Roof load

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded, also with trailer. The permitted values are provided on the safety certificate ("safety compliance label") on the B-pillar on the driver side ([→ Information stickers and plates](#)).

Performance figures

The performance figures were measured without equipment which may influence performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

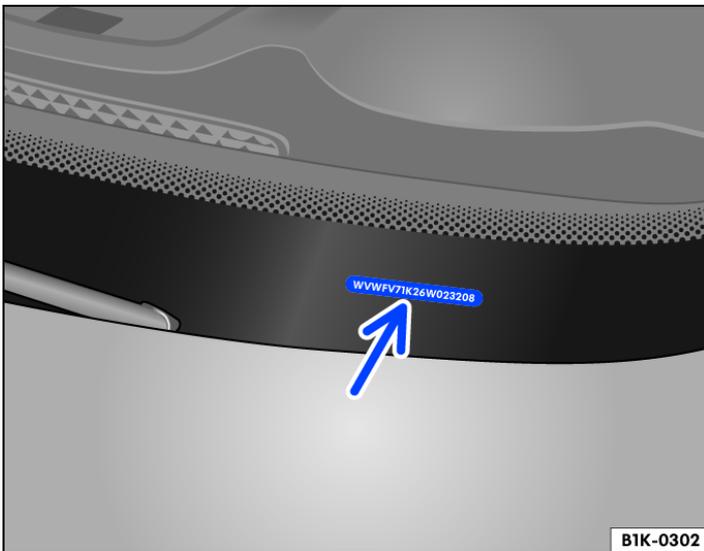


Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number (chassis number) can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

On some models, the vehicle identification number may be displayed in the Infotainment system in the Service menu or in the vehicle settings.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

- In the engine compartment in the right water drainage channel.
- In the engine compartment on the right suspension turret.
- In the engine compartment close to the bonnet hinge on the right side of the vehicle.
- Behind the right front seat under the floor covering.

Type plate

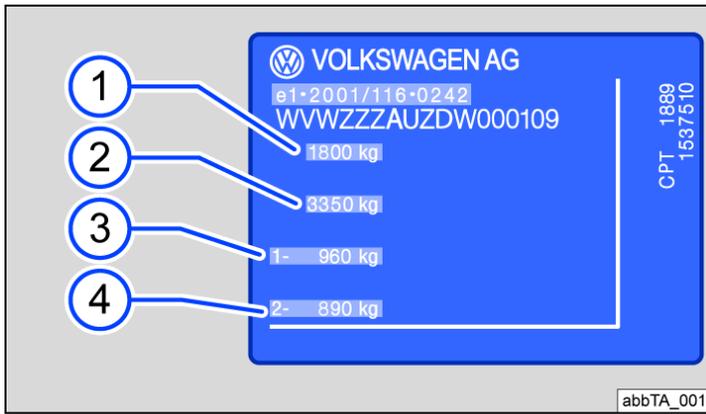


Fig. 1 Type plate (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

- ① Gross vehicle weight rating.
- ② Gross combination weight rating (vehicle plus trailer).
- ③ Gross front axle weight rating.
- ④ Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

Vehicle data sticker

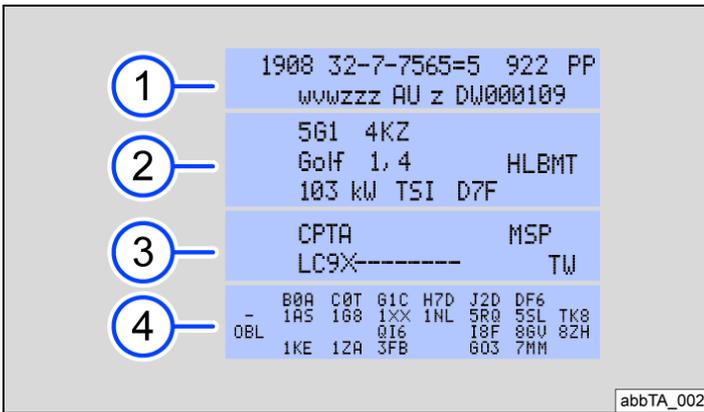


Fig. 1 Illustration: vehicle data sticker

- ① Vehicle identification number (chassis number)
- ② Vehicle type, engine power, gearbox type
- ③ Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is "CPTA".
- ④ Additional equipment, PR numbers

The vehicle data sticker is located inside the front cover of the owner's manual and in the area of the luggage compartment. Depending on the vehicle equipment, the vehicle data sticker is affixed under the luggage compartment trim on the luggage compartment wall or luggage compartment floor, in the spare wheel well or on the cross panel.

 Depending on the vehicle equipment, the engine code may be displayed on the instrument cluster (*→ Displays*).

Dimensions

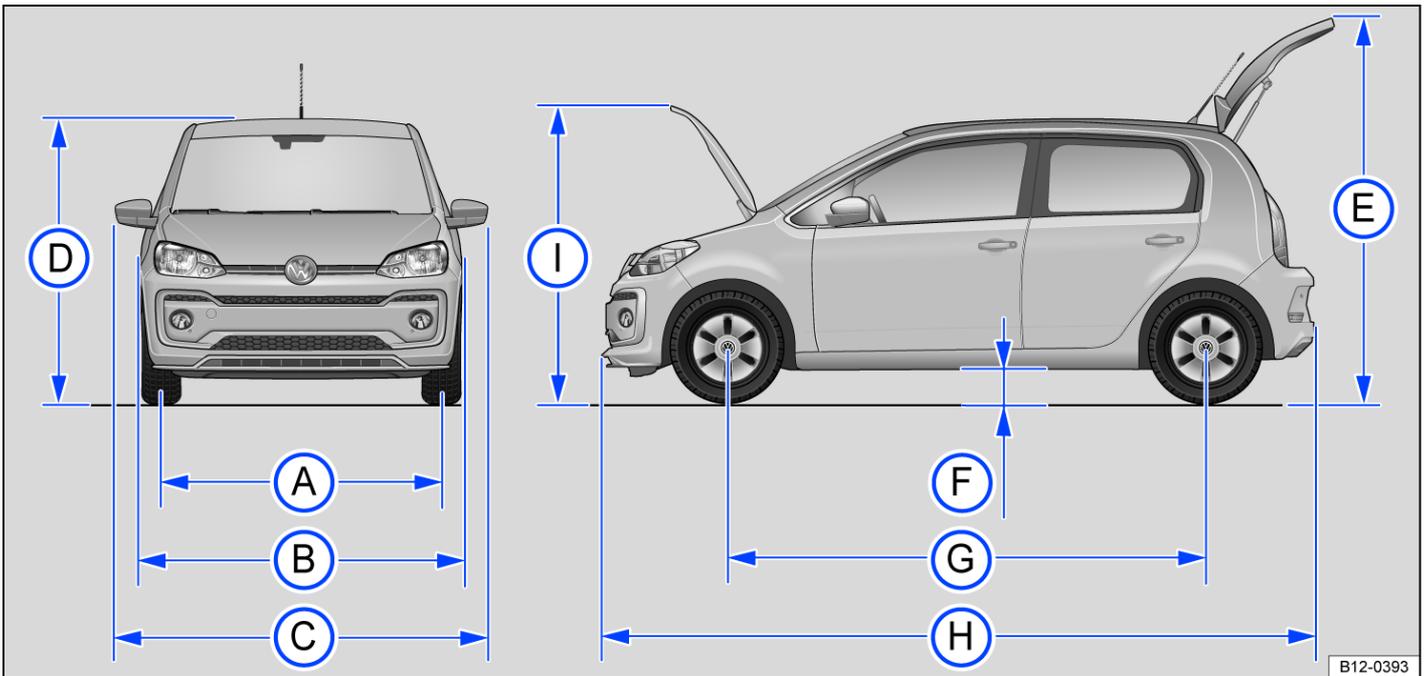


Fig. 1 Dimensions.

The data in the table apply to the German basic model with the basic specification.

The specified values can vary due to different 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.

Key to Fig. 1:		up!	eco up!	cross up!	up! GTI
A	Front track	1412 – 1428 mm		1413 – 1417 mm	1421 – 1433 mm
	Rear track	1408 – 1424 mm		1412 – 1416 mm	1416 – 1428 mm
B	Width	1641 mm		1649 mm	1641 mm
	Width (four-door)	1645 mm			1645 mm
C	Width (from exterior mirror to exterior mirror)	1910 mm			
D	Height to the upper edge of the roof at kerb weighta)	1478 mm		1493 mm	1467 mm
	Height to the roof railing at kerb weighta)	-	-	1516 mm	-
	Height at kerb weighta) to the upper edge of the aerial baseb)	1489 mm		1503 mm	1478 mm
E	Height with open boot lid and kerb weighta)	1990 mm	1994 mm	2003 mm	1979 mm
F	Ground clearance when ready to drivec) between the axles	109 mm	94 mm	127 mm	118 mm
G	Wheelbase	2407 mm		2411 mm	2410 mm
H	Length (from bumper to bumper)	3600 mm		3628 mm	3600 mm
I	Height with open bonnet and kerb weighta)	1628 mm	1627 mm	1644 mm	1616 mm
-	Minimum turning circle diameter	Approx. 9.8 m			

NOTICE

- Take care when driving into parking spaces with high kerbs or fixed boundaries. Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space.
- Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects. Low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system could be damaged.

Tank capacities

The fuel tank capacity is approximately 35 l.

The natural gas fuel tank capacity is approximately 11 kg. The petrol fuel tank capacity is approximately 10 l.

The capacity depends on the performance and type of the natural gas refuelling system. The capacities indicated are based on a filling pressure of 200 bar.

1.0 I, 3-cylinder SRE[®], 44 kW

Power output	44 kW at 5,000 – 6,000 rpm	
Engine code	CHYE	
Maximum torque	95 Nm at 3,000 – 4,300 rpm	
Gearbox		MG5
Maximum speed	km/h	
Kerb weight	kg	945
Gross vehicle weight rating	kg	1,340
Gross front axle weight rating	kg	710
Gross rear axle weight rating	kg	660

1.0 I, 3-cylinder TSI[®], 85 kW

Power output	85 kW at 5,000 – 5,500 rpm	
Engine code	DKRA	
Maximum torque	200 Nm at 2,000 – 3,500 rpm	
		up! GTI
Gearbox		SG6
Maximum speed	km/h	196
Kerb weight	kg	1070
Gross vehicle weight rating	kg	1400
Gross front axle weight rating	kg	770
Gross rear axle weight rating	kg	660

1.0 I, 3-cylinder TSI[®], 66 kW

Power output	66 kW at 5,000 – 5,500 rpm		
Engine code	CHZA		
Maximum torque	160 Nm at 1,500 – 3,500 rpm		
		up!	cross up!
Gearbox		MG5	MG5
Maximum speed	km/h	185	179
Kerb weight	kg	1000	1048
Gross vehicle weight rating	kg	1360	1360
Gross front axle weight rating	kg	740	740
Gross rear axle weight rating	kg	650	650

1.0 I, 3-cylinder TSI[®], 66 kW, BlueMotion Technology

Power output	66 kW at 5,000 – 5,500 rpm		
Engine code	CHZA		
Maximum torque	160 Nm at 1,500 – 3,500 rpm		
		up!	cross up!
Gearbox		MG5	MG5
Maximum speed	km/h	185	179
Kerb weight	kg	1002	1051
Gross vehicle weight rating	kg	1360	1360
Gross front axle weight rating	kg	740	740
Gross rear axle weight rating	kg	650	650

1.0 I, 3-cylinder SRE[®], 55 kW

Power output	55 kW at 6,200 rpm				
Engine code	CHYB				
Maximum torque	95 Nm at 3,000 – 4,300 rpm				
		up!		cross up!	
Gearbox		MG5	ASG	MG5	ASG
Maximum speed	km/h	173	173	167	167
Kerb weight	kg	936	940	1009	1012
Gross vehicle weight rating	kg	1,330	1,330	1,330	1,330
Gross front axle weight rating	kg	710	710	710	710
Gross rear axle weight rating	kg	650	650	650	650

1.0 I, 3-cylinder SRE[®], 55 kW, BlueMotion Technology

Power output	55 kW at 6,200 rpm				
Engine code	CHYB				
Maximum torque	95 Nm at 3,000 – 4,300 rpm				
		up!		cross up!	
Gearbox		MG5	ASG	MG5	ASG
Maximum speed	km/h	173	173	158	167
Kerb weight	kg	928	936	1004	1004
Gross vehicle weight rating	kg	1,330	1,330	1,330	1,330
Gross front axle weight rating	kg	710	710	710	710
Gross rear axle weight rating	kg	650	650	650	650

1.0 I, 3-cylinder SRE[®], 44 kW

Power output	44 kW at 5,000 – 6,000 rpm		
Engine code	CHYA		
Maximum torque	95 Nm at 3,000 – 4,300 rpm		
Gearbox		MG5	ASG
Maximum speed	km/h	162	162
Kerb weight	kg	926	937
Gross vehicle weight rating	kg	1320	1,330
Gross front axle weight rating	kg	700	710
Gross rear axle weight rating	kg	650	650

1.0 I, 3-cylinder SRE[®], 44 kW, BlueMotion Technology

Power output	44 kW at 5,000 – 6,000 rpm		
Engine code	CHYA		
Maximum torque	95 Nm at 3,000 – 4,300 rpm		
Gearbox		MG5	ASG
Maximum speed	km/h	162	162
Kerb weight	kg	934	940
Gross vehicle weight rating	kg	1,330	1,330
Gross front axle weight rating	kg	710	710
Gross rear axle weight rating	kg	650	650

1.0 I, 3-cylinder, 50 kW

Power output	50 kW at 6,200 rpm	
Engine code	CPGA	
Maximum torque	90 Nm at 3,000 rpm	
		up!
Gearbox		MG5
Maximum speed	km/h	165
Kerb weight	kg	1033
Gross vehicle weight rating	kg	1380
Gross front axle weight rating	kg	710
Gross rear axle weight rating	kg	700

