Thank you for choosing Volkswagen

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

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

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

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

⚠ WARNING

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

About this owner’s manual

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

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

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

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

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

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

Booklets in the vehicle wallet:

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

— Printed owner’s manual and, depending on equipment, a digital owner’s manual in the Infotainment system.

  Critical safety issues or any technical changes that may be made to the vehicle after publication of this manual are contained in a supplement that is included with the vehicle wallet.

  Depending on equipment and country, the printed owner’s manual supplied with the vehicle corresponds to the functional scope of the vehicle at the time of vehicle delivery. New and changed functions can be transferred to the vehicle online by means of a system update. The digital owner’s manual in the Infotainment system is valid after an update.

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

Explanations

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

Directions and positions

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

Dimensions and speeds

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Glass roof

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

Qualified workshop

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

Volkswagen dealership

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

Go to a qualified workshop

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

Seek expert assistance

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

Description of symbols

Refers to a section within a chapter that contains important information and safety notes ⚠ that should always be observed.

Indicates the end of a section.

Indicates situations in which the vehicle must be stopped as quickly as possible.

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

® The symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

→⚠ →⚠ →⚠ Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.

→ⓘ Cross reference to potential risks of damage to property in the same section or on the page specified.

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

NOTICE

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

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

Texts with this symbol contain additional information.

Front view

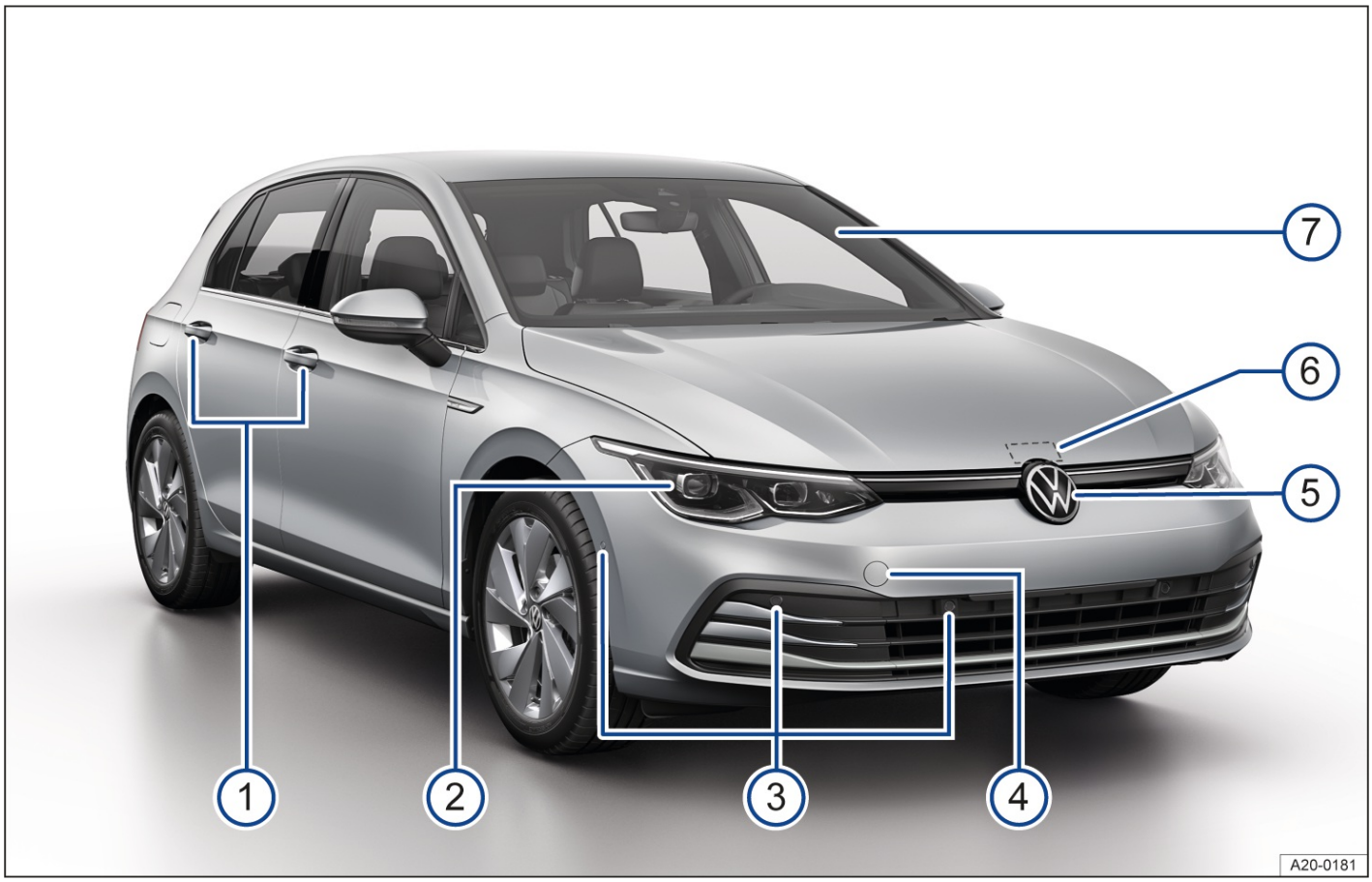


Fig. 1 Overview of vehicle from front.

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

Rear view

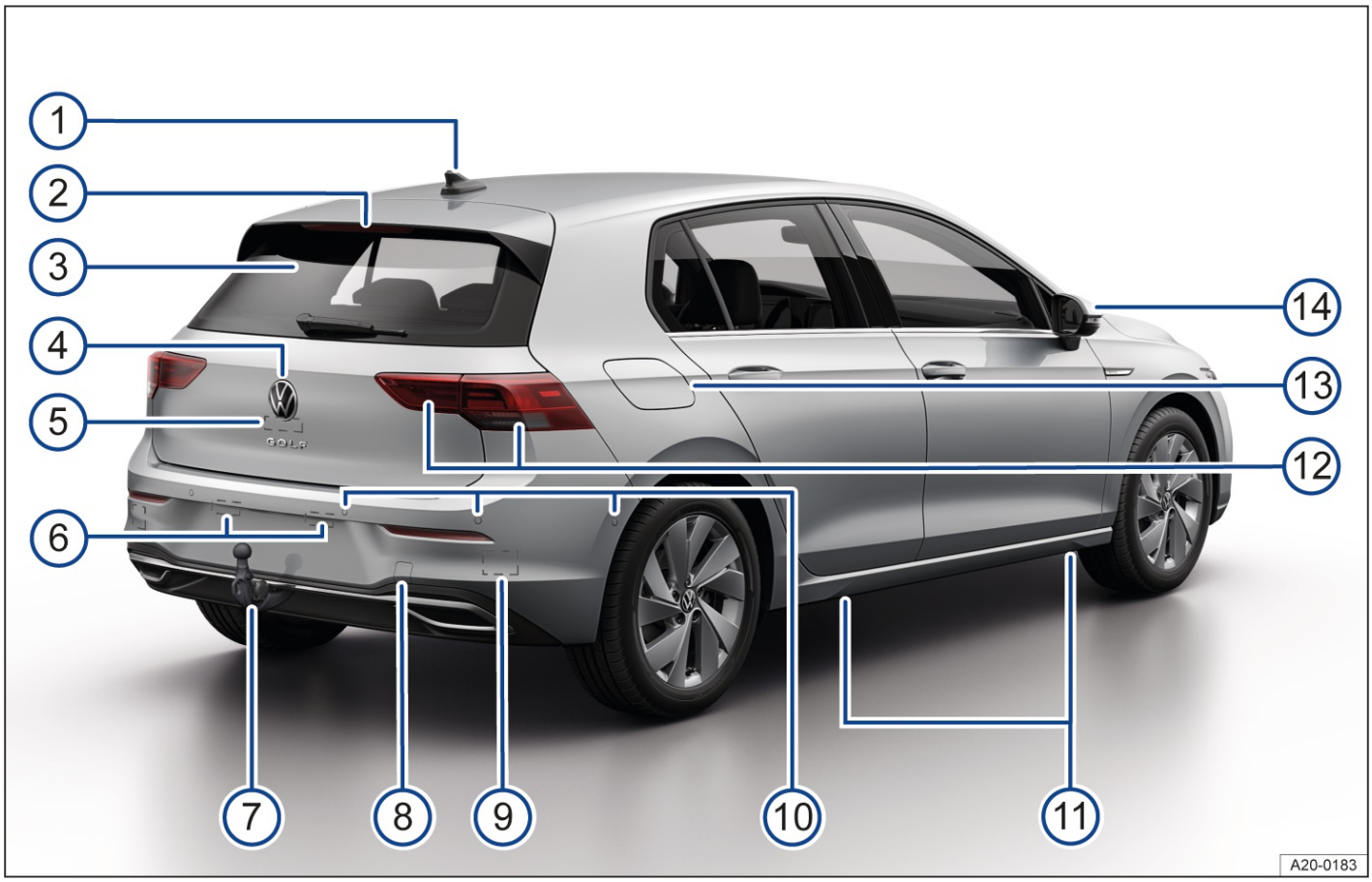


Fig. 1 Overview of vehicle from rear.

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

Driver door

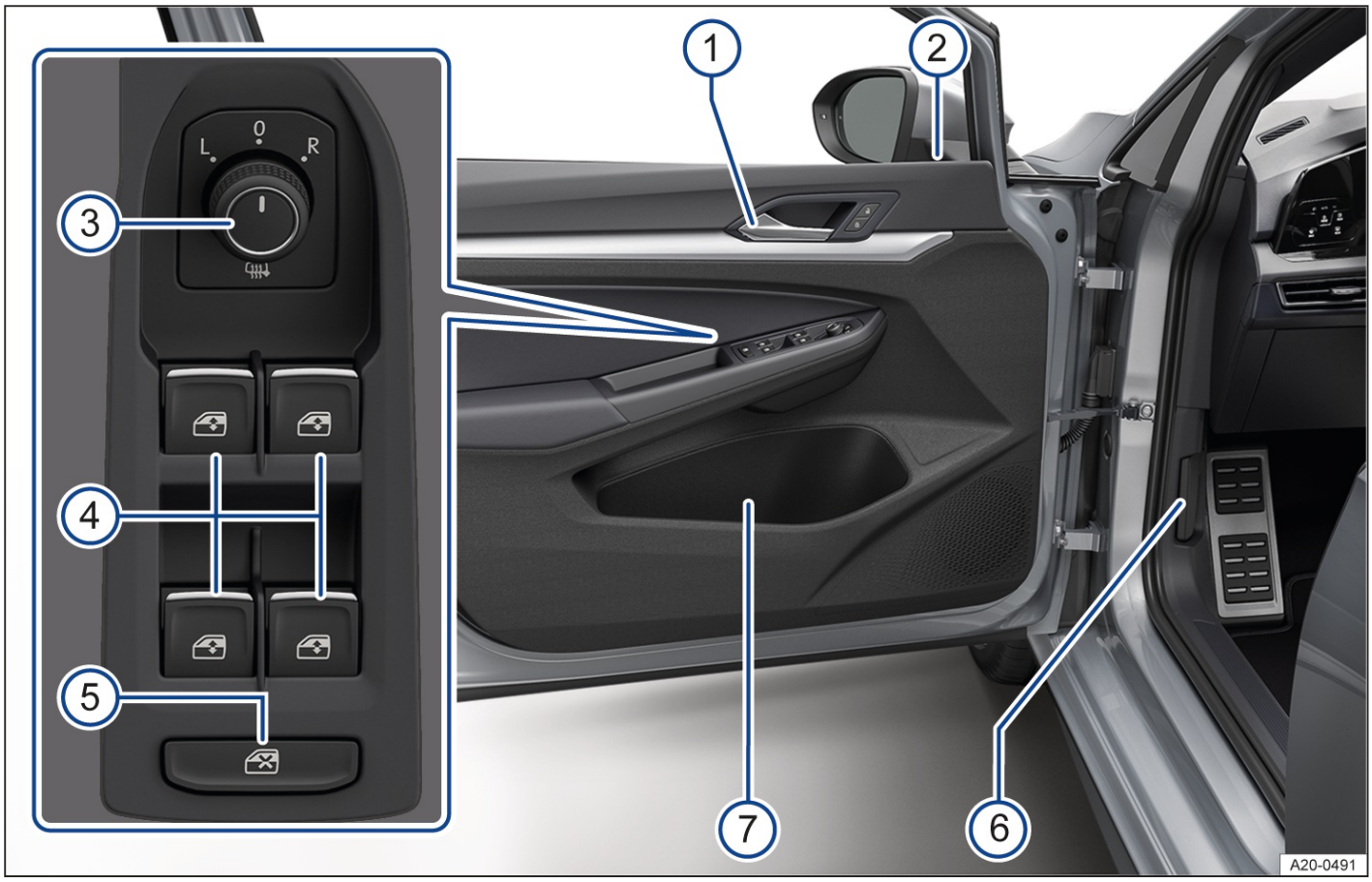


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

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

Driver side

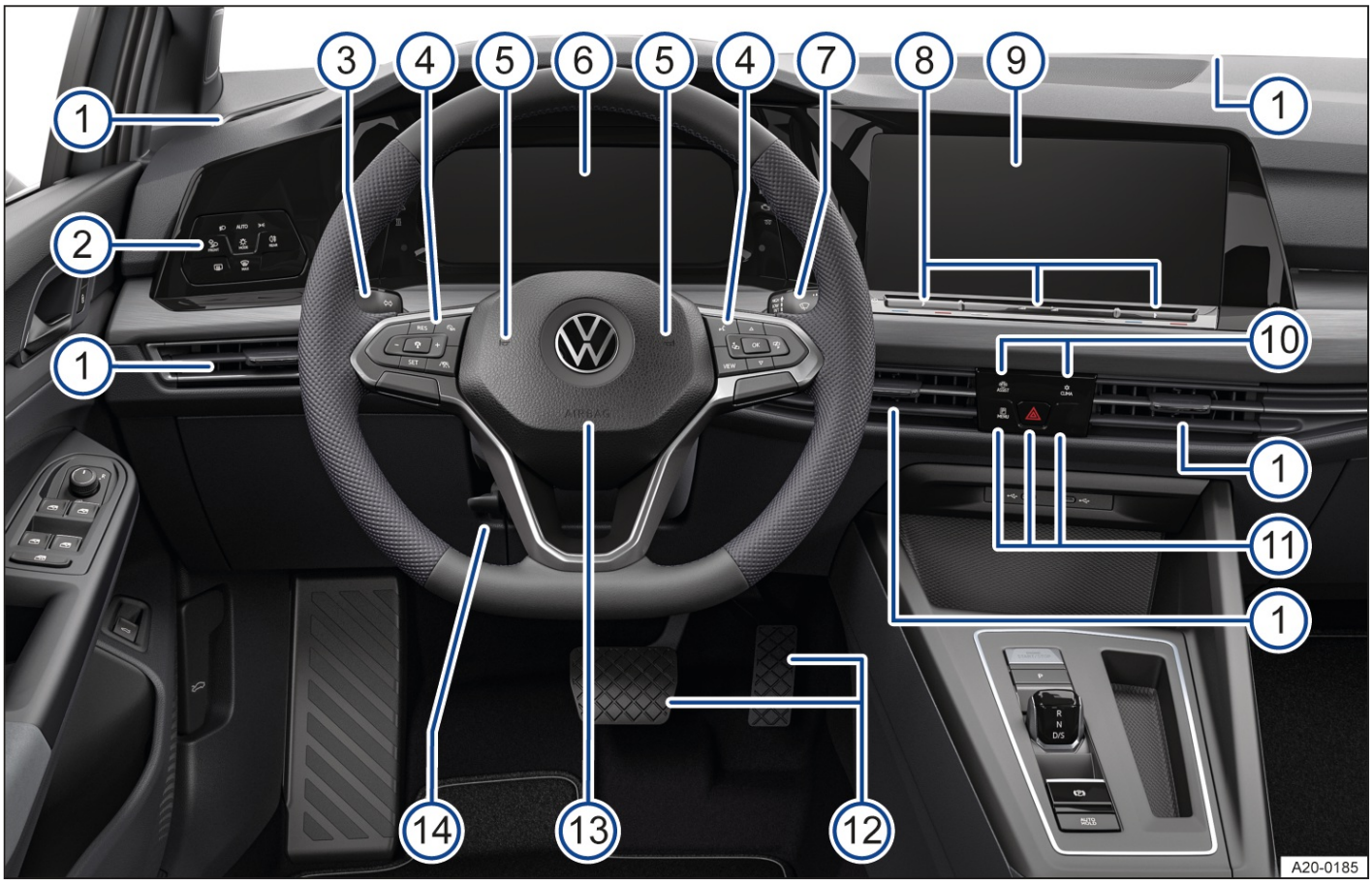


Fig. 1 Overview of the driver side (left-hand drive vehicles).

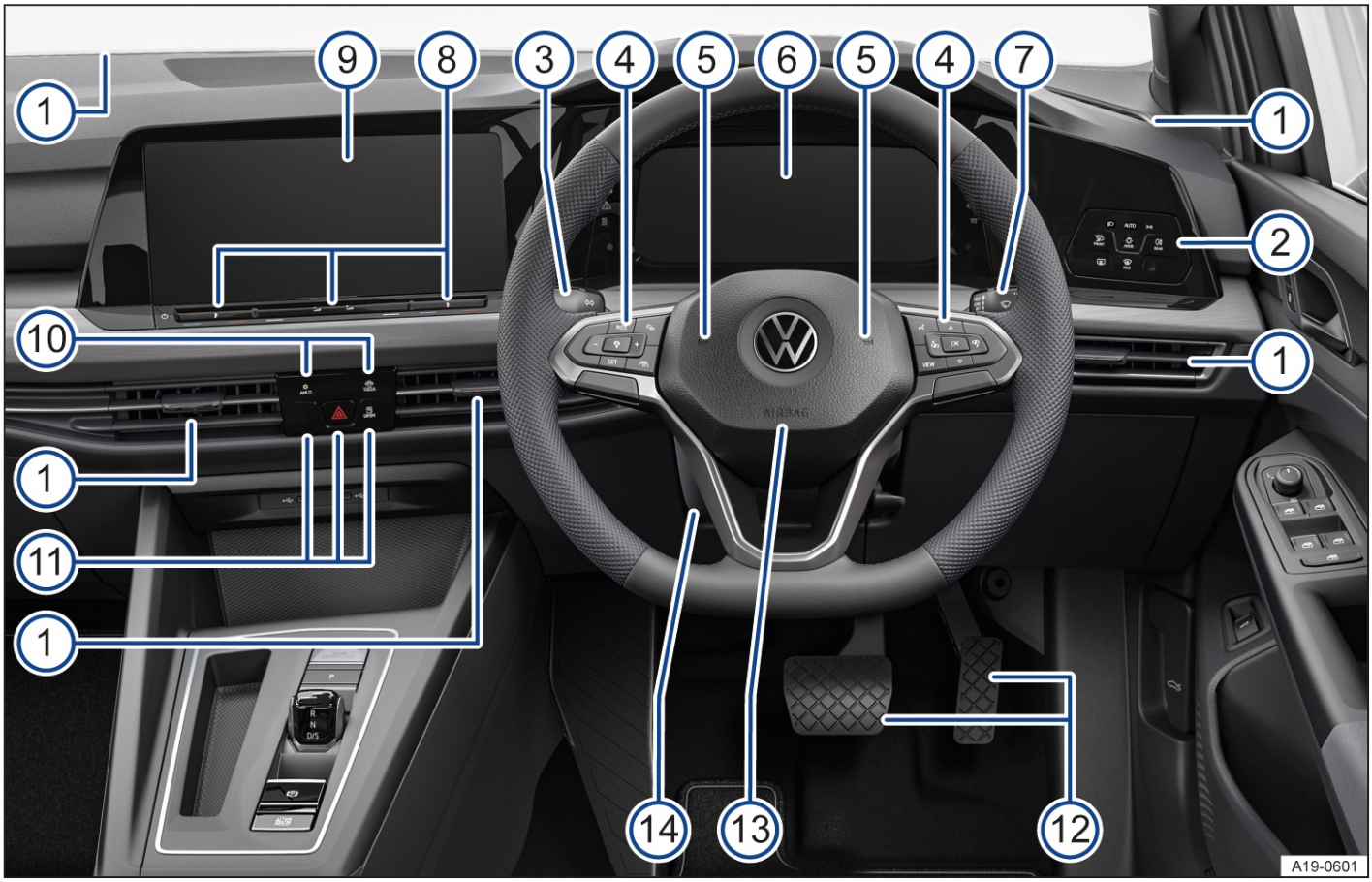


Fig. 2 Overview of the driver side (right-hand drive vehicles).

1 Vent

2 Tap panel:

— for light functions

— for window heating and ventilation

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

— With switches and buttons for the driver assist systems

4 Controls on the multifunction steering wheel:

— for driver assist systems

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

— for accepting telephone calls OK

— for audio, navigation ⏮ ⏭ , ,

— for volume adjustment

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

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

5 Horn

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

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

7 Lever for wipers and washers

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

8 Controls:

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

— for volume adjustment

9 Infotainment system

10 Controls:

— for driver assist systems

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

11 Controls:

— for assist systems for parking and manoeuvring P MENU

— Hazard warning lights button

— for driving profile selection MODE

12 Pedals *(→ Pedals)*

13 Location of the driver front airbag

14 Lever for adjusting the steering column position

Lower section of the centre console

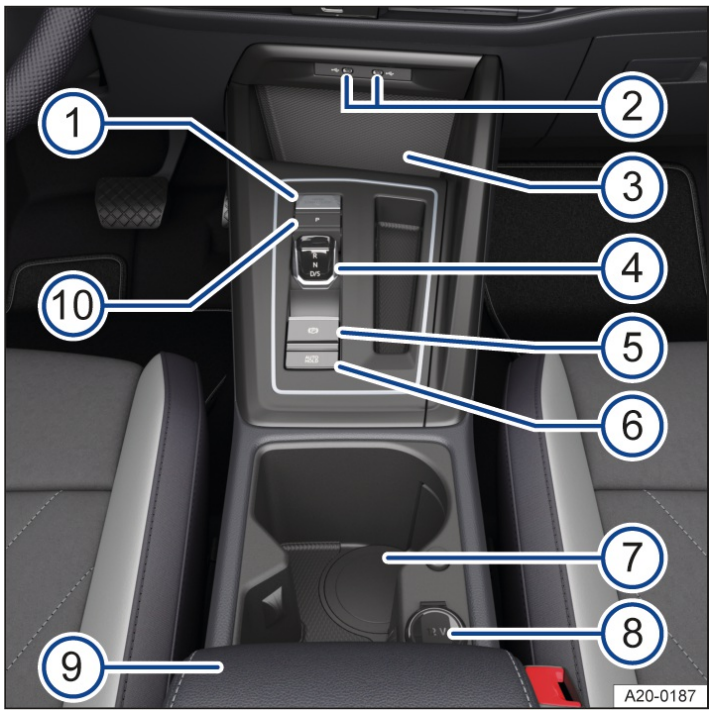


Fig. 1 Overview of the lower section of the centre console on vehicles with DSG dual clutch gearbox (left-hand drive vehicle).

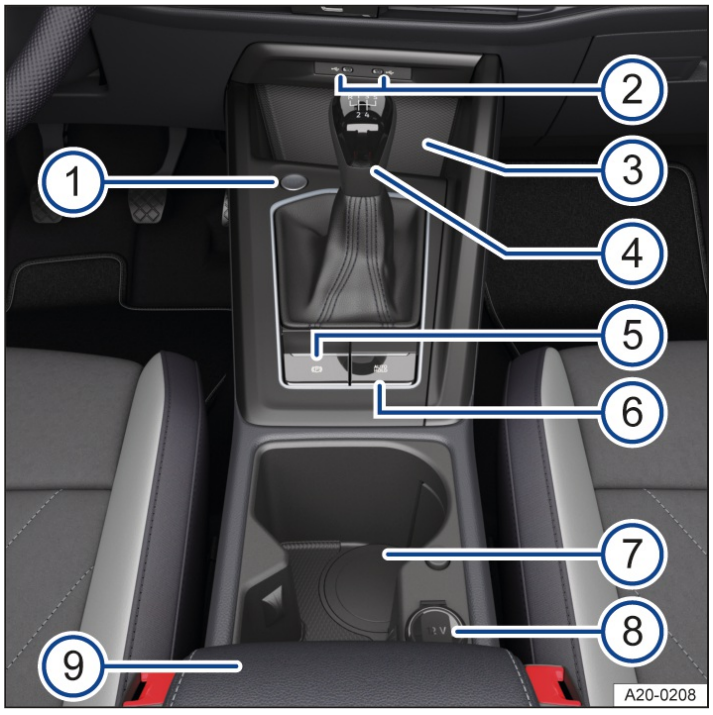


Fig. 2 Overview of the lower section of the centre console on vehicles with manual gearbox.

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

(2) USB sockets

(3) Stowage compartment with function for wireless charging in accordance with QI standard *(→ Wireless charging function)*

(4) Lever or knob:

- for DSG® dual clutch gearbox
- or manual gearbox *(→ Manual gearbox)*

5 Electronic parking brake *(→ Electronic parking brake)*

6 Button for Auto Hold function *(→ Auto Hold function)*

7 Stowage compartment with drink holder

8 Cigarette lighter or 12-volt socket *(→ Ashtray and cigarette lighter)*, *(→ Sockets)*

9 Centre armrest with stowage compartment

10 Parking lock P on vehicles with DSG® dual clutch gearbox *(→ Automatic gearbox)*

Front passenger side

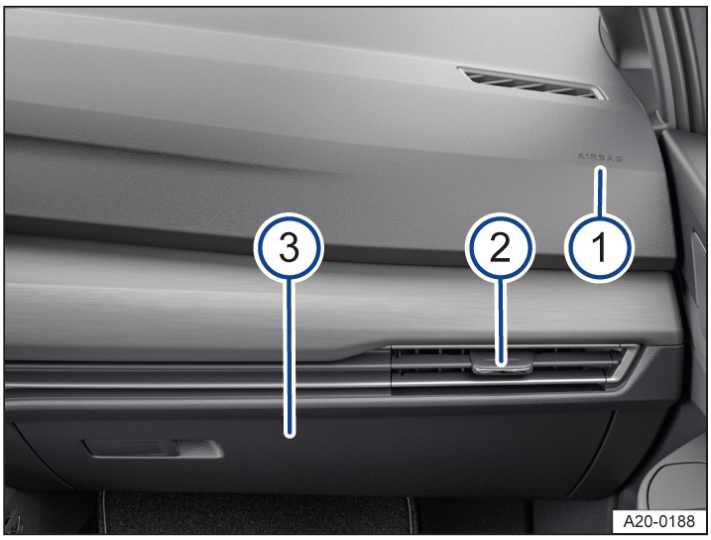


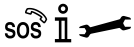
Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).



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

1. Location of front passenger front airbag in the dash panel
2. Adjustable vent
3. Glove box with actuating lever
4. Key switch for switching off the front passenger front airbag

Controls and displays in the roof

Symbol	Meaning
	Buttons for interior and reading lights .
	Switch for glass roof *(→ Glass roof)*.
	Buttons for emergency call service, information call and breakdown call .
	Indicator lamp for the front passenger front airbag switch-off function .

Symbols in the instrument cluster

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

For details on indicator lamps that light up in the light switch, see Chapter “Lights” *(→ Dipped beam)*.

⚠ WARNING

Failure to observe illuminated warning lamps and text messages can lead to your vehicle breaking down in traffic and can cause accidents 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
	STOP Do not drive on! Central warning lamp → *Priority 1 warning*
	Fasten seat belt → *Buckle-up request and belt status display*
	Electronic parking brake → *Operating the electronic parking brake*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Electromechanical brake servo failure → *Electromechanical brake servo failure*
	STOP Do not drive on! Low brake fluid level → *Brake fluid level*
	Take over control of the vehicle and be prepared to brake. → *Introduction to the topic*
	Engine oil level too low → *Engine oil level very low*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Fault in engine coolant system → *Checking the coolant level and refilling coolant*, → *Coolant*
	STOP Do not drive on! Fault in steering → *Steering fault*
	Fault in engine management system → *Fault in engine management system*, → *Engine no longer starts automatically*
	STOP Do not drive on! 12-volt vehicle battery → *12-volt vehicle battery*
	48-V vehicle electrical system is faulty → *48V vehicle electrical system. Stop vehicle safely! Consult vehicle wallet.*

	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering*
	Fault in the selective catalytic reduction system → *Fault in the selective catalytic reduction system*
	Selective catalytic reduction system fault → *Fault in the selective catalytic reduction system*
	Urgent natural gas system check due → *Urgent natural gas system inspection*
	Intervention by proactive occupant protection system → *Introduction to the topic*
	Central warning lamp → *Priority 2 warning*
	Fault in airbag or belt tensioner system → *Fault in airbag or belt tensioner system*
	Airbag or belt tensioner system switched off with diagnostic tool → *Airbag system or belt tensioner system deactivated with diagnostic tool*
	Front passenger front airbag switched off → *Front passenger front airbag switched off*
	Front passenger front airbag switched on → *Front passenger front airbag switched on*
	Emergency call system fault → *Emergency Call Service is faulty*
	Emergency call system operation restricted → *Emergency Call Service is restricted*
	Emergency call system fault → *Fault in legally required eCall Emergency System*
	Emergency call system operation restricted → *Legally required eCall Emergency System restricted*
	Electronic parking brake fault →  */ Fault in electronic parking brake*
	Check the brake pads → *Brake pad wear indicator*
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *Electronic Stability Control (ESC)*, → *Traction control system (TCS)*
	Lit up: Electronic Stability Control (ESC) fault → *ESC fault*
	Traction control system (TCS) switched off → *TCS*
	ESC Sport switched on → *ESC Sport*
	Electronic Stability Control (ESC) switched off for system reasons → *ESC off*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failure or fault*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *or Fault in engine oil system*
	Engine oil system fault → *or Fault in engine oil system*
	Fuel tank almost empty → *Fuel tank almost empty*
	Natural gas fuel tank almost empty → *Fuel tank almost empty*
	Travel Assist not available → *Travel Assist is not available or does not function as expected*
	Water in the diesel fuel → *Water in the diesel fuel*

	Vehicle lighting failure → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Rain/light sensor fault → *Fault in rain and light sensor*, → *Fault in rain and light sensor*
	Fault in wipers → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Fault in steering → *Steering fault*
	 Do not drive on! Low tyre pressure → *Low tyre pressure*
	 Do not drive on! Fault in the Tyre Pressure Monitoring System → *Fault in the Tyre Pressure Loss Indicator*
	Fault in engine management system → *Fault in engine management system*
	Front Assist not available → *Front Assist not available or functions restricted*
	Front Assist switched off → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system fault → *Fault in the cruise control system*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *Lane keeping system not available*
	Lane keeping system (Lane Assist) is regulating → *Driving with the lane keeping system*
	Emergency Assist intervention → *Semi-automated vehicle assistance in a medical emergency (Emergency Assist)*
	Fault in the lane change system(Side Assist) → *Lane change system fault*
	Rear Traffic Alert braking intervention → *Rear Traffic Alert*
	Rear Traffic Alert fault → *Rear Traffic Alert*
	Exhaust system fault → *Emissions-relevant fault*
	Diesel engine is getting pre-heated → *Glow plug system*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	Fault in the selective catalytic reduction system → *or Fault in the selective catalytic reduction system*
	Selective catalytic reduction system fault → *or Fault in the selective catalytic reduction system*
	Natural gas system check due → *Gas system inspection*
	12-volt vehicle battery → *12-volt vehicle battery*

	48-V vehicle electrical system is faulty → *48V vehicle electrical system. Please do not move off. Consult vehicle wallet.*
	Gearbox fault → *Clutch is slipping*, → *Gearbox overheated*
	Adaptive chassis control fault → *Fault in the adaptive chassis control (DCC)*
	All-wheel drive → *All-wheel drive fault*
	Ball coupling of the towing bracket not locked → *Ball coupling of the towing bracket is not locked*
	Standheizung → *Switching the auxiliary heater and auxiliary ventilation on and off*, → *Programming the auxiliary heater and auxiliary ventilation*
	Depress the brake pedal. → *The engine will not start*
	The vehicle is held stationary → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter switched on, system control active. → *Introduction to the topic*
	Lane Assist active → *Driving with the lane keeping system*
	Natural gas mode → *Vehicle in natural gas mode*
	Travel Assist active → *Introduction to the topic*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Engine coolant temperature low → *Coolant*
	Cruise control switched on, system control not active. → *Introduction to the topic*
	Speed limiter switched on, system control not active. → *Introduction to the topic*
	Outside temperature colder than +4°C (+39°F) → *Information displays*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Information displays*
	Service due → *Service interval display*, → *or Fault in the selective catalytic reduction system*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction to the topic*
	Main-beam control active → *Switching on main-beam control*, → *Switching on advanced main-beam control*
	Take over steering → *Take over steering*

	Front Assist is starting up → *Front Assist is starting up*
	Distance warning → *Warning levels and braking intervention*
	AdBlue® level too low → *or Fault in the selective catalytic reduction system*
	Eco driving profile → *Characteristics of the driving profiles*
	Comfort mode → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Sport mode → *Characteristics of the driving profiles*
	Drift driving profile → *Characteristics of the driving profiles*
	Race driving profile → *Characteristics of the driving profiles*
	Special driving profile → *Characteristics of the driving profiles*
	Mobile phone battery charge level → *Information displays*
	Reference to information in the vehicle wallet → *Note about information in the owner's manual*
	Speed regulation due to the road layout → *Driving with predictive cruise control*
	Take your foot off the accelerator → *Eco Assistance*
	Motorway slip road or exit → *Eco Assistance*
	Roundabout → *Eco Assistance*
	Junction → *Eco Assistance*
	Left-hand bend → *Eco Assistance*
	Right-hand bend → *Eco Assistance*
	Speed limit → *Eco Assistance*
	Cruise control due to speed limit → *Driving with predictive cruise control*

Warning and information messages

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

In addition, a list of current malfunctions can be opened manually. To do so, choose Vehicle status or Vehicle in the menu *(→ Vehicle settings menu)*.

Priority 1 warning

The red central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Do not drive on! Danger. Check the fault. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Priority 2 warning

The yellow central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Malfunctions and insufficient service fluids can damage the vehicle and cause it to break down. Check the fault as soon as possible. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Note about information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

If several warnings are present, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified.

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

Introduction to instrument cluster

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

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

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

— Status displays for driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

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

Overview

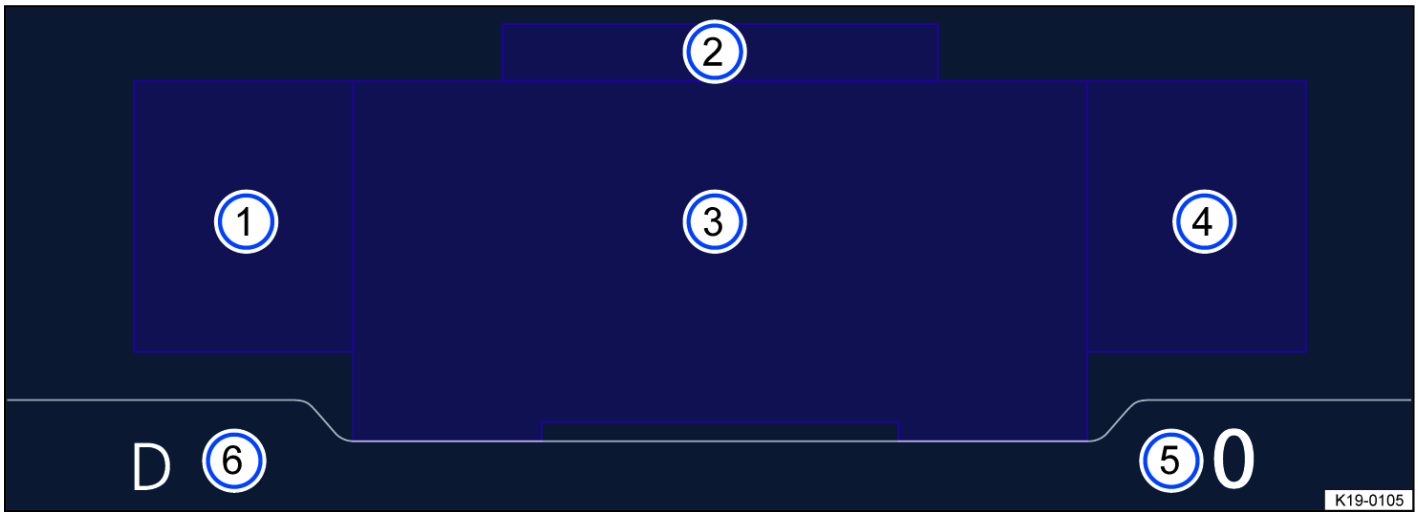


Fig. 1 Digital instrument cluster in the dash panel (illustration).

1. Secondary displays.
2. Pop-ups.
3. Main display area.
4. Secondary displays.
5. Digital speed display.
6. Currently selected gear or selector lever position.

The digital cockpit is a digital instrument cluster with high-resolution TFT colour display. In addition to the standard round instruments such as the rev counter, users can also choose from various secondary displays to view additional data. The term “digital instrument cluster” is also used below to refer to the Digital Cockpit.

Operating the digital instrument cluster



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



Fig. 2 Right-hand side of the multifunction steering wheel: controls for using the menus and information displays in the instrument cluster (variant 2).

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

Views in the display area

The main display can be changed by pressing the VIEW button *(→ Digital instrument cluster (Pro))*. The display in the display area can show the following views:

Summary

Before activation and after deactivation of the vehicle's drive system: display with information on the vehicle status, e.g. mileage.

Classic

Classic display of the round instruments.

Navigation

Navigation map and information for route guidance.

Driver assist systems

Display of active driver assist systems.

Special

Depending on equipment, alternative displays such as sport displays can be shown here.

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

Selecting secondary displays

To select the secondary displays, proceed as follows :

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

Press and hold the VIEW button to show and hide the secondary displays.

Configuring secondary displays

1. Select the right or left secondary display area with the or button.
2. Using the arrow buttons or , navigate to the Settings menu and select the desired secondary display.
3. Press the OK button to make the changes.

   A tick ☑ indicates that the secondary display is active.
4. To return to menu selection, press the or button.

The secondary displays can be configured or hidden independently of each other.

Navigation map in the digital instrument cluster

Depending on the vehicle equipment, the digital instrument cluster is able to display a detailed navigation map. To display the map, select the Navigation display area in the digital instrument cluster by pressing the VIEW button.

The size of the navigation map can be adjusted continuously. To select the preferred map size:

— Press the arrow button or on the multifunction steering wheel to zoom in and out.

— Press and hold the VIEW button on the multifunction steering wheel to show and hide the secondary displays.

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

WARNING

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

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

Possible information in the main display area of the digital instrument cluster

In some models, various information can be displayed in the main display area of the digital instrument cluster *(→ Digital instrument cluster (Pro))*:

— Open doors, bonnet and boot lid.
— Warning and information messages *(→ Warning and information messages)*.
— Range *(→ Digital fuel gauge)*.
— Date and time *(→ Clock)*.
— Radio and navigation information.
— Outside temperature.
— Selector lever position for automatic gearbox.
— Gear-change indicator *(→ Gear-change indicator)*.
— Service interval display *(→ Service interval display)*.
— Speed warning for winter tyres.
— Road signs detected by the Dynamic Road Sign Display system .
— With some equipment levels: status display for Active Cylinder Management (ACT) *(→ Driving economically)*.
— Economical mode .
— Engine code (EC).
— Display of driver assist systems .
— Customisation: Welcome .
— Radiator fan run-on.

Open doors, bonnet and boot lid

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

Selector lever position for automatic gearbox

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

Outside temperature display

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

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

— When the vehicle is stationary.
— When the auxiliary heater is being used.
— When travelling at very low speeds.

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

⚠ WARNING

Streets and bridges can be iced over at outside temperatures above freezing point.
- The snowflake symbol ❄ indicates that there is a risk of black ice.

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

Gear-change indicator

When driving, a recommendation may be displayed to select a fuel-saving gear *(→ Gear-change indicator)*.

Speed warning for winter tyres

A warning will be displayed if the set maximum speed is exceeded.

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

Economical mode ECO

When driving, the display will show if the vehicle is in an economical mode ECO.

Engine code

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

Radiator fan run-on

This display appears after the vehicle's drive system is deactivated if the radiator fan is in after-run mode.

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

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

— Active brake cooling after driving down hills.

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

Possible secondary displays in the digital instrument cluster

Depending on equipment, a configuration menu allows additional views to be configured and displayed in the secondary display area of the digital instrument cluster *(→ Digital instrument cluster (Pro))*:

— Driving data displays, e.g. Driving time/Distance covered.

— Operating temperatures.

— Date and time *(→ Clock)*.

— Telephone information.

— Compass display.

— Destination information.

— Navigation information.

— Torque distribution.

— Charge pressure.

— Power output.

— Natural gas quality.

— Natural gas system inspection.

Operating temperatures

With some equipment levels, the following operating temperatures will be shown on the Operating temperatures secondary

display:

— Engine oil.

— Coolant.

— Gearbox.

Telephone

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

An arrow after the entry in the configuration menu links to a submenu. A list of recent calls is displayed in the submenu. The list can be used to call the contacts shown.

Compass display

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

Destination information

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

Navigation information

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

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

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

Torque distribution

The secondary display Torque distribution shows the currently present wheel-selective torque.

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

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

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

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

If several warnings are present, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified.

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

Rev counter

The start of the red zone on the dial indicates the maximum engine speed that may be used in each gear when the engine is

warm and after it has been run in properly.

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

NOTICE

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

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

Digital fuel gauge

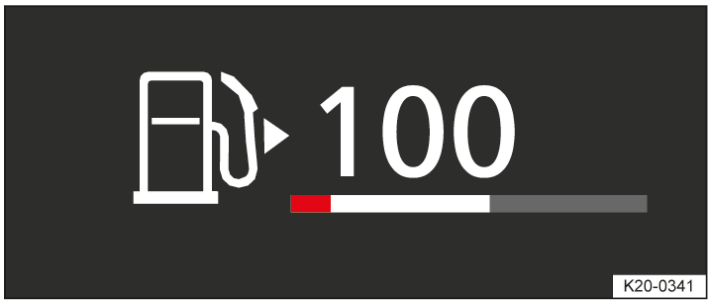


Fig. 1 Fuel gauge in the digital instrument cluster (illustration).

Fuel tank almost empty

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

1. Fill the tank as soon as possible.

When the indicator lamp lights up, the auxiliary heater and the fuel-powered supplementary heater switch off automatically.

WARNING

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

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

NOTICE

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

Fuel tank almost empty

The indicator lamp lights up yellow. The fuel tank for natural gas is almost empty.

1. Refuel with natural gas as soon as possible.

Vehicle in natural gas mode

The indicator lamp lights up green. The vehicle is in natural gas mode.

The green indicator lamp will go out when the natural gas tank is empty.

1. Refuel with natural gas as soon as possible.

Things to note in vehicles with natural gas engine

If the vehicle is parked for an extended period directly after refuelling, the pointer for the natural gas fuel gauge may not indicate exactly the same fuel level as shown directly after refuelling when the engine is restarted. 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.

For vehicles with a natural gas engine, the fuel level indicator on the petrol tank can only show the correct level after a delay, depending on the refill amount.

Water in the diesel fuel

The indicator lamp lights up yellow.

1. Switch off the engine and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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.

Head-up display (HUD)

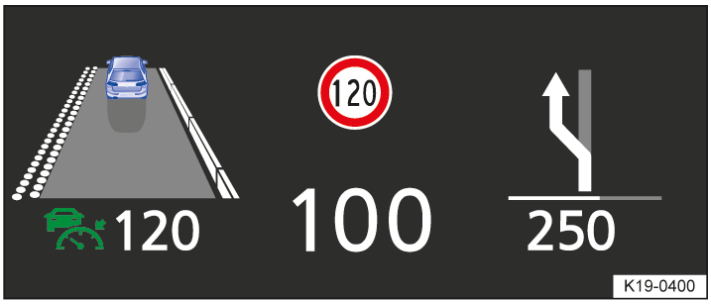


Fig. 1 In the driver's field of vision: example displays in the head-up display

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

Switching the head-up display on and off

The head-up display (HUD

) → *Fig. 1* can be switched on and off in the vehicle settings in the Infotainment system.

Adjusting the height

In order to individually set the viewing angle, adjust the head-up display in the corresponding menu in the vehicle settings of the Infotainment system.

1. Assume the correct sitting position.
2. Adjust the desired position and angle of the head-up display with the function buttons or the buttons on the multifunction steering wheel.

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

Settings in the Infotainment system

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

1. Select the Interior view in the Vehicle menu.
2. Tap the Head-up display function button.

The following settings are available:

— Adjustment of the head-up display brightness and colour scheme.

— Selection of the display contents for the head-up display, e.g. displays of the driver assist systems or the Infotainment system. Some content cannot be deactivated, e.g. warning messages.

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

An alternative colour scheme for the head-up display for poor weather conditions, e.g. snowfall, can be selected in the vehicle settings in the Infotainment system.

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

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

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

Driving data display

Driving data displays

The secondary display area can show the driving data in a variety of ways .

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

Resetting the driving data displays

1. Press the ◁ or ▷ button.
2. Use the arrow buttons △ or ▽ to select the corresponding driving data display in the configuration menu.

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

The Since start memory will be reset if the journey is interrupted for more than 2 hours. TheSince refuelling memory will be reset automatically when you refuel the vehicle. The Long term memory will not be reset automatically.

The memory collects driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1,999.9 km (miles) or 9,999.9 km (miles) distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Lap timer in the instrument cluster

The lap timer provides you with the option of timing your own laps manually in the vehicle on a race track, storing the times and comparing them with previously measured best times.

With the appropriate equipment the lap timer can be shown on the instrument cluster display.

The following higher-level menus can be displayed:

— Lap timer.

— Lap (with the current lap number).

— Statistics.

Switching between the menus

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

The following list shows an example of how the menus in the instrument cluster display are structured. The actual scope of the menus and the names of the individual menu options vary according to the instrument cluster design and the vehicle electronics.

Menu displays and functions

Lap timer menu:

Start

Starts the lap timer.

Since start

Timing starts when the vehicle drives off. If it is already in motion, timing starts when the vehicle has meanwhile come to a standstill.

Statistics

An overview of the laps driven until now are displayed.

Lap menu:

Stop!

Active timing is interrupted. This will not end the lap.

Continue

Paused timing resumes.

Split time:

A split time will be displayed for approximately 5 seconds. Active timing continues parallel to this.

New lap

Timing of the current lap will then be interrupted and a new lap will begin. The time of the completed lap will be carried over to the statistics.

Abort lap

The timing is ended and disregarded. The current lap is not entered into the statistics.

End

Timing is ended. The lap is entered into the statistics.

Statistics menu:

Back

Return to the previous menu.

Reset

This resets all stored statistics data.

In the menu Statistics, the lap times most recently achieved are shown. If the maximum number of 99 laps or the maximum time of 99 hours, 59 minutes and 59 seconds has been reached, new timing can only be started after the statistics have been reset.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.
- Adjust the lap timer settings and access statistics only when the vehicle is stationary.
- When the vehicle is in motion, use the lap timer only in driving situations which are easy to control.

Service menu

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

Opening the Service menu

1. Select the Driving time/Distance covered information profile in the secondary displays.
2. Press and hold the ⟲ or ⟳ button on the multifunction steering wheel for approximately 6 seconds.
3. Use the arrow buttons △ and ▽ to navigate in the menu.
4. You can now navigate in the menu in the usual way using the buttons on the multifunction steering wheel.

Resetting the service interval display

Select the Service menu and follow the instructions on the instrument cluster display.

Resetting the oil service

Select the Reset oil service menu and follow the instructions on the instrument cluster display.

Engine code

Select the Engine code menu. The engine code (EC

) is displayed on the instrument cluster.

Setting the time

Select the Time menu and set the correct time with the arrow buttons △ and ▽.

Copyright

Select the Copyright menu to access copyright information.

Service interval display

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

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

Versions and displays can vary as different versions of the instrument cluster and Infotainment system are available.

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

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

Service notification

If a service or inspection is due soon, a service alert will appear when the ignition is switched on.

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

Service event

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

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules

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

1. Tap the Vehicle function button.
2. To show the service information, select the Status menu option and tap the Service function button.

Information on the service schedule can also be accessed via the Service menu *(→ Service menu)*.

Resetting the service interval display

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

The service interval display can only be reset via the Service menu *(→ Service menu)*.

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

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

The service message will go out after a few seconds when the engine is running or when you press the OK button on the multifunction steering wheel.

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

Time and date

Setting the time and date on the Infotainment system

1. Tap the Settings function button *(→ Vehicle settings menu)*.
2. To set the time and date, select the Time and date menu option.
3. Select the time source:
   — Automatic.
   — Manual.

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

Setting the time on the digital instrument cluster

1. Open the Service menu *(→ Service menu)*.
2. Select the Time menu.
3. Set the time with the arrow buttons △ and ▽.

Introduction to the topic



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

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

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

Function conditions

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

WARNING

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

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

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

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

Limits of the Driver Alert System

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

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

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

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

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

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

— The vehicle has been stationary for longer than around 15 minutes.

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

Operating the Driver Alert System

Hiding a message

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

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

Switching on and off

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

Introduction to the topic

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

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

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

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

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

Display of road signs

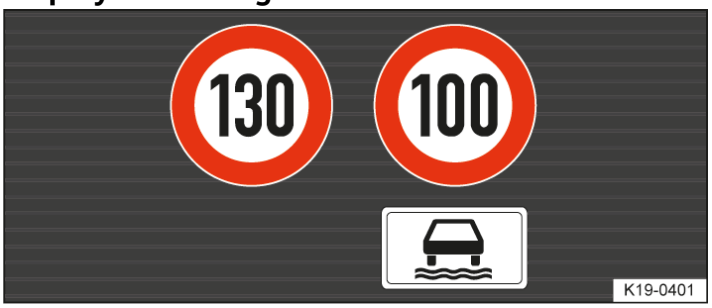


Fig. 1 In the instrument cluster display: examples of recognised speed limits with accompanying sub-plates.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to two applicable road signs with the accompanying sub-plates, depending on the display location → *Fig. 1*:

1st position:

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

2nd position:

A further road sign may be displayed in second position, e.g. a danger sign, no overtaking sign or an alternative speed limit.

Sub-plate:

A detected sub-plate, e.g. for wet conditions or with time restrictions, is displayed under the valid road sign.

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

No-entry warning

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

⚠ WARNING

The intelligent road sign recognition system technology cannot overcome the laws of physics, and functions only within the

limits of the system. Do not let the extra convenience afforded by Dynamic Road Sign Display tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

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

⚠ WARNING

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

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

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

Limits of Dynamic Road Sign Display

Error messages

No road signs available.
: The system is in the initialisation phase.

  Or:

  The camera has not detected any regulatory or warning signs.

Error: Dynamic Road Sign Display
: System fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

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

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

  Or:

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

No data available.
: Dynamic Road Sign Display is not supported in the country in which you are currently travelling.

Function limitations

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

— Poor visibility, for example when it snows.

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

— High speeds.

— A covered or dirty camera.

— Road signs located outside of the camera's field of view.

— Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.

— Non-standard road signs.

— Damaged or bent road signs.

— Variable road signs on gantries (changeable road sign display using LED s or other light sources).
— Out-of-date map material in the Infotainment system.
— Vehicles with road sign stickers, e.g. speed restrictions on trucks.

Operating the Dynamic Road Sign Display function

Speed warning

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

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

Trailer mode

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

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between 60 km/h (35 mph) and 130 km/h (80 mph). If a higher speed is set than is permitted for driving with a trailer in the country in which you are currently travelling, Dynamic Road Sign Display automatically issues a warning at the usual speed limit, e.g. at 80 km/h (50 mph) in Germany.

Personalisation

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

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

Welcome and user account selection

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

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

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

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

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

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

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

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

User management and settings

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

As the primary user of the vehicle, you can use this menu to invite secondary users and assign mobile keys to secondary users .

Opening the user administration menu:

1. Tap Users.

Opening the settings menu:

1. In the user administration menu, tap Settings .

Switching user account

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

Automatically assigning vehicle keys to user accounts

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

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

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

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

Synchronising vehicle settings

Vehicle settings changed in the vehicle are automatically assigned to the active user account and are stored online on a cyclical basis. The vehicle settings are also automatically synchronised with the data stored online in the following situations when an Internet connection has been established:

— When the ignition and Infotainment system are switched on: synchronises all user accounts stored in the vehicle that have recently been used.
— When switching to another user account: synchronises the newly activated user account and the user account that has now been deactivated.
— At the end of the journey and when the ignition is switched off: synchronises the last active user account.

You can also start the synchronisation manually in the user administration menu at any time, e.g. if automatic synchronisation fails when logging in. Synchronisation cannot take place automatically if the online status of the vehicle is impaired, e.g. in underground garages, or if you have activated the “maximum privacy settings” mode.

If an inactive user account is active in another vehicle and settings are synchronised from there, these settings are also transferred to your vehicle and assigned to the corresponding user account.

Personalised vehicle settings

The vehicle functions that can be configured depend on the equipment level. Some personalisable functions are not stored online, but are only assigned to the user account locally in the vehicle. The following functions can be personalised:

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

Exit menu

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

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

— Auxiliary heater or stationary air conditioning.
— Interior monitoring.

Hiding

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

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

Setting

You can change the order of the displayed options.

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

Vehicle settings menu

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

General information on operation

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

Opening the Vehicle settings menu

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

The activated functions are highlighted in colour.

Systems settings and vehicle information display

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

— Vehicle (Interior or Exterior).

— Depending on equipment: performance monitor .

— Depending on equipment: lap timer .

— Driving data.

— Vehicle status.

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

WARNING

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

- Drive with your full attention and with responsibility.

Number of seats

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

Each seat is equipped with a seat belt.

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

⚠ WARNING

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

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

Correct sitting position

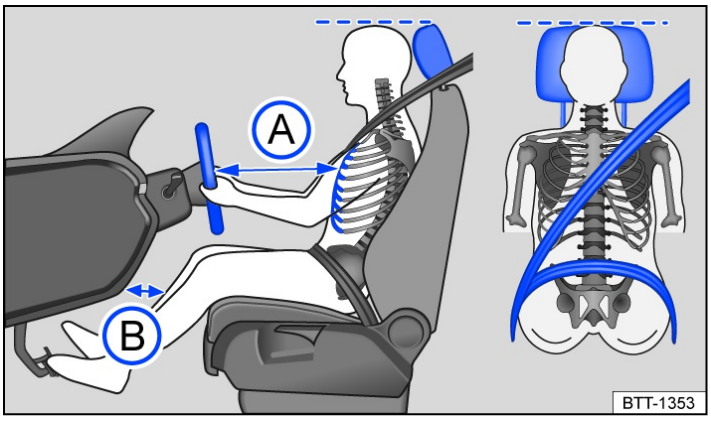


Fig. 1 Schematic diagram: Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

— Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible at all times → *Fig. 1*.

— For small people, push the head restraint all the way down, even if the head is then located underneath the top edge of the head restraint.

— For tall people, push the head restraint up as far as it will go.

— Always keep both feet in the footwell.

— Adjust and fasten seat belts properly .

Additional points for the driver:

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

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

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

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

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

Additional points for the front passenger:

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

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

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Buckle-up request and belt status display



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

Buckle-up request for the front seats

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

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

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



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

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

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

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

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

The white symbol indicates that this seat is not occupied.

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

WARNING

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

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

Fastening and unfastening seat belts

Fastening the seat belt



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

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

Unfastening the seat belts

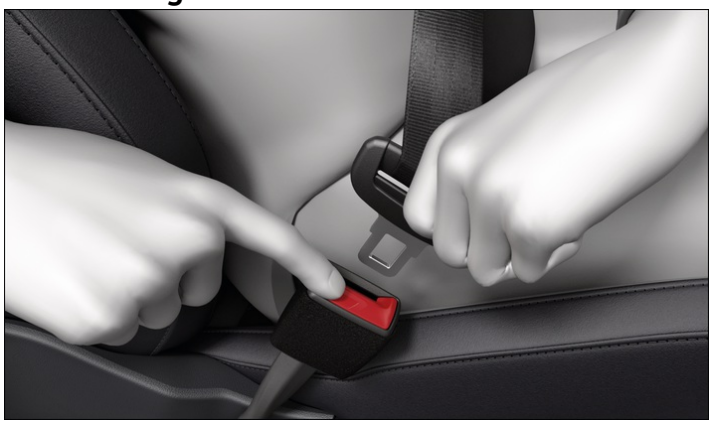


Fig. 2 Removing the latch plate from the buckle.

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

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

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

Twisted seat belt

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

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.
2. Untwist the seat belt and guide it back slowly by hand.
3. Fasten the seat belt even if you are unable to undo the twist.

   However, the twist should not be in part of the seat belt that comes into direct contact with the body.

4. Go immediately to a correspondingly qualified workshop in order to have the twist undone. Volkswagen recommends using a Volkswagen dealership.

Seat belt routing

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

Correct seat belt routing

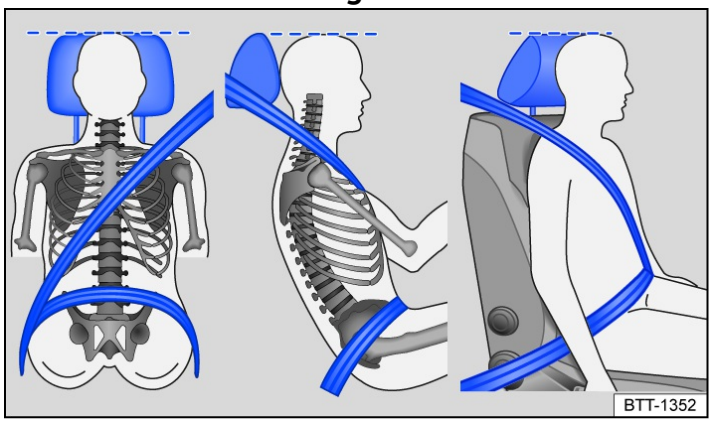


Fig. 1 Correct seat belt routing and head restraint adjustment.

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

Correct seat belt routing during pregnancy

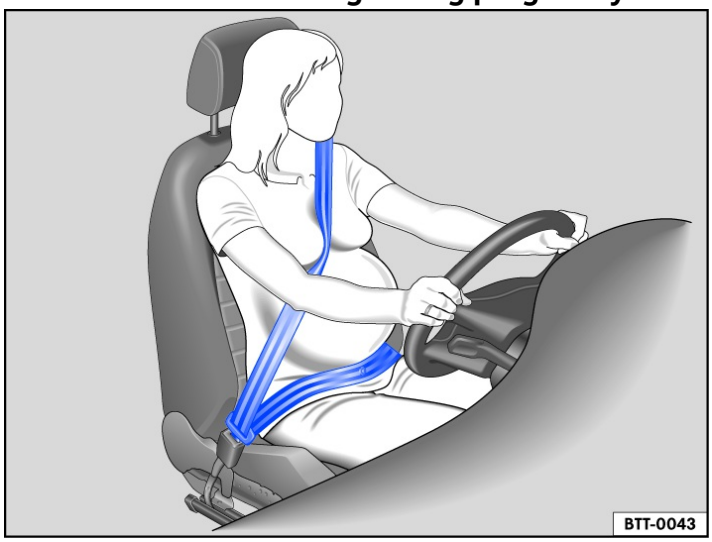


Fig. 2 Correct seat belt routing during pregnancy.

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

Correct seat belt routing according to height

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

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

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

⚠ WARNING

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

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

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

Seat belt height adjuster



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

The seat belt height adjusters for the front seats can be used to adjust the position of the seat belt on the shoulder so that it can be fastened properly:

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

⚠ WARNING

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

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

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

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

Belt tensioner

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

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

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

⚠ WARNING

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

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

Reversible belt tensioning (proactive occupant protection system)

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

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

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

Belt tension limiter

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

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

Service and disposal of belt tensioners

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

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

⚠ WARNING

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

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

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

Introduction to the topic

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

Speed range

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

Displays

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

WARNING

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

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

Functions of the proactive occupant protection system

Basic functions

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

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

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

— Activation of the hazard warning lights.

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

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

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

Additional functions for vehicles with lane change system (Side Assist)

In vehicles fitted with a lane change system (Side Assist), the probability of a collision with the vehicle following behind is also calculated within the system limits. The system can trigger the proactive occupant protection system if it detects a probable collision with the vehicle ahead. If the risk of a collision is detected, the hazard warning lights can also be activated with a rapid hazard warning flashing frequency in addition to the basic function of the proactive occupant protection system.

Additional functions for vehicles with Emergency Assist

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

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

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

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

Setting in driving profile selection

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

Limits of the proactive occupant protection system

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

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

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

— ASR is deactivated or ESC is restricted .

— *Race* driving profile set.

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

— System fault or restriction of the lane change system (Side Assist).

— Emergency Assist is restricted or has a system fault.

— Reverse gear is engaged.

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

— The proactive occupant protection system functions are restricted or the system is not available. Switch off and restart the engine.

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

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

Introduction to the topic

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

⚠ WARNING

Never rely solely on the airbag system for your protection.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Type of front passenger front airbag system

Volkswagen offers two different front passenger front airbag systems.

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

Airbag system

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

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

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

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

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

— Yellow indicator lamp PASSENGER AIR BAG OFF in the roof console.

— Yellow indicator lamp PASSENGER AIR BAG ON in the roof console.

— Key-operated switch in the side of the dash panel on the passenger side, which is visible only when the front passenger door is open.

Indicator lamp

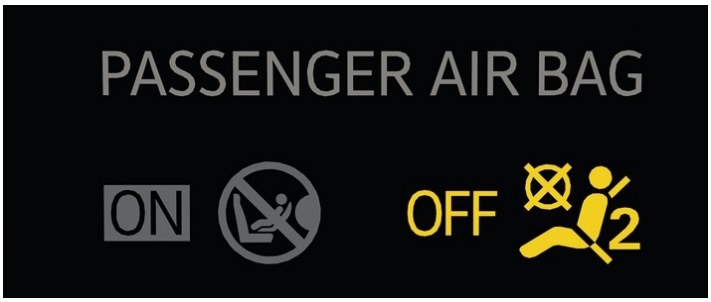


Fig. 1 In the roof console: indicator lamp (schematic diagram) for deactivated front passenger front airbag.



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

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

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

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

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

WARNING

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

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

Fault in airbag or belt tensioner system

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

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

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

Airbag system or belt tensioner system deactivated with diagnostic tool

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

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

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

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.

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

ON Front passenger front airbag switched on

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

The front passenger front airbag has been switched on.

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

Description and function of the airbags

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

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

Airbags provide no protection for the arms or lower body.

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

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

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

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

Components of the vehicle safety concept

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

— Optimised seat belts for all seats.

— Belt tensioners for the driver and front passenger and also on the rear outer seats if in conjunction with side airbags.

— Belt tension limiter for the driver, front passenger and, if applicable, for the rear outer seats.

— Belt height adjuster for the front seats.

— Red warning lamp and, where applicable, belt status display.

— Front airbags for driver and front passenger.

— Side airbags for the driver, front passenger and, if applicable, for the rear outer seats.

— Curtain airbags on the left and right.

— Yellow airbag indicator lamp .

— Yellow indicator lamp PASSENGER AIR BAG OFF in the roof console.

— Yellow indicator lamp PASSENGER AIR BAG ON in the roof console.

— Control units and sensors.

— Safety-optimised and height-adjustable head restraints.

— Adjustable steering column.

— If applicable, anchor points for child seats on the rear outer seats and on the front passenger seat.

— If fitted, mounting points for the top tether for child seats.

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

— When the ignition is switched off during a collision.

— If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle.

— During a slight side collision.

— During a rear-end collision.

— When the vehicle rolls over.

— If the impact speed in a collision is lower than the reference value specified in the control unit.

Front airbags

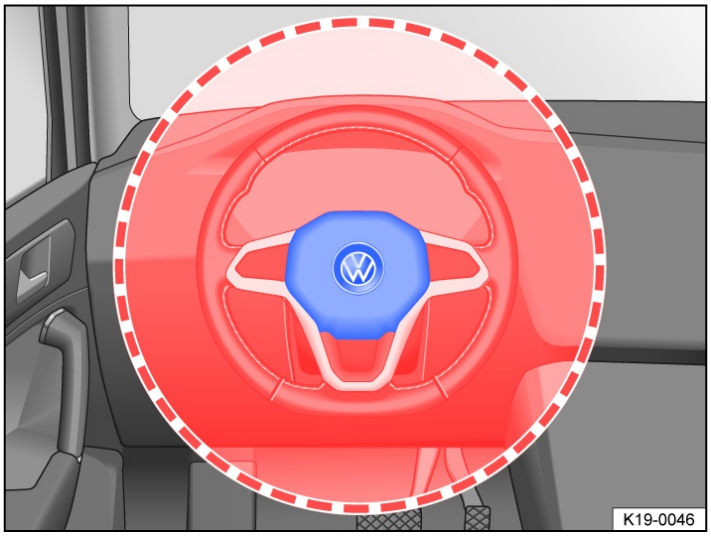


Fig. 1 Location and deployment zone of the driver front airbag.

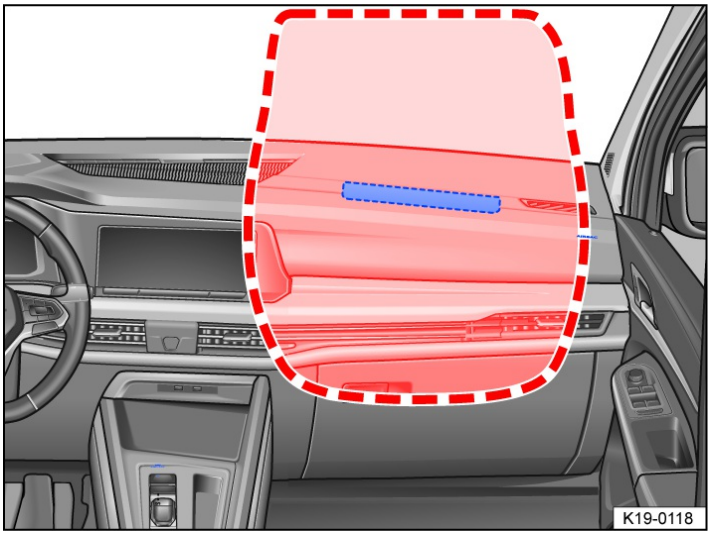


Fig. 2 Location and deployment zone of the front passenger front airbag.

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the head and chest in the event of a severe frontal collision. The curtain airbags on both sides are also triggered in the event of certain types of frontal collision.

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

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

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

⚠ DANGER

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

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

⚠ WARNING

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

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

Switching the front passenger front airbag on and off



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

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

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

Switch on the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Remove the manual key from the vehicle key.
4. Insert the key bit of the manual key into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1*. Approximately half of the key bit will then be inside the key-operated switch →.
5. Turn the manual key without using force to the position ON.
6. Remove the manual key from the key-operated switch and insert it back into the vehicle key →.

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

Switch off the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Remove the manual key from the vehicle key.
4. Insert the key bit of the manual key into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1*. Approximately half of the key bit will then be inside the key-operated switch →.
5. Turn the manual key without using force to the position OFF.
6. Remove the manual key from the key-operated switch and insert it back into the vehicle key →.
7. Close the door on the front passenger side.

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

Confirmation that the front passenger front airbag has been deactivated

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

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

DANGER

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

DANGER

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

- In order to avoid damage to the airbag system, switch the front passenger front airbag on and off only when the ignition is switched off.
- It is the driver's responsibility to ensure that the key-operated switch is set to the correct position.
- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger seat.
- Switch the front passenger front airbag back on again as soon as the rear-facing child seat on the front passenger seat is no longer being used.

WARNING

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

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

NOTICE

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

NOTICE

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

Side airbags

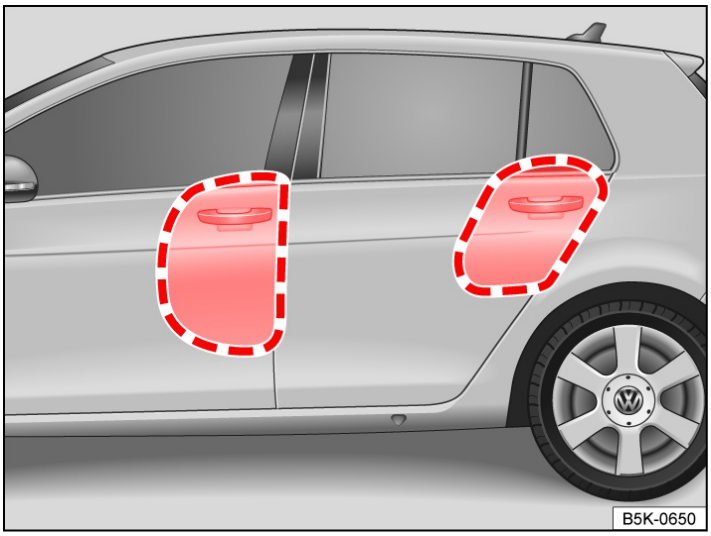


Fig. 1 In the interior on the left-hand side of the vehicle: side airbag deployment zones.

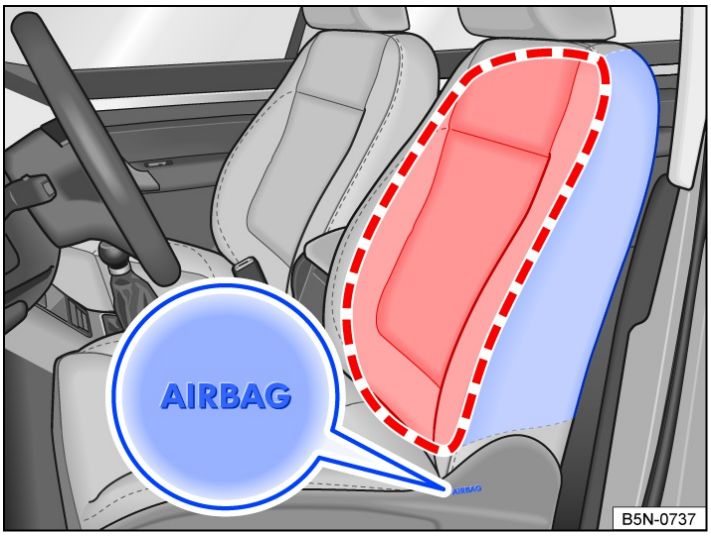


Fig. 2 On the side of the front seat: location and deployment zone of the side airbag.

Side airbags are fitted for the front seats and rear outer seats → *Fig. 1*.

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

If fitted, the side airbags for the rear outer seats are each located between the door entry and the individual rear seat backrests.

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

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

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

⚠ WARNING

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

- Always leave the deployment zones of the side airbags clear.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and other passengers in the vehicle also keep to this rule.
- The coat hooks in the vehicle should be used only for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

Otherwise the side airbag may not be able to inflate once triggered.

WARNING

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

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

Curtain airbags

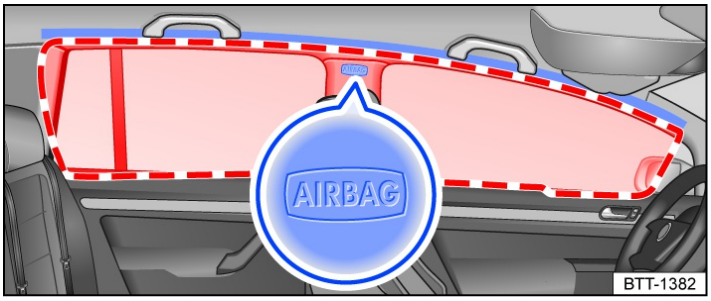


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag.

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

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

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

The curtain airbags are triggered on both sides in the event of a side collision and certain types of frontal collision.

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

WARNING

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

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

Introduction to the topic

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

Note the following:

— Child seats are classified into groups depending on the size, age and weight of child for which they are designed.

— Various securing systems are used to secure child seats in the vehicle.

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

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

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

WARNING

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

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

NOTICE

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

Types of child seat

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

Standards for child seats

The regulations ECE

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

— Weight class.

— Size class.

— Approval category (universal, semi-universal, vehicle-specific or i-Size).

— Approval number.

On child seats that are approved under regulation ECE

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

Child seat weight classes



Fig. 1 Example illustrations of child seats.

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

— Weight class 0/0+: group 0/0+ or 0/1 rear-facing infant carriers → *Fig. 1* are the best option for the period from birth to about 18 months.

— Weight class 1: group 1 (up to about 4 years old) and group 1/2 (up to about 7 years old) with an integral belt system are the best for children over the relevant weight limit.

— Weight classes 2/3: groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat routing and side padding, and so provide better protection than booster seats with no backrest. Volkswagen therefore recommends the use of child seats with a backrest. Group 2 child seats are for children up to the age of about 7, group 3 child seats for children more than around 7 years old.

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

Not every child will fit in the child seat specified for their weight group. Likewise, not every seat will fit in every vehicle.

Therefore it is vital to check that the child fits properly in their child seat and that the child seat can be securely fastened in the vehicle.

Child seat approval categories

Child seats can be classified as “universal”, “semi-universal” “or vehicle-specific” (all in accordance with regulationECE R 44) or “i-Size” (in accordance with regulation ECE R 129).

— Universal: child seats with “universal” approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must be additionally secured using a strap over the top of the vehicle seat (top tether).
— Semi-universal: “semi-universal” approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with “semi-universal” approval come with a type list. The seats should only be used in vehicles that are included on this list.
— Vehicle-specific: child seats with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. These child seats also come with a type list.
— i-Size: child seats classified as “i-Size” must conform to the installation and safety requirements prescribed in regulation ECE
R 129. Contact the child seat manufacturer to find out whether child seats are approved for this vehicle, and if so which ones, in accordance with i-Size.

Installing and using child seats

Country-specific regulations

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

Information on fitting a child seat

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

— Read and follow the instructions provided by the child seat manufacturer→⚠.
— Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
— Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
— Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
— When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position *(→ Front seat, mechanical)*.
— Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position *(→ Sitting position)*.
— The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle .

Airbag sticker



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



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

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

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

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

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

Risks involved in carrying children on the front passenger seat

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

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

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

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

⚠ DANGER

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

⚠ DANGER

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

- Never secure a rear-facing child seat on the front passenger seat if the front passenger front airbag is activated.
- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated, you must no use

rear-facing child seats.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.
- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.

⚠ WARNING

Using a front-facing child seat on the front passenger seat presents a risk of injury.
- 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.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

To avoid injuries caused by inflation of a head airbag or side airbag:
- Ensure that no children are seated within the airbag deployment zones .
- Do not place any objects in the side airbag deployment zones.

Securing systems

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

Overview of securing systems

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

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

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

Additional securing points:

— Top tether: the strap at the top of the child seat is routed over the rear seat backrest and hooked to an anchor ring on the back of the rear seats *(→ Child seat with top 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.

Applies only in Australia:

WARNING

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

Securing a child seat with ISOFIX/i-Size

Quick guide to ISOFIX and i-Size installation

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

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

Group	Orientation of the child seat	Size class /ISOFIX class	Front passenger seat		Outer seats on the rear bench seat	Centre seat on the rear bench seat
			Front passenger front airbag activated	Front passenger front airbag deactivated		
Group 0: up to 10 kg	Rear facing	E/R1	X	IL-SU	IL-SU	X
Group 0+: up to 13 kg	Rear facing	E/R1 D/R2 C/R3	X	IL-SU	IL-SU	X
Group 1: 9 to 18 kg	Rear facing	D/R2 C/R3	X	IL-SU	IL-SU	X
	Forward facing	B/F2 B1/F2X A/F3	IL-SU, IUF	X	IL-SU, IUF	X
Group 2: 15 to 25 kg	Forward facing	–	IL-SU	X	IL-SU	X
Group 3: 22 to 36 kg	Forward facing	–	IL-SU	X	IL-SU	X
i-Size child restraint system	Rear facing	–/R2	X	i-U	i-U	X
	Forward facing	–/B2, F2X	i-U	X	i-U	X
Booster seat	Forward facing	–/B2, B3	i-B	X	i-B	X

— Size class: the size class shown corresponds to the permissible weight range of the child using the seat. The size class is indicated on the ECE approval label for child seats with “universal” or “semi-universal” approval. A size class indication is affixed to the child seat.

— X: seat not suitable for securing an ISOFIX or i-Size child seat in this group.

— IL-SU: seat suitable for installing an ISOFIX child seat with “semi-universal” approval. Refer to the vehicle list supplied by

the child seat manufacturer.

— IUF: seat suitable for installing an ISOFIX child seat with “universal” approval.

— i-U: seat suitable for installing a front-facing or rear-facing i-Size child seat with “universal” approval.

— i-UF: seat suitable for installing a front-facing i-Size child seat with “universal” approval.

— i-B: seat suitable for installing a forward-facing ISOFIX booster seat of Group 2/3 as well as a forward-facing i-Size child seat for children with a height of 100 – 150 cm (approximately 39 – 59 inches).

Installing child seats with ISOFIX/i-Size

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

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

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



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

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

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

Securing child seats with the top tether



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



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

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

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

1. Observe the instructions *(→ Child seats)*.
2. Push the head restraint on the vehicle seat all the way up or remove it.
3. Position the child seat in the centre of the seat cushion.
4. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX or i-Size)*. The child seat must click and audibly securely into place.
5. Remove the luggage compartment cover if necessary.
6. Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding anchor ring labelled “Top Tether”.

7. Tighten the top tether so that the top of the child seat rests against the rear seat backrest.

⚠ WARNING

Only secure the strap to the top tether anchor rings provided for this purpose. Failure to do this could lead to severe injuries.
- Secure only *one* child seat restraining strap to each anchor ring.
- Never fasten the strap on a child seat to any other fastening rings.

⚠ WARNING

Objects in the rear pockets of the front passenger seat can damage the top tether in the event of an accident. This can result in serious injuries.
- No not keep any objects in the rear pockets of the front passenger seat when using the top tether.

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

Securing a child seat using the seat belt

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

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

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

Securing a child seat using the seat belt

1. Observe the instructions *(→ Child seats)*.
2. Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
3. Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.
4. Ensure that the seat belt is not twisted.
5. Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

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

Making you and your vehicle safe

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

Checklist

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface→⚠.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Switch on the electronic parking brake.
4. Select the neutral position or move the selector lever to P position.
5. Switch off the engine *(→ Switching off the engine)*.
6. Ensure that all occupants exit the vehicle and go 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. Place the warning triangle in position to draw the attention of other road users to your vehicle.
9. Allow the engine to cool down and seek expert assistance. Volkswagen recommends using the Volkswagen emergency service.

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

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

— When traffic ahead suddenly slows down or you reach the tail end of a traffic jam to warn vehicles behind you.

— When there is an emergency.

— If the vehicle breaks down.

— When tow-starting or towing.

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

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

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

Emergency equipment

First-aid kit

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

The first-aid kit must comply with legal requirements.

— Observe the expiry dates of the contents.

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

Warning triangle



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

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

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

The warning triangle must comply with legal requirements.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

seat.

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

WARNING

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

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

Information call, breakdown call and Emergency Call Service



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



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

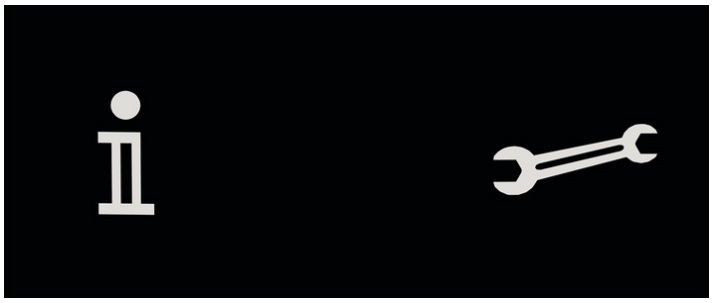


Fig. 3 In the roof console: touch panels for Information Call and Breakdown Call.

Information Call.

Breakdown Call.

Depending on the vehicle equipment and country, voice services can be performed by means of the control in the roof console *→ Fig. 1*, , *→ Fig. 2*, *→ Fig. 3*. The required connection is established by a factory-fitted control unit.

Observe the other information on Volkswagen We Connect
.

Indicator lamp for the Emergency Call Service

The control is equipped with an indicator lamp *→ Fig. 1*, (arrow). Depending on the operating state in the vehicle, the indicator lamp lights up in different colours and light sequences:

- Indicator lamp does not light up: Emergency Call Service is deactivated or not available.
- Indicator lamp flashes red after the ignition is switched on: system error. Emergency Call Service is deactivated.
- Indicator lamp lights up red continuously: system error. Emergency Call Service is restricted or not available.
- Indicator lamp lights up green: Emergency Call Service is available, system is ready for operation in the vehicle.
- Indicator lamp flashes green: active connection to a voice service.

Information Call

— The Information Call enables you to call the Volkswagen AG hotline.
— The Information Call function is available only in some sales regions.
— The advisor who takes your call will talk to you in the language with which the vehicle was registered in VolkswagenCar-Net or We Connect.

Breakdown Call

— The Breakdown Call function allows you to seek professional assistance should your vehicle break down.
— Some vehicle data, e.g. the current location, is transmitted parallel to the voice call.
— The advisor who takes your call will talk to you in the language with which the vehicle was registered in VolkswagenCar-Net or We Connect.

Emergency Call Service

— When the Emergency Call Service is triggered, a connection to the Volkswagen emergency call centre is established.
— If an emergency call is placed manually, or automatically after an accident where an airbag was triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted automatically .
— The telephone call centre communicates in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.
— The Emergency Call Service can be permanently deactivated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
— If the legally required eCall Emergency System is present, the Emergency Call Service can be deactivated in the Infotainment system. If present, the legally required eCall Emergency System cannot be switched off and cannot be deactivated *(→ We Connect)* *(→ We Connect)*.

WARNING

The following conditions may limit or prevent the execution of a manual or automatic emergency call:
- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.

- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and satellite signal reception. In this case, the emergency call reverts to the legally required eCall Emergency System, if available. If the legally required eCall Emergency System is not present, calls will be forwarded to the emergency call number 112.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid licence for the use of the Emergency Call Service.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, the emergency call reverts to the legally required eCall Emergency System, if available. No emergency call will be made if the legally required eCall Emergency System is not available. Also forwarding to the emergency number 112 does not take place.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

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

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

If you have accidentally pressed the button for the legally required eCall Emergency System, cancel the emergency call immediately.

1. Press the button for the legally required eCall Emergency System again until the indicator lamp lights up green continuously.

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

Automatic emergency call

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

A connection to the Volkswagen emergency call centre is set up immediately after the airbags or belt tensioners have been triggered. The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → *Fig. 2*.

If queries from the Volkswagen emergency call centre remain unanswered, rescue measures are automatically initiated.

Integrated battery

The integrated battery ensures that the emergency call service remains available for some time if the 12-volt vehicle battery is disconnected or faulty.

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

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

Data transmission

In the event of an emergency call, the available data is transmitted to the Volkswagen emergency call centre to determine the necessary rescue measures.

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

The data relating to the emergency call is processed exclusively in order to ensure correct functioning of the Emergency Call

Service. The data related to the emergency call is automatically deleted from the system 13 hours after the emergency call was triggered.

The following data is transmitted:

— Current position of the vehicle when the emergency call was triggered.
— Nine other positions shortly before the emergency call was triggered (route driven).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle type.
— Type of trigger (automatic or manual)
— Type of call.
— Direction in which the vehicle was moving when the emergency call was triggered.
— Accident severity.
— Accident direction.
— Time of collision.
— Reliability of positioning data.
— Data record version.
— Counter of data strings transferred per call.
— Determined number of passengers.
— Language selected in the Infotainment system.

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

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

Reverting to the legally required eCall Emergency System

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

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

Back-up to 112 emergency number

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

Troubleshooting

SOS Emergency Call Service is faulty

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

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

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

SOS Emergency Call Service is restricted

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

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

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

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Legally required eCall Emergency System



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



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

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

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

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

processing in the vehicle).

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

Indicator lamp for the legally required eCall Emergency System

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

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

⚠ WARNING

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

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

Initiating an emergency call manually

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

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

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

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

Automatic emergency call

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

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

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

Integrated battery

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

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

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

Data transmission

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

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

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

The transmitted data includes the following:

— Current position of the vehicle when the emergency call was triggered.
— Two other positions shortly before the emergency call was triggered (route driven, a few 100 m or around 328 ft).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle type.
— Type of trigger (automatic or manual)
— Type of call.
— Direction in which the vehicle was moving when the emergency call was triggered.
— Time of collision.
— Reliability of positioning data.
— Data record version.
— Counter of data strings transferred per call.
— Determined number of passengers.

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

Troubleshooting

SOS Fault in legally required eCall Emergency System

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

There is a system fault in the legally required eCall Emergency System. It is not possible to make an emergency call.

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

SOS Legally required eCall Emergency System restricted

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

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

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

Volkswagen dealership.

Functions of the vehicle key

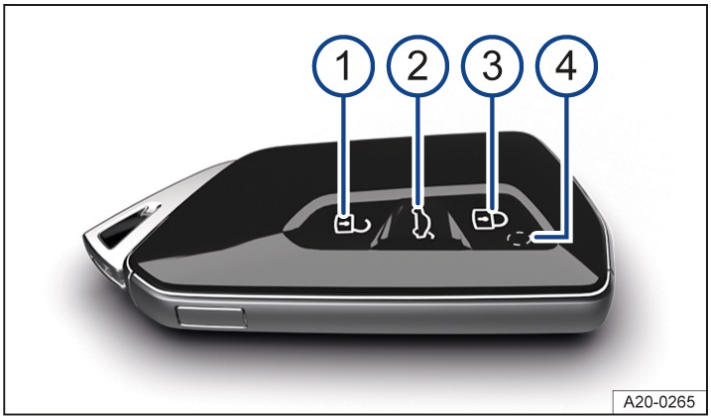


Fig. 1 Vehicle key.

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

WARNING

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

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

NOTICE

Protect the key from moisture and excessive vibration.

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

Spare key

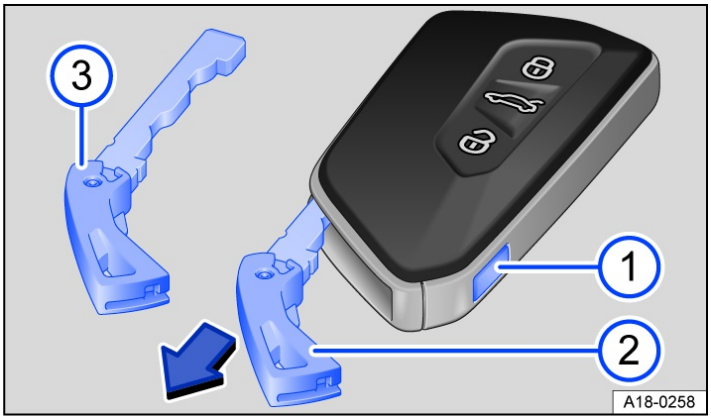


Fig. 1 Vehicle key: releasing the spare key.

1 Press the release button briefly. The keyring folds open.

2 Press the release button and pull the spare key out in the direction of the arrow.

3 Spare key.

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

Possible uses:

— Manually locking and unlocking the vehicle *(→ Vehicle key)*.

— Switch the childproof lock on and off *(→ Childproof lock, mechanical)*.

Changing the button cell

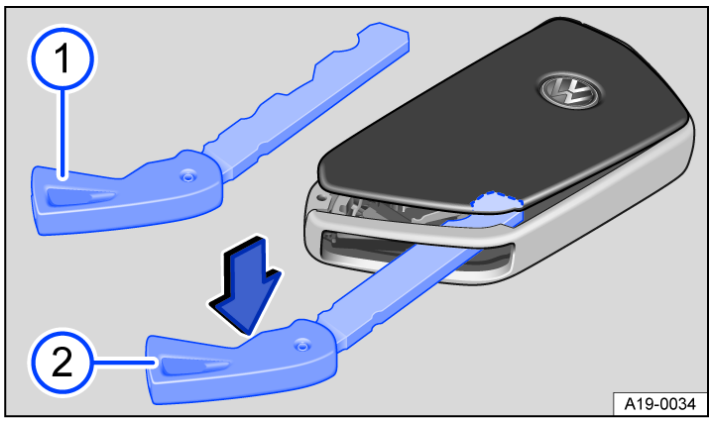


Fig. 1 Vehicle key: opening battery compartment cover.

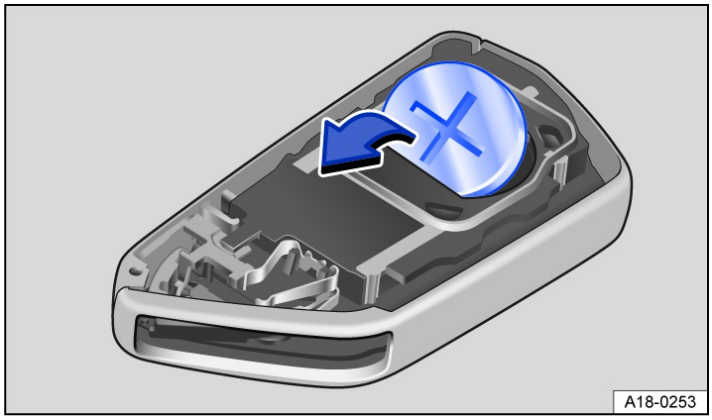


Fig. 2 Vehicle key: replacing the button cell.

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

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

DANGER

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

- Call for medical help immediately if you suspect that someone has swallowed a button cell battery.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cells out of the reach of children.

NOTICE

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

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

Synchronising the vehicle key

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

Synchronising the vehicle key

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

Or:

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

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

   The synchronisation process is complete.

Troubleshooting

Vehicle cannot be locked or unlocked

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

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

1. Close the driver door.

   Or: synchronise the vehicle key *(→ Vehicle key)*.

   Or: change the button cell in the vehicle key *(→ Vehicle key)*.

Indicator lamp does not flash

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

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

Introduction to the topic

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

Unlocking or locking the vehicle with Keyless Access

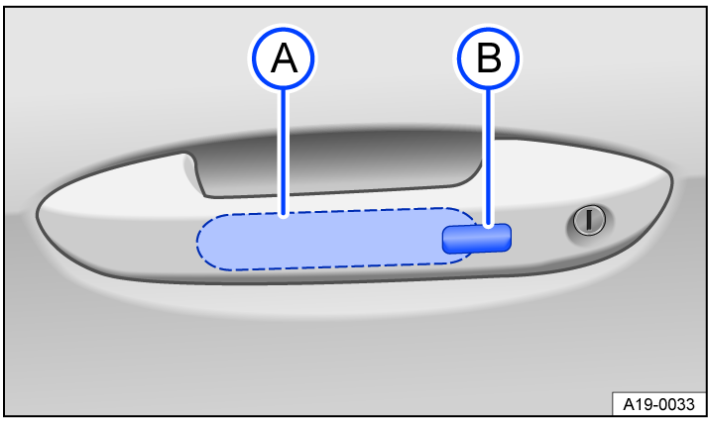


Fig. 1 In the door handle: sensors.

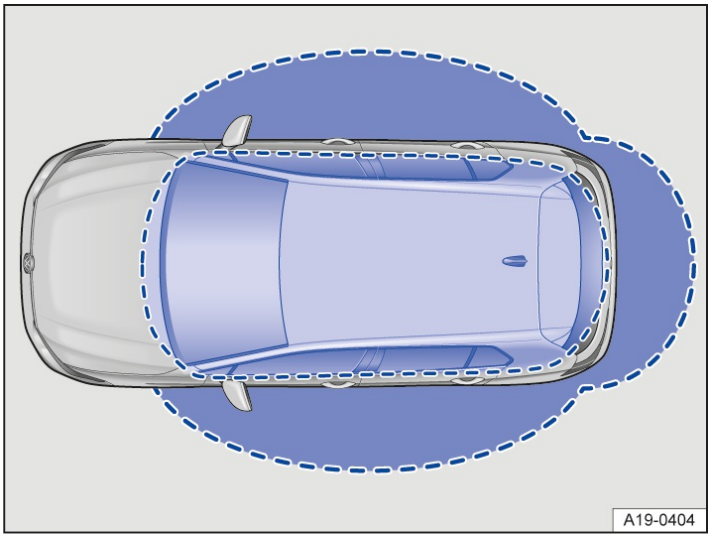


Fig. 2 Keyless Access: operating ranges.

Configuring Keyless Access

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

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

Unlocking the vehicle

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

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

Automatically unlocking the vehicle

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

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

The function is automatically deactivated if the vehicle is not unlocked for some time. The function is re-activated with the next locking action.

If single door unlocking is activated in the central locking settings in the Infotainment system, there may be restrictions with automatic unlocking.

Locking the vehicle

— Park the vehicle.

— Touch the sensor → *Fig. 1* (B) on the outside of the door handle. All turn signals flash *once*.

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

Unlocking the boot lid

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

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

Temporarily deactivating Keyless Access

The Keyless Access unlocking function can be deactivated temporarily so that the vehicle cannot be unlocked and started through misuse by unauthorised third parties:

- Lock the vehicle with the button on the vehicle key.
- Touch the sensor on the outside of the door handle once within five seconds → *Fig. 1* (B). Do not put your hand around the door handle when doing this. Keyless Access is now temporarily deactivated.
- You can check that it is deactivated by waiting for at least ten seconds and then pulling the door handle. It should not be possible to open the door.

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

Permanently deactivating Keyless Access

Keyless Access can be permanently deactivated in the Infotainment system so that the vehicle cannot be unlocked and started due to misuse by unauthorised third parties.

Troubleshooting

Keyless Access does not work

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

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

— The vehicle is not unlocked or locked for an extended period.

— A sensor has been triggered an excessive number of times.

Activating sensors again:

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

NOTICE

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

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

The Keyless Access function many not work properly if the vehicle key is subject to interference from another radio signal, e.g. mobile telephone in the direct vicinity, or is covered by another object such as an aluminium case. If there is no vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display.

Introduction to the topic

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

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

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

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

Careless locking of the doors can cause serious injuries.

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

NOTICE

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

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

Indicator lamp in the driver door

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

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

Automatic locking and unlocking

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

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

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

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

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

Automatic unlocking gives emergency responders access to the vehicle.

Central locking button

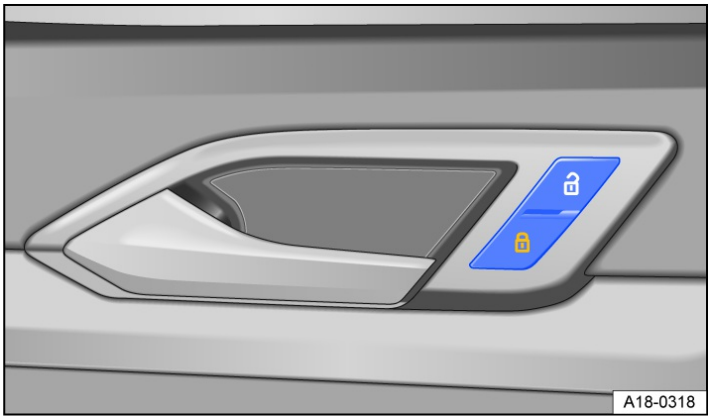


Fig. 1 In the driver door: central locking button.

- unlock the vehicle.

- lock the vehicle.

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

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

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

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

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

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

Manually closing the front passenger door and rear doors

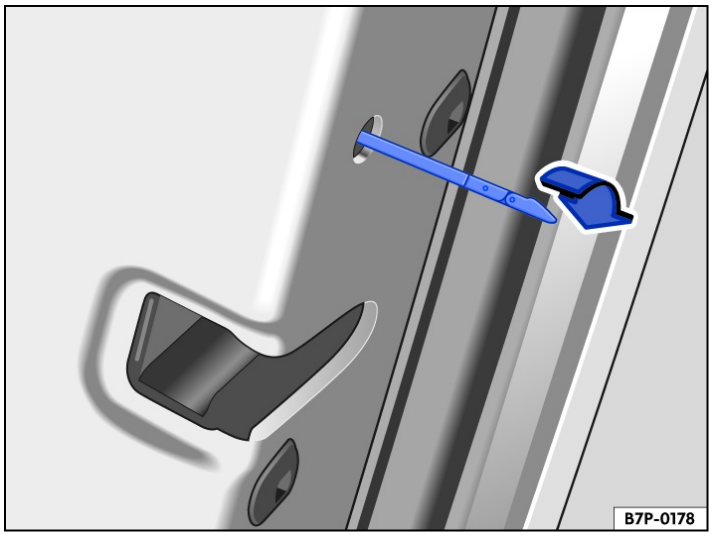


Fig. 1 In the end face of the right-hand door: locking the vehicle manually with the manual key.

The front passenger door and the rear doors can be locked manually.

The anti-theft alarm is not activated in this case *(→ Anti-theft alarm)*.

1. Open the door.
2. Remove the rubber seal from the end face of the door.
3. Insert the manual key in the vertical slot and turn → *Fig. 1*.
4. Secure the rubber seal again.
5. Check that the door is locked.
6. Have the vehicle checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

A door that has been locked manually will be unlocked again if the vehicle is unlocked or the door in question is opened from the inside.

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

Childproof lock

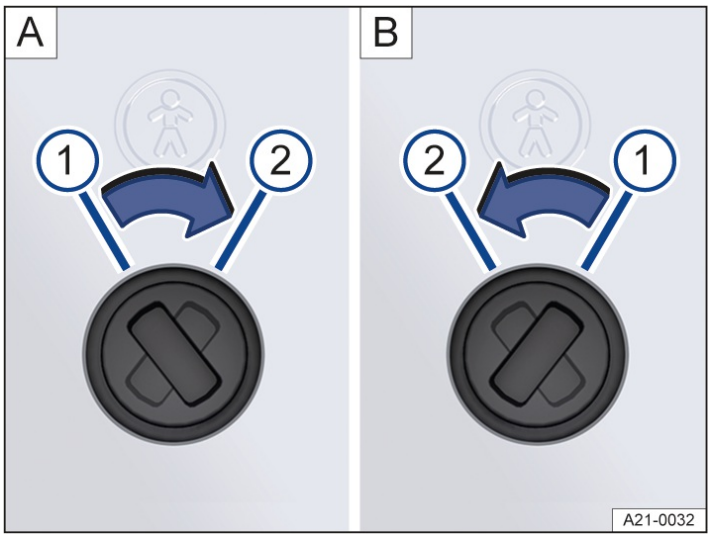


Fig. 1 Childproof lock: A rear left door, B rear right door.

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

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

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

Switching the childproof lock on and off

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

WARNING

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

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

SAFELOCK

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

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

Deactivating SAFELOCK

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

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

— *In vehicles with keyless locking and starting system, Keyless Access:* touch the sensor surface on the outside of the door handle again within 2 seconds .

— Switch on the ignition.

— Or: deactivate the interior monitoring system and the anti-tow alarm *(→ Interior monitoring system and anti-tow alarm)*.

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

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

The following applies when SAFELOCK is deactivated:

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

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

— The interior monitoring and anti-tow alarm are deactivated *(→ Interior monitoring system and anti-tow alarm)*.

⚠ WARNING

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

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

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

Indicator lamp lights up continuously

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

There is a fault in the locking system.

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

Turn signals do not flash

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

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

Vehicle locks itself automatically

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

— The vehicle was unlocked but not opened.

— The ignition was not switched on.

— The boot lid was not opened.

Response when locking the vehicle with a second vehicle key

Keyless Access: the vehicle key inside the vehicle is disabled for starting the engine as soon as the vehicle is locked from outside with a second vehicle key. However, an emergency start is possible *(→ Engine start)*. Press the button on the vehicle key inside the vehicle in order to enable it for a normal engine start *(→ Starting the engine)*.

Locking the vehicle after airbags have been triggered

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

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

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

— The vehicle is not unlocked or locked for an extended period.

— A sensor has been triggered an excessive number of times.

Activating sensors again:

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

NOTICE

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

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

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

Anti-theft alarm

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

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

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

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

When does the system trigger an alarm?

— When a door that was unlocked mechanically with the vehicle key is opened.
— When the bonnet is opened.
— When the boot lid is opened.
— If the ignition is switched on using an invalid key.
— If there is movement inside the vehicle (in vehicles with interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.
— If the vehicle is lifted or towed (vehicles with anti-tow alarm) *(→ Interior monitoring system and anti-tow alarm)*.
— If the vehicle is transported on a car ferry or by rail (vehicles with anti-tow alarm or interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.

Switching off the alarm

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

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

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

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

Interior monitoring system and anti-tow alarm

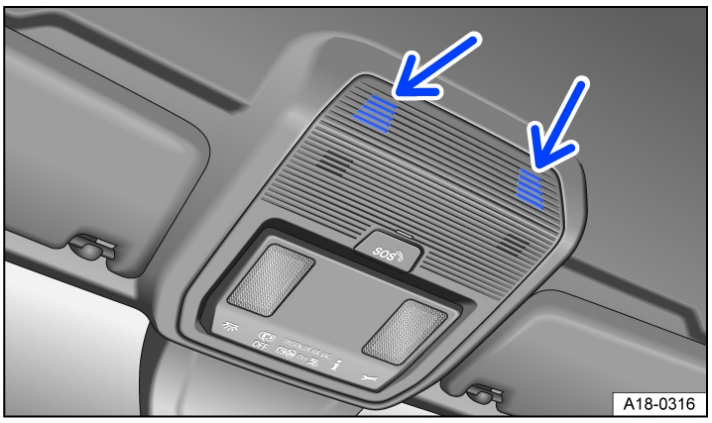


Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

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

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

Switching on the interior monitoring system and anti-tow alarm

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

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

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

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

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

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

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle, transported or towed away.

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

Risk of false alarms for the interior monitoring system

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

— If one or more windows are fully or partially open.

— If the glass roof is fully or partially open.

— If lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.

— If the vibration alarm of a mobile telephone is switched on.

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

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

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

Introduction to the topic

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

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

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

NOTICE

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

NOTICE

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

Opening and closing the boot lid

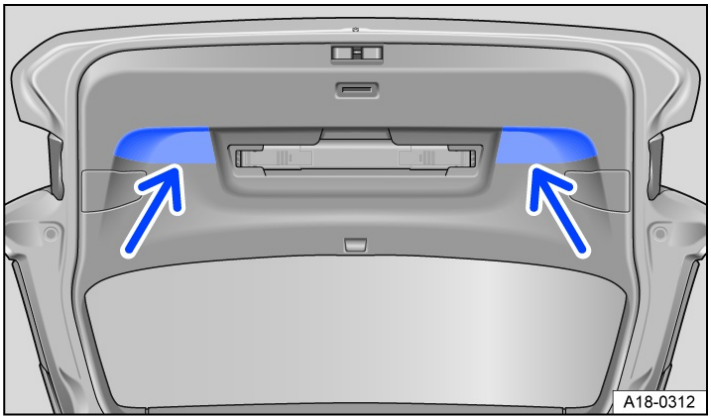


Fig. 1 In the open boot lid: handle recesses for closing the boot lid

Opening the boot lid

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

Closing the boot lid

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

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

A symbol in the instrument cluster display indicates that the boot lid is opened or not properly closed.

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

⚠ WARNING

Serious injuries can occur if the boot lid is closed incorrectly or without due care and attention.
- When opening the boot lid, make sure the boot lid is moved fully up.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

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

Unlocking the boot lid manually

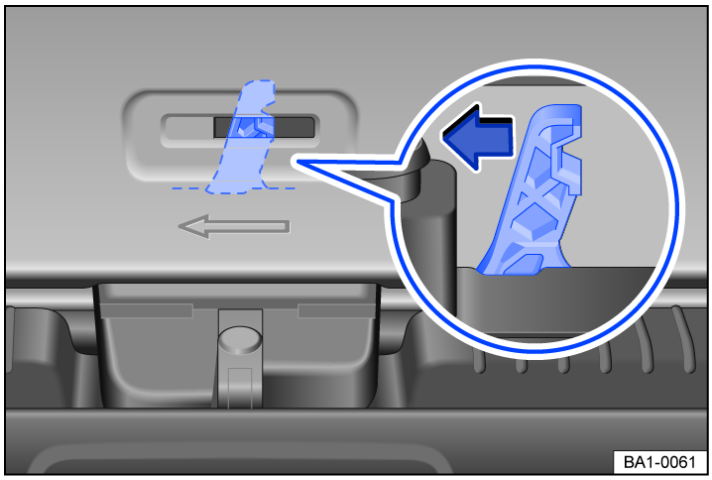


Fig. 1 In the luggage compartment: service opening in the boot lid.

Unlocking the boot lid manually

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

Boot lid cannot be opened or closed

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

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

Boot lid is stiff

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

1. Guide the boot lid further upwards by hand.

Opening and closing windows

The buttons are located in the doors *(→ Driver door)*.

Opening windows

1. Press the  button.

Closing windows

1. Pull the  button.

Deactivating the electric window buttons in the rear doors

— Press the  button.

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

One-touch opening and closing

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

One-touch closing

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

One-touch opening

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

Stopping the one-touch function

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

Convenience opening and closing

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

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

   Or: *in vehicles with the keyless locking and starting system Keyless Access:*place your finger on the locking sensor in the door handle for a few seconds until the windows are closed . The vehicle key must also be within the operating range.
2. To interrupt this function, let go of the locking or unlocking button.

   Or: remove your finger from the sensor.

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

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

⚠ WARNING

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

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

NOTICE

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

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

Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

Some settings can be saved in the personalization user accounts and thus change automatically when a user account is changed.

Electric window roll-back function

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

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

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

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

If the window still cannot be closed, the window stops where it is. To close the windowwithout the roll-back function, press the button again within a few seconds →⚠.

Closing windows without roll-back function

1. Attempt to close the window again within a few seconds by holding the button.The roll-back function is deactivated in the process.

   If the closing procedure takes longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.
2. Go to a correspondingly qualified workshop if the window still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

WARNING

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

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

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

One-touch opening and closing does not work

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

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull up the button for the window and hold it in this position for a few seconds.
4. Let go of the button, then pull it up again and hold it in this position. One-touch opening and closing is now ready for operation.

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

Touch panels react differently than expected

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

Opening and closing the glass roof

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

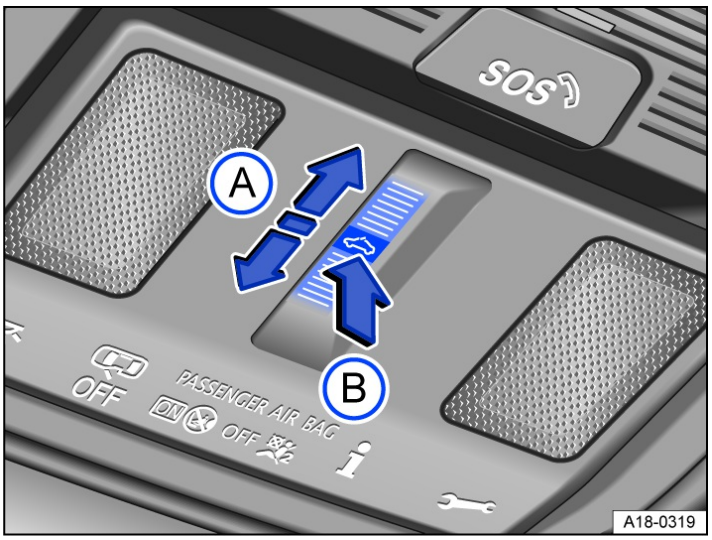


Fig. 1 In the roof: tap panel for the glass roof.

The tap panel can be operated in two ways: swiping and touching.

Swipe: fully or partially open and close the roof.

Touch: fully or partially tilt, open or close the roof.

Tap again to stop the one-touch function.

Opening the glass roof

— One-touch function: swipe backwards over the touch panel → *Fig. 1* (A).

— Manual function: swipe backwards over the touch panel and hold.

Closing the glass roof

— One-touch function: swipe forwards over the touch panel → *Fig. 1* (A).

— Manual function: swipe forwards over the touch panel and hold.

Tilting the glass roof

1. Automatic function: briefly tap the middle of the button → *Fig. 1* (B).

The glass roof can only be tilted when the roof is closed. If necessary, close the roof beforehand.

Closing the tilted glass roof

1. One-touch function: swipe forwards over the touch panel → *Fig. 1* (A).

   Or: briefly tap the middle of the button → *Fig. 1* (B).

Stopping the one-touch function for the opening or closing procedure

1. Tap the button → *Fig. 1* (B) again.

WARNING

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

- Open or close the glass roof only when there is no-one in the operating path of the roof.
- 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.

CAUTION

Depending on the equipment level, the position of the tilted glass roof may change automatically when driving above a certain speed. This is intentional and reduces wind noise. A moving glass roof can cause personal injury and property damage.

- Always make sure that there are no body parts or objects within the opening range of the glass roof.

NOTICE

- At winter temperatures, always remove ice and snow from the vehicle roof before opening or tilting the glass roof in order to avoid damage.
- Always close the glass roof before leaving the vehicle or when 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.
- When using the roof carrier, the glass roof must be kept closed.

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

You can save some settings in the user accounts of the personalisation function.

Convenience opening or closing of the glass roof

Convenience opening and closing

The glass roof can be opened and closed from outside the vehicle using the vehicle key:

— Not applicable for USA or Canada: Press and hold the locking or unlocking button on the vehicle key. The glass roof is tilted or closed.

— Vehicles with the Keyless Access locking and starting system: Place your finger on the locking sensor in the door handle for a few seconds until the glass roof is closed *(→ Keyless Access)*.

— Release the locking or unlocking button to interrupt this function.

Convenience closing closes all windows in the doors and the glass roof. Once all windows and the glass roof have been closed, all turn signals will flash *once* as confirmation.

Glass roof settings can be made in the vehicle settings in the Infotainment system .

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

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.

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

Closing the glass roof without the roll-back function

1. Try to close the glass roof again.
2. If the glass roof still cannot be closed, swipe forward over the function button within 5 seconds and hold until the glass roof is fully closed .

   The glass roof will now close without the roll-back function.
3. Go to a correspondingly qualified workshop if the glass roof still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

If you let go of the function button 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 take care when closing the glass roof.
- 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.

The roll-back function is also activated if you use the convenience closing function on the vehicle key to close the windows and the glass roof.

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 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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

Adjusting the steering wheel position

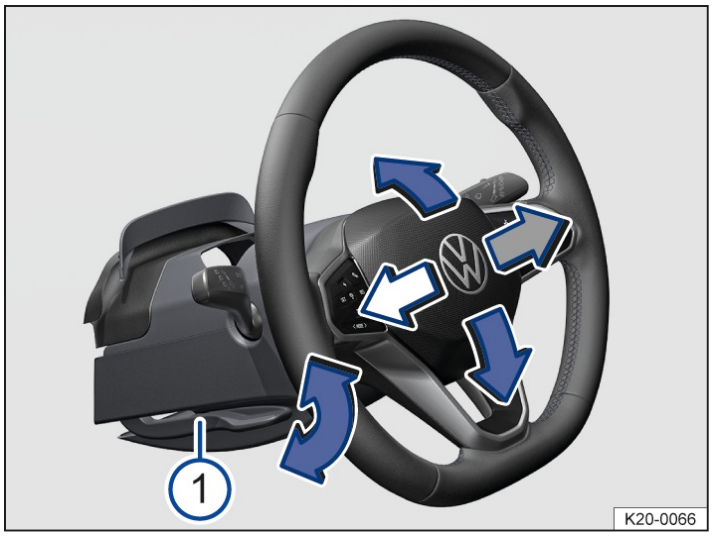


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).



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

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

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

⚠ WARNING

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

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

the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction to the topic

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

⚠ WARNING

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

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm(approximately 10 inches) between the driver's rib cage and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm (approximately 4 inches). If your build makes it impossible to fulfil this requirement then you must contact a correspondingly qualified workshop so they can make any necessary modifications. Volkswagen recommends using a Volkswagen dealership.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When a front airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

⚠ WARNING

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

- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The areas for adjusting and locking the seats must not be soiled.

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

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

The controls are mirrored for the front passenger seat.

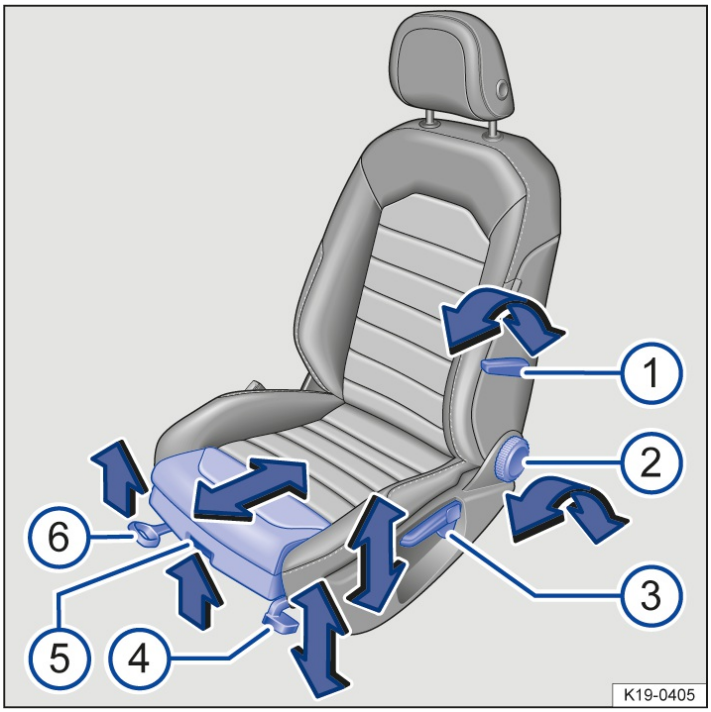


Fig. 1 Driver's seat: controls

1. Operate the lever to adjust the lumbar support.
2. Take your weight off the backrest and turn the handwheel to adjust it.
3. Move the lever up or down, several times if necessary, to adjust the seat height.
4. Push or pull the lever as often as necessary to adjust the angle of the seat cushion.
5. Raise the handle to slide the seat cushion forwards or backwards.
6. Pull the lever to push the front seat forwards or backwards. The front seat must engage after you release the lever!

Electrically adjusting the front seat

The controls are mirrored for the front passenger seat.

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

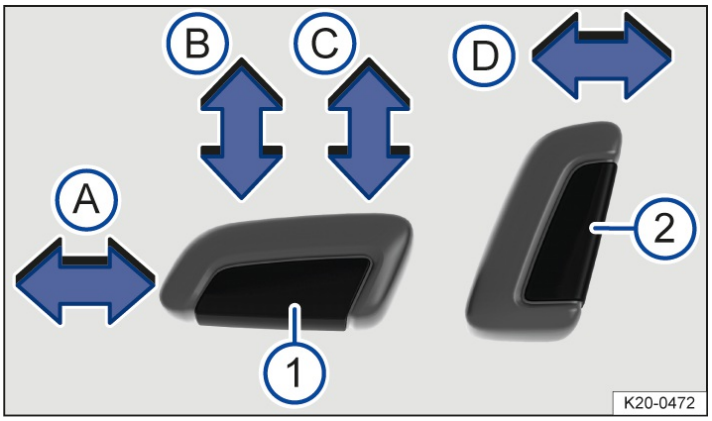


Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

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

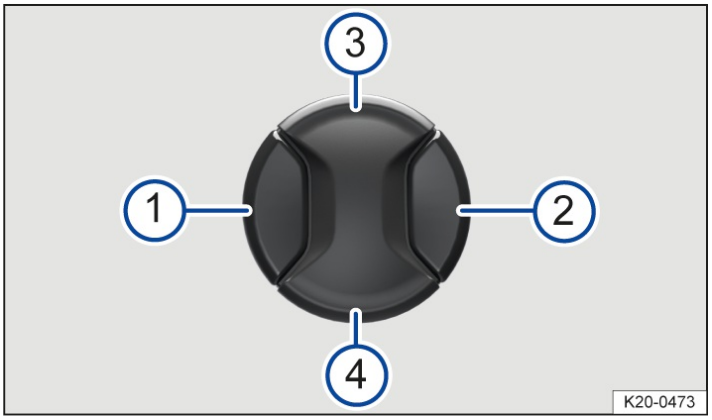


Fig. 2 Switch on the driver seat: adjusting the lumbar support.

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

WARNING

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

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

NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion.

Do not apply point loads to the backrest in any way.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Starting the engine will interrupt the seat adjustment procedure.

Folding the front passenger seat backrest forwards

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

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

Folding the front passenger seat backrest forwards



Fig. 1 Front passenger seat: folding backrest forwards.

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

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

Folding back the front passenger seat backrest

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

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

The front passenger seat backrest must engage securely into place in the vertical position.

⚠ WARNING

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

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage

surfaces. Open Velcro fasteners may also cause damage.

Folding the backrest of the rear bench seat forwards and backwards

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

Folding rear seat backrest forwards with the release button



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

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

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

Folding back the rear seat backrest

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

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

⚠ WARNING

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

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

NOTICE

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

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

Introduction to the topic

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

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

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

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

Correct head restraint adjustment

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

Head restraint adjustment for shorter people

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

Head restraint adjustment for taller people

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

⚠ WARNING

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

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

NOTICE

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

Adjusting the head restraints

Adjusting the height of the head restraint

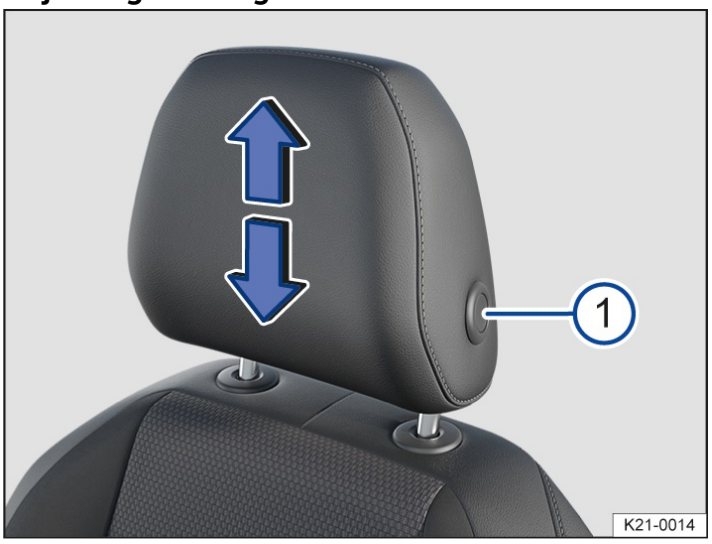


Fig. 1 Front head restraint: adjusting (illustration).

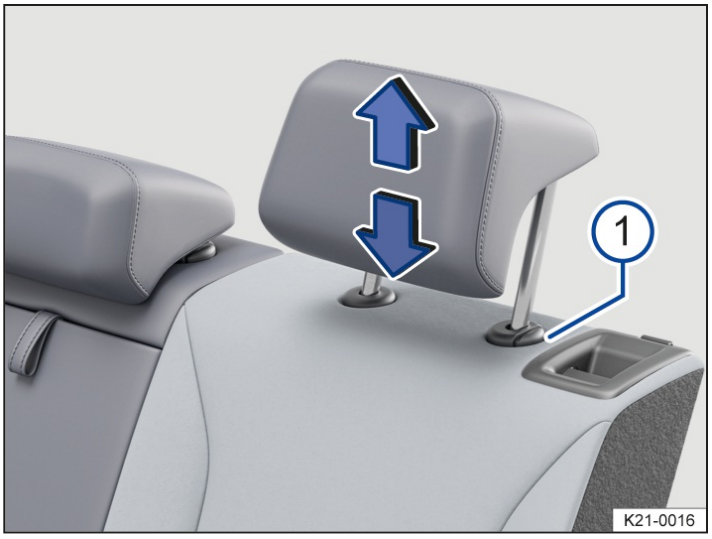


Fig. 2 Rear head restraint: adjusting (illustration).

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

The head restraint must engage securely into position.

Removing and installing the head restraints

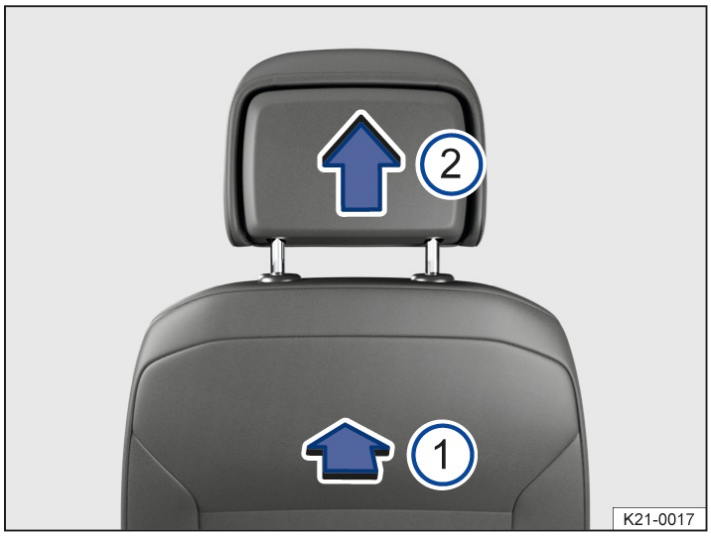


Fig. 1 Front head restraint: removing (illustration).

Removing the front head restraints

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

Fitting the front head restraints

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

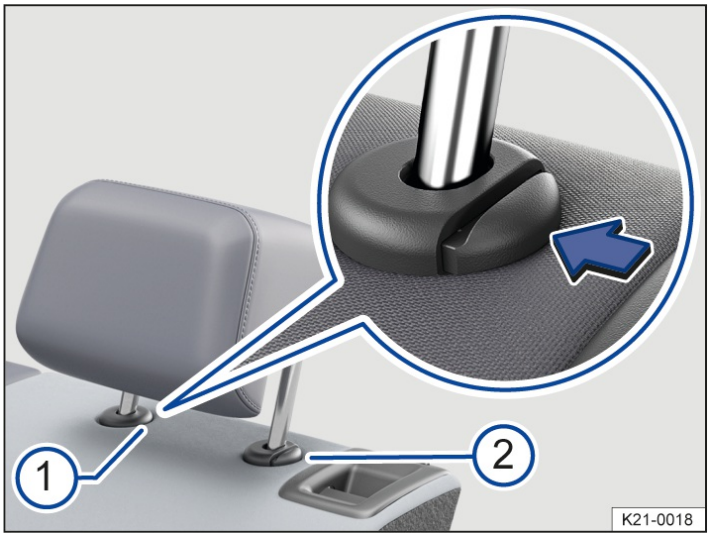


Fig. 2 Rear head restraint: removing.

Removing the rear head restraints

1. Release the rear bench seat backrest and fold the backrest forwards.
2. Push the head restraint all the way up *(→ Head restraints)*.
3. Press button → *Fig. 2* (1) on the head restraint guide.

4. At the same time, press button (2) while a second person pulls the head restraint out fully.
5. Fold back the rear seat backrest and allow it to engage securely.

Fitting the rear head restraints

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

Centre armrest

Front centre armrest



Fig. 1 Front centre armrest (illustration).

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

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

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

⚠ WARNING

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

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

Rear centre armrest



Fig. 2 Rear fold-out centre armrest.

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

— To *fold it down*: pull the loop in the direction of the arrow → *Fig. 2*.

— To *fold it back*: fold the centre armrest upwards in the opposite direction of the arrow → *Fig. 2* and push it into the backrest as far as it will go.

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

⚠ WARNING

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

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

Memory function

Memory buttons

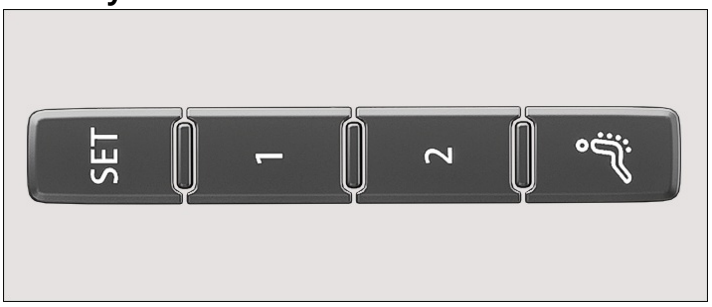


Fig. 1 On the outside of the driver seat: memory buttons.

The memory buttons can be used to store and recall settings for the driver seat and the exterior mirrors.

Storing driver seat and exterior mirror settings for driving forwards

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Adjust the driver seat and exterior mirrors.
5. Press the SET → *Fig. 1* button for longer than 10 seconds.
6. Within approximately 10 seconds, press the memory button you wish to use.

   An acoustic signal confirms that the settings have been stored.

Storing the front passenger exterior mirror settings for reversing

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Press the desired memory button → *Fig. 1*.
5. Select reverse gear.
6. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.

   The settings for the mirror position will be saved automatically and assigned to the vehicle key that was used to unlock the vehicle.

Accessing driver seat and exterior mirror settings

1. When the vehicle is stationary, the ignition is switched off and one vehicle door is open, briefly press the corresponding memory button.

   After around 10 minutes, the stored positions can *no longer* be adjusted automatically. The adjustment process is cancelled if one of the memory buttons is pressed again.

   Or: with the ignition switched on or the vehicle door closed, press and hold the corresponding memory button until the stored position has been reached.

The front passenger exterior mirror will leave the reversing position automatically if the vehicle drives forwards at a speed of at least around 15 km/h (10 mph) or if you turn the rotary knob for the exterior mirror out of theR position and into another position.

If you open the driver door later than approximately 10 minutes after unlocking the vehicle, the driver seat and exterior mirrors are not automatically adjusted.

Personalisation

You can save and access your individual seat setting in a user account via the personalisation function .

After switching off the ignition and locking the vehicle, the driver seat and exterior mirror settings are stored in the user account.

The driver seat and exterior mirror settings are restored after the vehicle is unlocked and the driver door is opened.

The seat responds to selecting or changing a user account as follows:

— *Vehicle stationary or moving no faster than around 5 km/h(3 mph):* seat is moved. You can cancel the movement at any time by tapping the appropriate function button in the Infotainment system or by pressing a button on the driver seat.
— *Vehicle moving faster than around 5 km/h(3 mph):* seat is not moved. All other settings are made.

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

WARNING

Incorrect use of the seat functions can cause serious injuries.
- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Massage function



Fig. 1 In the lower area of the driver seat: button for massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support can be individually adjusted during operation by repeatedly pressing the corresponding switch *(→ Front seat, electric)*.

Switching the massage function on or off

To switch on, press the button in the seat control panel. To switch off, press the button again.

The massage function switches itself off automatically after approximately 10 minutes.

⚠ WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Switching turn signals on and off

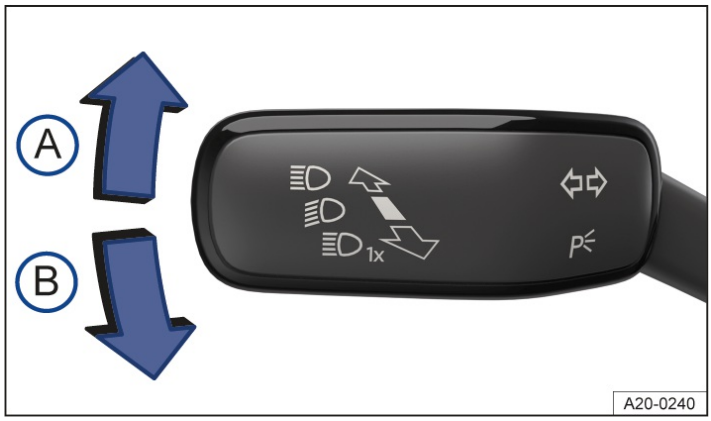


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Right turn signal ➡.

(B) Left turn signal ⬅.

1. Switch on the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position→ *Fig. 1*:
3. Return the turn signal and main beam lever to the basic position in order to switch off the turn signal.

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

switched on. Volkswagen recommends using a Volkswagen dealership.

Convenience turn signal

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

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

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

WARNING

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

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

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

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

Switching lights on and off



Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting (models with poor weather light).



Fig. 2 Next to the steering wheel: touch panel for switching on the exterior lighting (models with fog lights).

Switching lights on

1. Switch on the ignition.

2. Tap the button as often as required until the corresponding indicator lamps light up:

The dipped beam headlights are switched on. The indicator lamp lights up green.

AUTO

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

Side lights switched on, the indicator lamp lights up green. The automatic lighting control **AUTO** is activated as from a speed of around 10 km/h (6 mph).

OFF

Display only in instrument cluster: light switched off. The automatic lighting control **AUTO** is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (0.062 miles) has been driven.

Switching off the lights

1. Switch off the ignition.

AUTO

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

Side lights or continuous parking light on both sides of the vehicle switched on. The indicator lamp lights up green.

OFF

Display only in instrument cluster: light switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the day.

The daytime running lights are switched on each time the ignition is switched on (when brightness is detected).

The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (6 mph).

⚠ WARNING

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

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch on dipped beam when it is dark or raining and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

⚠ WARNING

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

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

⚠ WARNING

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

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

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

Switching on and off the fog lights

The front fog lights can be switched on when the ignition is switched on and when the side lights or dipped beam are switched on *(→ Dipped beam)*:

— Switching on the front fog lights: press button *(→ Dipped beam)*. The indicator lamp in the button lights up green.

— To switch off, press the button again.

Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on *(→ Dipped beam)*:

— Switching on the rear fog light: press button . The indicator lamp in the button lights up. The indicator lamp also lights up yellow in the instrument cluster.

— Press the button again to switch off the rear fog light.

If the rear fog light is switched on with switched-off lights OFF, switched-off side lights or switched-on automatic headlights AUTO, the dipped beam headlights will be switched on independently of the ambient brightness level.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Switching poor weather light on and off

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

The poor weather light can only be switched on when the ignition is switched on:

— Switching on the poor weather light: Press the button *(→ Dipped beam)*. The indicator lamp in the button lights up green. In addition, the indicator lamp lights up for a few seconds in the instrument cluster.

— Press the button again to switch off the poor weather light.

If the poor weather light is switched on with switched-off lights OFF, switched-on side lights or switched-on automatic headlights AUTO, the dipped beam headlights will also be switched on regardless of the ambient brightness level.

Light functions

Side lights

When the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and the buttons in the centre console and dash panel. The automatic lighting control is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (0.062 miles) has been driven.

Automatic lighting control AUTO

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

— The light sensor has detected darkness.

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

When the lights are switched on, the indicator lamp AUTO in the touch panel lights up yellow.

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

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

Cornering light

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

Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road. The dynamic cornering light only works when the automatic lighting control AUTO is switched on and at speeds above approximately 10 km/h (6 mph).

Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

— If the parking light is switched on.

— If the side lights are switched on.

When the orientation lighting is switched on, no acoustic signal will be given as a reminder that a light is still switched on when leaving the vehicle.

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

Switching main beam on and off

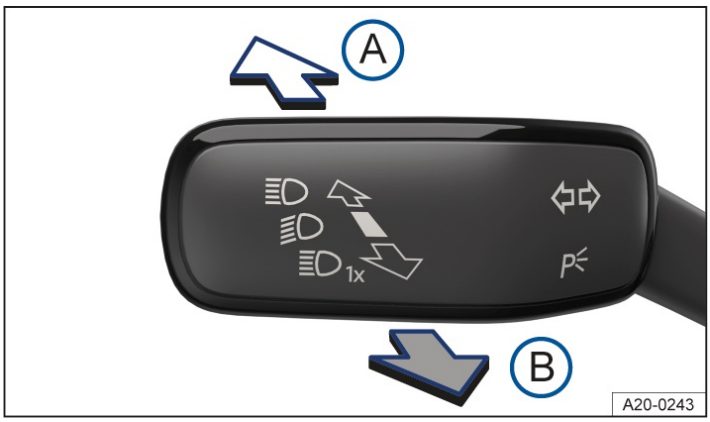


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

1. Switch on the ignition and dipped beam.
2. Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:
   - — (A) Main beam switched on.
   - — (B) Operate the headlight flasher or switch off the main beam. The *headlight flasher* comes on for as long as the lever is pulled.

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

Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available *(→ Main-beam control (static))* *(→ Main-beam control (dynamic))*.

⚠ WARNING

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

Main-beam control

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

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

Switching on main-beam control

1. Switch on the ignition and automatic lighting control AUTO.
2. Push the turn signal and main beam lever forwards from its basic position.

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

Setting the sensitivity of the main-beam control

Depending on the country, the sensitivity of the main-beam control can also be set in two levels:

— *To increase the sensitivity:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp in the instrument cluster flashes three times as confirmation.

— *To reset the sensitivity to the standard setting:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp in the instrument cluster flashes three times (briefly) as confirmation. Or: switch the ignition off and then on again.

Switching off main-beam control

— Switch off automatic lighting control AUTO.

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

— Or: main-beam control switched on and not active: tap the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.

— Or: switch off the ignition.

System limits

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

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

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

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

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.

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

⚠ WARNING

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is

not a substitute for the full concentration of the driver.

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

NOTICE

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

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

Advanced main-beam control

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

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

Advanced main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on advanced main-beam control

1. Switch on the ignition and automatic lighting control AUTO.
2. Push the turn signal and main beam lever forwards from its basic position.

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

Switching off advanced main-beam control

— Switch off automatic lighting control AUTO.

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

— Or: main-beam control switched on and not active: tap the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.

— Or: switch off the ignition.

System limits

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

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

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

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

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.

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

⚠ WARNING

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

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

NOTICE

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

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

Switching parking lights on and off

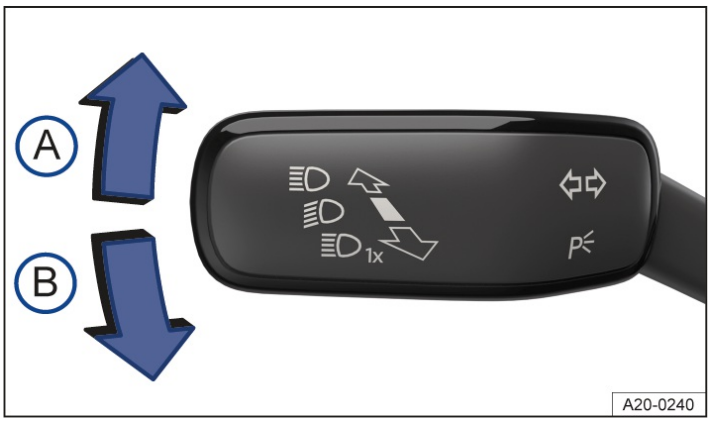


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Switching on parking light on one side of the vehicle

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

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

1. Switch on the side lights.
2. Switch off the ignition.

3. Lock the vehicle from outside.

Automatic switch-off of side lights and parking lights

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

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

⚠ WARNING

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

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

Entry and exit lighting (orientation lighting)

The entry and exit lighting lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The entry and exit lighting is controlled automatically by a light sensor.

Switching on entry lighting

— Unlock the vehicle when the automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

Switching off entry lighting

— Automatically after the switch-off delay.

— Or: lock the vehicle.

— Or: tap the MODE button as often as required until the setting OFF is displayed in the instrument cluster.

— Or: switch on the ignition.

Switching on exit lighting

1. Switch off the ignition.

The exit lighting is switched on when the automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

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

Switching off exit lighting

— Automatically after the set switch-off delay has elapsed.

— Or: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.

— Or: tap the MODE button as often as required until the setting OFF is displayed in the instrument cluster.

— Or: switch on the ignition.

Adjusting entry and exit lighting

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

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the Convenience light settings menu:

— Classic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off simultaneously.

— Dynamic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.

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

Headlight range control

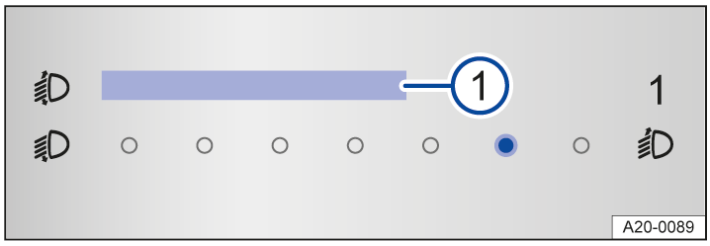


Fig. 1 In the Infotainment system: touch slider for headlight range control.

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

Depending on the vehicle equipment, the headlight range can be adjusted in the Infotainment system → *Fig. 1*.

Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

1. Tap the Vehicle function button.
2. Tap the Headlights function button to open the menu option Headlight range control → *Fig. 1* (1).
3. Tap the required position (typical vehicle load level).

Setting in the Infotainment system	
0	Front seats occupied and luggage compartment empty.
2	All seats occupied and luggage compartment empty.
4	All seats occupied and luggage compartment fully loaded. Towing a trailer with a low drawbar load.
6	Only the driver seat occupied and luggage compartment fully loaded. Towing a trailer with maximum drawbar load.

Dynamic headlight range control

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with advanced main-beam control or dynamic cornering light may dazzle oncoming traffic *(→ Main-beam control (dynamic))*, *(→ Exterior drive lighting)*. For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the Infotainment system in the Vehicle settings menu (travel mode) *(→ Vehicle settings menu)*. Adjustment of the headlights is not necessary on vehicles without advanced main-beam control and without dynamic cornering light.

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

Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic headlight control (AUTO) is switched on, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dynamic cornering light

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep the touch panels clean and dry.

Instrument and switch lighting

The brightness of the instrument and switch lighting and the basic brightness level of the Head-up Display can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The brightness setting is automatically adjusted to the changing ambient light conditions in the vehicle.

When the automatic lighting control AUTO is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

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

Interior and reading lights, background lighting



Fig. 1 In the roof console: touch-sensitive reading lights.

Tap the corresponding symbol:

	Switch interior lights on or off or dim lights.
OFF	Function switched off: the interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the ignition is switched off.

Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the rear doors, depending on the vehicle equipment *→ Fig. 1*. The individual reading lights can be switched on or off by tapping the light surface.

To activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

Glove box and luggage compartment lights

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

Background lighting

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

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. If the setting Auto is selected, the colour of the background lighting changes depending on the driving profile setting.

The lights switch off when the vehicle is locked or after a few minutes once the ignition has been switched off. This prevents the 12-volt battery from discharging.

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

Operating the wiper lever

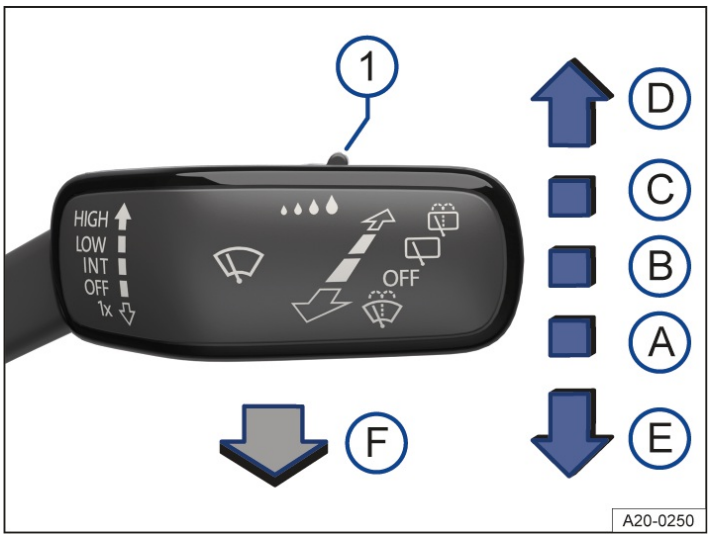


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

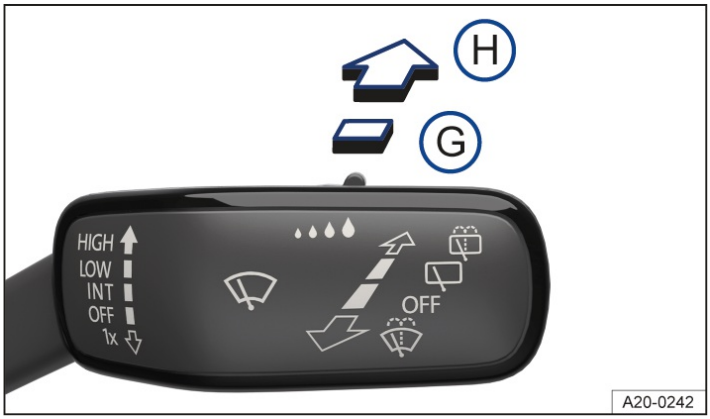


Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

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

Move the wiper lever to the desired position→ⓘ:

Ⓐ

OFF Wipers switched off.

Ⓑ

INT Interval wipe for the windscreen or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.

Ⓒ

LOW Slow wiping.

Ⓓ

HIGH Fast wiping.

Ⓔ

1x Flick wipe – short wiping. Push and hold the lever down for longer to wipe more quickly.

Ⓕ

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 and light sensor) or adjusting the sensitivity of the rain and 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.

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system, for example. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

WARNING

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

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

NOTICE

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.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

Rain and light sensor

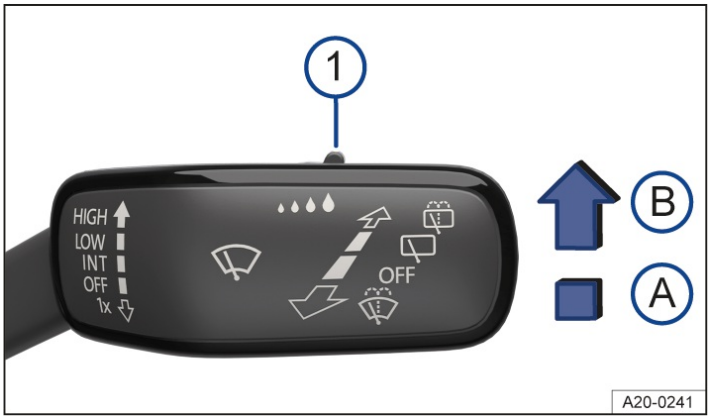


Fig. 1 On the right of the steering column: wiper lever.

When the rain and light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain and light sensor

Push the lever to the desired position → *Fig. 1*:

— Position (A) - the rain and light sensor is deactivated.

— Position (B) - the rain and light sensor is activated, automatic wipe when necessary.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain and light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → *Fig. 1* (1) → ⚠.

— Switch to the right – high sensitivity.

— Switch to the left – low sensitivity.

⚠ WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers.

- If necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain and light sensor operation.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor *(→ Front view)* include:

— Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— Insects: insects hitting the windscreen surface can cause the wipers to be activated.

— Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

General safety notes

The driver can use the exterior mirrors and interior mirror to observe the traffic behind and adjust the driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. There may be objects and other road users in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid attacks plastic surfaces.

- Remove any fluid that has leaked out as soon as possible, e.g. with a wet sponge.

Interior mirror

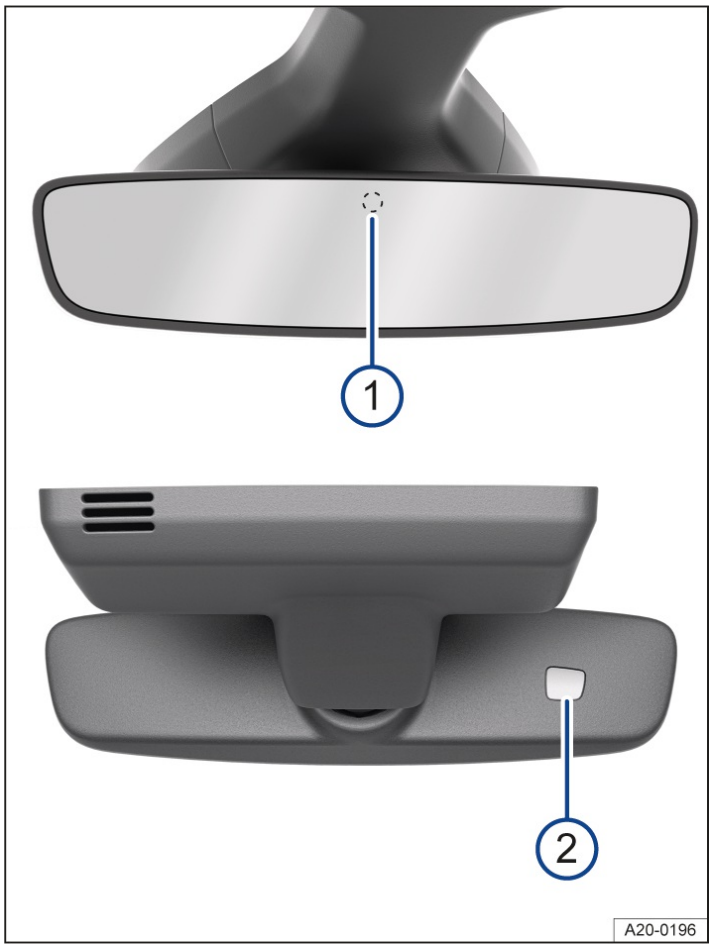


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

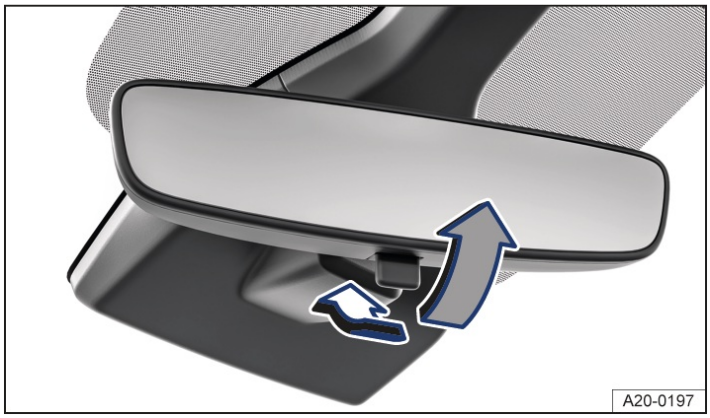


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear→ *Fig. 1* (1) and from the front (2).

The interior mirror dims *automatically* depending on the values measured.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors →⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.

— Pull the lever back to select the anti-dazzle function → *Fig. 2*.

⚠ WARNING

The illuminated display from a portable navigation device can lead to functional impairment of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

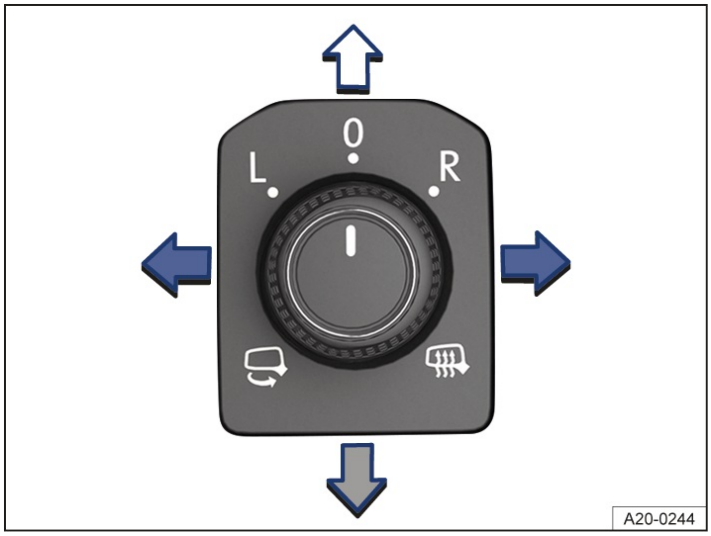


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive vehicles are described below. Position L corresponds to the exterior mirror on the driver side and position R to the exterior mirror on the front passenger side. These instructions are mirrored for right-hand drive vehicles.

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol → *Fig. 1*.
3. Press the rotary knob to the front, rear, right or left in the direction of the arrow to adjust the exterior mirror.

	Fold exterior mirrors into the body electrically → ⚠.
	Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below +20°C (+68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.
L	Adjust the left-hand exterior mirror.
R	Adjust the right-hand exterior mirror.
0	Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

1. Turn the rotary knob to position L.
2. Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
3. Correct the adjustment of the right exterior mirror if necessary: turn the rotary knob to position R and adjust the right exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , L, R or 0.

If the rotary knob for the electrically adjustable exterior mirrors is in the position , the exterior mirrors remain folded in.

Storing and activating front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Switch on the electronic parking brake.
3. Switch on the ignition.
4. Put the gearbox into neutral.
5. Select reverse gear.
6. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.
7. Put the gearbox into neutral.
8. Switch off the ignition.
9. The settings for the mirror position will be saved and assigned to the vehicle key.

Activating the front passenger exterior mirror setting for reversing:

1. Turn the rotary knob for the exterior mirrors to the position for adjusting the front passenger exterior mirror.
2. With the ignition switched on, select reverse gear. The front passenger exterior mirror will now adjust itself to the stored position.

The front passenger exterior mirror will move out of the position saved for reversing when the vehicle is driven forwards faster than approximately 15 km/h (9 mph) or when the rotary knob is turned to another position.

WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.
- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

NOTICE

Exterior mirrors may be damaged if they are not folded in when driving through a car wash.
- Always fold in the exterior mirrors.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

The exterior mirror heating should be switched off when it is no longer needed. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Sun visors

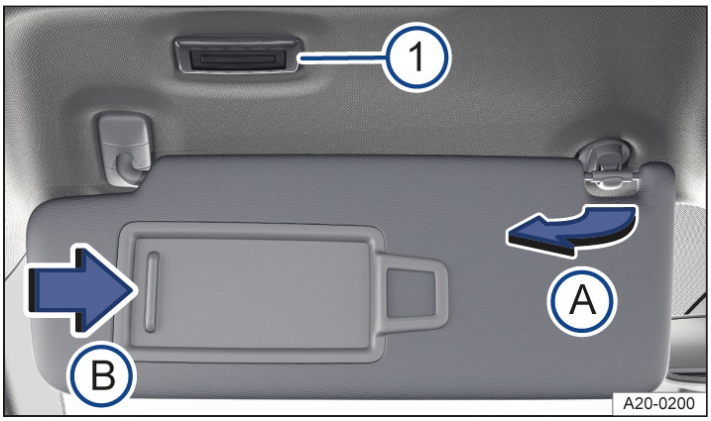


Fig. 1 In the front headliner: sun visor.

Adjustment options for the driver and front passenger sun visors:

— Folded down over the windscreen.

— Pulled out of the bracket and swung over towards the door → *Fig. 1* (A).

Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover → *Fig. 1* (B), the lamp → *Fig. 1* (1) lights up.

⚠ WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12-volt battery from discharging.

Introduction to the topic

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will work most effectively if the vehicle interior is kept closed. Opening the windows and glass roof to provide fresh air may accelerate cooling down the vehicle if high temperatures have built up in the vehicle interior.

Display of active functions

Illuminated symbols on the sensor buttons indicate that the function is switched on.

Colour-coded function buttons display an activated function in the climate settings on the Infotainment system.

Operating the air conditioning system with voice commands

Depending on the vehicle equipment, some functions of the air conditioning system can be operated with the voice control function .

WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

If the air conditioning system does not work, switch it off immediately to avoid secondary damage. Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

Overview of functions

Some functions of the air conditioning system and menus in the Infotainment system as well as an air conditioning block for the rear seats depend on the equipment level.

In the top centre console

CLIMA Open the air conditioning settings in the Infotainment system.

In the Infotainment system: upper screen edge

Switch the air conditioning system on and off.

In the Infotainment system: lower screen edge

Select temperature. Depending on the equipment level, you can set the temperature directly in the Infotainment system or use the touch sliders beneath the Infotainment system. The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

The temperatures set for the rear row of seats are shown on the displays of the air conditioning block for the rear seats.

SYNC Adopt temperature settings of driver side for all seats.

Switch the seat heating on and off *(→ Seat heating)*.

REAR Opens the settings for the rear seats.

In the Infotainment system: Classic Climate menu

AUTO The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. The blower speed in automatic mode can be controlled via the climate profiles. Automatic mode switches off when the blower speed is adjusted manually.

Adjust the blower speed.

Switch air recirculation mode on and off *(→ Air recirculation mode)*.

A/C The air is cooled and dehumidified in cooling mode.

MAX A/C Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

Direct air towards upper body.

Direct air into the footwell.

Guide air to the upper body and the footwell.

Guide air to the windscreen and the footwell.

Direct air onto the windscreen.

In the Infotainment system: Smart Climate menu

Automatic mode is also switched on if a Smart Climate is activated. The Smart Climate functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.

Clear the windscreen of ice and misting.

Direct warm air into the footwell.

Direct warm air onto the steering wheel.

Direct cold air into the footwell.

Direct fresh air from the outside into the vehicle interior.

Briefly increase the cooling system output.

In the Infotainment system: Air Care menu

Air Care The enhanced air filter with activated carbon in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior *(→ Air recirculation mode)*.

In the Infotainment system: settings

— Switches automatic air recirculation mode on *(→ Air recirculation mode)*.

Settings on vehicle start:

1. To automatically switch on the seat heating or steering wheel heating when the engine is started depending on the outside temperature, tap the respective function button.

In the Infotainment system: Auxiliary heater menu

Open the Auxiliary heater menu in the Infotainment system *(→ Auxiliary heater and auxiliary ventilation)*.

From the multifunction steering wheel

Switch the steering wheel heating on and off *(→ Steering wheel heating)*.

Tap panel next to the multifunction steering wheel

REAR Switch rear window heating on and off with running engine.

The rear window heating switches off automatically after 10 minutes at the latest.

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.

If REAR LOCK is switched on in the Infotainment system, the rear air conditioning block cannot be operated.

NOTICE

Do not apply stickers over the heating elements from the inside to prevent damage to the rear window heating.

To save fuel, switch off the rear window heating as soon as possible.

Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switching the air recirculation mode on and off

1. Tap CLIMA in the upper centre console.
2. Tap in the Infotainment system.

Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Tap CLIMA in the upper centre console.
2. Switch automatic air recirculation mode on or off with ⚙ ▸ Automatic air recirculation.

Air Care – Climatronic with enhanced air filter with activated carbon

The enhanced air filter with activated carbon in theAir Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

When Air Care is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent the vehicle occupants becoming tired.

1. Tap CLIMA in the upper centre console.
2. Switch the Air Care function on or off via Air Care ▸ Active.

Air recirculation mode switches off automatically

Air recirculation mode switches itself off automatically if one of the following conditions is met → ⚠:

— The defrost function is switched on.

— A sensor detects that condensation might form on the vehicle's windows.

— The tilting and sliding panoramic sunroof is open at higher vehicle speeds.

⚠ WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

Do not smoke in the vehicle when the air recirculation mode is switched on. The smoke can leave a residue on the evaporator of the cooling system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

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 air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

When the engine is running, the front seats and the outer rear seats can be electrically heated in three settings.

Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system:

— At the highest temperature setting, all three displays under or on the Infotainment system are coloured red.

Operating the seat heating

1. Tap in the upper centre console.
2. Tap or at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Tap or repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap or repeatedly until the symbol is coloured grey.

   OR: to switch the seat heating on or off, tap the touch slider under the Infotainment system on the driver or front passenger side with two fingers.

Seat heating switches on and off automatically.

If you start the engine again within approximately 10 minutes, the most recent temperature setting for the driver seat is activated automatically. If the front passenger seat is occupied, the most recent temperature setting for the front passenger seat is also switched on automatically.

If the front passenger leaves the seat when the seat heating is switched on and the engine is running, the seat heating of the front passenger seat will be switched off automatically. The display in the Infotainment system turns grey after around 2 seconds. If the front passenger returns to the seat when the engine is still running, the seat heating of the front passenger seat will be switched on again automatically.

If the seat heating switches off automatically, you can switch on the seat heating again manually if required even if the front passenger seat is not occupied.

When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat → .

— The seat is not occupied.

— The seat is fitted with a protective cover.

— A child seat is installed on the seat.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C(77°F).

WARNING

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this if necessary.

WARNING

Anyone with reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor if you have questions about your own state of health.

- Anyone with reduced sensitivity to pain or temperature should never use the seat heating.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

To save fuel, switch off the seat heating as soon as possible.

Steering wheel heating

The steering wheel heating functions only when the engine is running.

Temperature settings of the steering wheel heating

When you switch on the steering wheel heating, the current temperature setting is continuously shown as a bar display in the instrument cluster. All three bars are filled at the highest temperature setting.

Switching the steering wheel heating on and off on the multifunction steering wheel

1. Press to switch on the steering wheel heating at the highest temperature setting.
2. To adjust the temperature setting, press repeatedly.
3. To switch off the steering wheel heating, press repeatedly until the bar display in the instrument cluster display goes out.

Storing the temperature setting

1. Switch on the steering wheel heating and set the desired temperature setting.
2. To store the current temperature setting, press and hold for around one second.

   The temperature setting is not stored and the steering wheel heating is switched off.
3. To switch the steering wheel heating back on again with the last stored temperature setting, press and hold for around 1 second.

Steering wheel heating switches on automatically

The most recent temperature setting is switched on automatically if you switch on the engine again within approximately 10 minutes.

Steering wheel heating switches off automatically

The steering wheel heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the steering wheel heating system.

Troubleshooting

Cooling mode A/C cannot be switched on or its function is restricted

Cooling mode A/C works 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 hot.

— Switch on the blower.

— Check the fuse of the air conditioning system .

— Replace enhanced air filter with activated carbon .

— If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The heating and fresh air system cannot be switched on or its function is restricted

The heating and defrost function are more effective when the engine is warm.

1. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Condensation on the windows

Condensation may form on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance *(→ Vehicle care)*.
2. Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Heating, ventilation, cooling)*.

The wrong unit of temperature has been set

1. Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system *(→ Vehicle settings menu)*.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

Introduction to the topic

The auxiliary heater and auxiliary ventilation systems allow the vehicle interior to be heated in winter and ventilated in summer. The auxiliary heater allows ice, condensation or a thin covering of snow to be cleared from the windscreen. The auxiliary heater is supplied with fuel from the vehicle fuel tank and can be operated when the vehicle is stationary with the ignition switched off. The auxiliary ventilation system is supplied with power by the 12-volt vehicle battery.

Operating mode of the auxiliary heater

When the auxiliary heater is switched on, the vehicle automatically sets the operating modeHeating or Ventilation depending on the outside temperature.

At high outside temperatures, the auxiliary ventilation function supplies fresh air to the vehicle interior and helps prevent a build-up of heat.

Exhaust system of the auxiliary heater

The emissions generated by the auxiliary heater are removed via an exhaust pipe underneath the vehicle. The exhaust pipe must not be blocked by snow, mud or any objects.

⚠ WARNING

The emissions from the auxiliary heater contain carbon monoxide which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater and leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never program the auxiliary heater so that it is switched on and runs in unventilated or enclosed spaces.

⚠ WARNING

Parts of the auxiliary heater's 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.

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.

Switching the auxiliary heater and auxiliary ventilation on and off

The auxiliary heater can be operated when the ignition is switched on and off.

Opening the Auxiliary heater **menu**

1. Tap the home button ▢ in the Infotainment system.
2. Tap .

Switching on the auxiliary heater

1. Switch on the immediate heating function in the Auxiliary heater menu in the Infotainment system or in the exit menu *(→ Exit menu)*.

   Or: program a departure time *(→ Auxiliary heater and auxiliary ventilation)*.

   Or: press the button on the remote control *(→ Remote control for the auxiliary heater and auxiliary ventilation)*.

   When the auxiliary heater is switched on, the yellow LED

   for the auxiliary heater lights up in the instrument cluster.

The auxiliary heater will not switch on if the 12-volt vehicle battery has a low charge level or the fuel tank is empty.

Switching off the auxiliary heater manually

1. Switch off the immediate heating function in the Auxiliary heater menu in the Infotainment system or in the Exit menu *(→ Exit menu)*.

   Or: press the OFF button on the remote control *(→ Remote control for the auxiliary heater and auxiliary ventilation)*.

Auxiliary heater switches off automatically

The auxiliary heater switches itself off automatically if one of the following conditions is met:

— When the programmed departure time has been reached or when the set running time has expired *(→ Auxiliary heater and auxiliary ventilation)*.

— When the yellow indicator lamp (fuel gauge) lights up .

— If the charge level of the 12-volt vehicle battery is too low.

In order to burn the remaining fuel in the auxiliary heater, the auxiliary heater will continue running for a short time after being switched off manually or automatically.

Operating the auxiliary heater as a supplementary heater

When the engine has been started, the auxiliary heater can continue operation as a supplementary heater. The following conditions must be met for this:

— The Automatic supplementary heater function is activated in the air conditioning settings in the Infotainment system.

— The outside temperature is lower than +5°C (+41°F).

The supplementary heating function is switched off automatically after a short time.

When the vehicle is at a standstill, the auxiliary heater can be activated up to three times in succession for the maximum operating duration.

Operating noises can be heard if the auxiliary heater is switched on.

The 12-volt vehicle battery will discharge if the auxiliary heater or auxiliary ventilation is run several times over an extended period. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

If you park on a downhill slope with very little fuel in the tank(just above reserve level), the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

Programming the auxiliary heater and auxiliary ventilation

The auxiliary heater is programmed in the Infotainment system.

Setting the running time of the auxiliary heater

1. Open the Auxiliary heater menu.
2. Tap ⚙.
3. Set the desired running time.

The set running time applies when the auxiliary heater is switched on with the immediate heat function or using the remote control.

The maximum running time of the auxiliary heater is 60 minutes.

Setting desired temperature

1. Open the Auxiliary heater menu.
2. Tap theTemperature function button and set the desired temperature.

The auxiliary heater warms up the interior depending on the desired temperature. The vehicle interior warms up evenly.

Programming departure time

Activation is always for one heating or ventilation period only. The departure time must be activated for every start.

1. Before programming, check that the date and time set in the vehicle are correct *(→ Clock)*.
2. Open the Auxiliary heater menu.
3. Tap the Adjust function button.
4. Choose one of the memory locations for aDeparture time.
5. Tap the Activate function button.

On the basis of the programmed departure time, the vehicle automatically calculates the start time for heating or ventilation to the currently set temperature. This also depends on the outside temperature.

The earliest programmed departure time is shown in the exit menu in the Infotainment system and can be switched on or off there *(→ Exit menu)*.

Checking programming

If a departure time has been activated, the yellowLED

in the instrument cluster will light up for approximately 10 seconds after the ignition is switched off.

⚠ WARNING

The emissions from the auxiliary heater contain carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never program the auxiliary heater so that it is switched on and runs in unventilated or enclosed spaces.

Remote control of the auxiliary heater and auxiliary ventilation

With the remote control, the fuel-operated auxiliary heater can be switched on and off from outside the vehicle.



Fig. 1 Remote control for the auxiliary heater.

Switching on the auxiliary heater and auxiliary ventilation with the remote control

1. Press the button for around 1 second → *Fig. 1*.

Switching off the auxiliary heater and auxiliary ventilation with the remote control

1. Press the OFF button for around 1 second → *Fig. 1*.

LED in the remote control

The LED

indicates various operating states after you press a button → *Fig. 1* (2).

Lit up

— Green: auxiliary heater is switched on.

— Red: auxiliary heater is switched off.

Flashes irregularly

— Green: auxiliary heater operation is blocked. The fuel tank is nearly empty, the 12-volt vehicle battery charge level is too low or a malfunction has occurred. Refuel and drive for a sufficiently long time in order to charge the 12-volt vehicle battery, or go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Flashes regularly

— Red or green: switch-on or switch-off signal not received. Reduce your distance from the vehicle.

Lights up or flashes

— Orange: the button cell in the remote control is weak. Replace the button cell.

Range

The remote control has a range of several hundred metres when the button cell is fully charged and under ideal conditions.

— Keep a distance of at least 2 m (7 ft) between the remote control and the vehicle.

— Avoid obstacles between the remote control and vehicle.

— Hold the remote control with the chrome trim → *Fig. 1* (1) pointing vertically upwards.

— Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

NOTICE

The remote control contains electronic components which can be damaged by moisture, strong vibrations and direct sunlight.

- Protect the remote control from moisture, strong vibrations and direct sunlight.

Replacing the button cell in the remote control

The button cell in the remote control must be replaced if the LED no longer lights up.



Fig. 1 Remote control: cover for battery compartment.

Replacing the button cell

1. Insert a suitable tool, e.g. a screwdriver, into the recess on the remote control housing in the direction of the arrow → *Fig. 1*.
2. Using the tool, lever off the battery cover in upward direction until the housing catches are released.
3. Push the battery cover slightly in the direction of the arrow.
4. Remove the battery cover.
5. To remove the button cell, carefully insert a screwdriver, for example, in the recess on the button cell.
6. Lever up the button cell with the screwdriver until the button cell is released from the holder.
7. Remove the button cell.
8. Insert a new button cell of the same type so that it engages in the holder. Pay attention to the information on the correct polarity of the button cell located on the inner side of the battery cover.
9. Place the battery cover on the remote control housing and press slightly until the battery cover engages in position.

DANGER

If button cell batteries are swallowed or get into the wind pipe, this can lead to serious or even fatal injuries due to suffocation or internal burns within a very short space of time.

- Call for medical help immediately if you suspect that someone has swallowed a button cell battery.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cells out of the reach of children.

NOTICE

Unsuitable button cells can damage the remote control.

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the button cell.

Dispose of discharged button cells in an environmentally-friendly way.

The button cell in the remote control may contain perchlorate. Observe the legal requirements for disposal.

Pedals

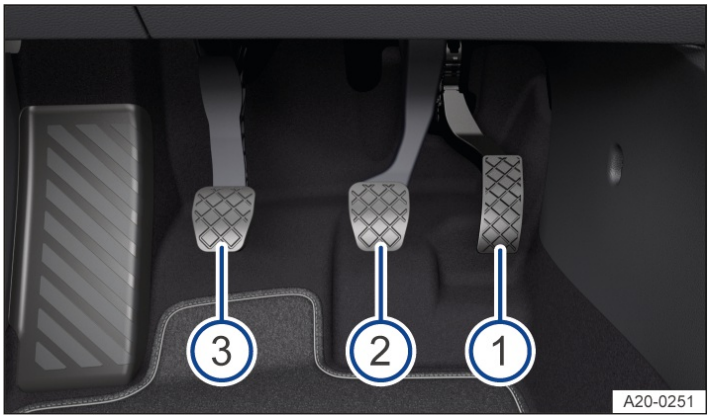


Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

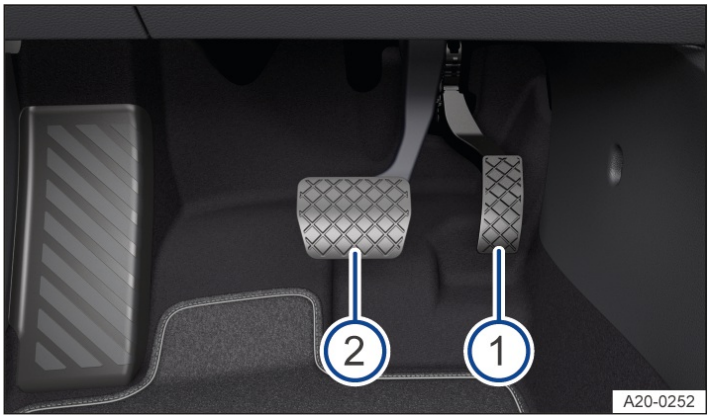


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

1 Accelerator
2 Brake pedal
3 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.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

WARNING

Always observe current traffic regulations and speed limits, and think ahead when driving. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

- When travelling long distances, stop and take a break regularly – at least every 2 hours.

WARNING

Driving under the influence of alcohol, drugs, medication or narcotics can cause serious accidents and fatal injuries.

- Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This could cause you to lose control of the vehicle.

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

Gear-change indicator

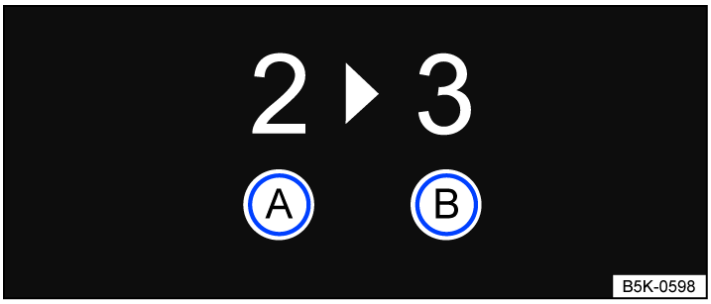


Fig. 1 On the instrument cluster display: gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate the gear which should be selected to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

Vehicles with an automatic gearbox: the gearbox must be in Tiptronic mode for this *(→ Tiptronic)*.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

Information on “cleaning” the particulate filter

The engine management system recognises when the particulate filter is becoming saturated and supports regeneration of the filter by recommending the most suitable gear when driving. As an exception compared with normal driving, this may mean driving with an increased engine speed *(→ Particulate filter)*.

CAUTION

The gear-change indicator is designed only to assist the driver and cannot replace the driver's own judgement.

- The driver has full responsibility for selecting the correct gear in all situations, e.g. when overtaking or when driving up and down hills.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox.

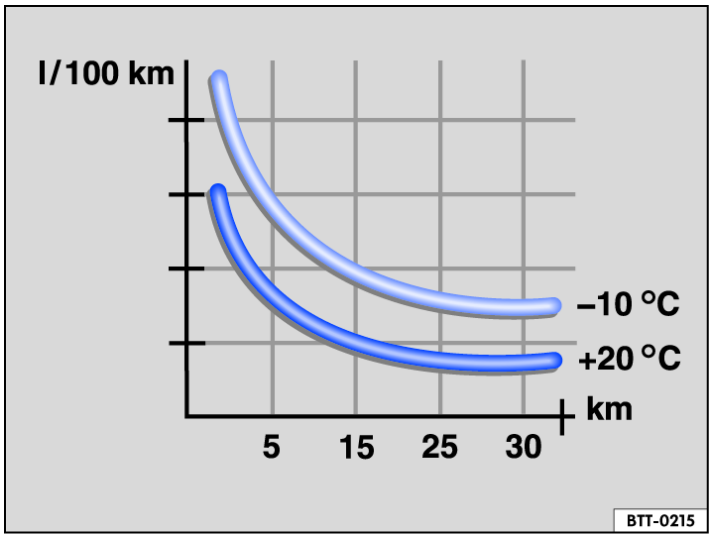


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

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.

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.

Brake energy recuperation on vehicles with mild hybrid system

Energy can be recovered and stored when the vehicle is braked or decelerates.

If it is necessary to brake and coasting to a stop is not possible, the changeover from the accelerator to the brake pedal should take place rapidly and uniformly. This makes it possible to use brake energy recuperation most efficiently. No fuel is consumed during this process.

Use coasting

Vehicles with an automatic gearbox: when position D is selected and neither the accelerator nor the brake pedal is depressed, the vehicle will roll (“coast”) with practically no energy being consumed.

When the eco-coasting function is active, the engine is not only disengaged but also switched off. No brake energy recuperation takes place, but an anticipatory driving style will allow the vehicle to roll for a very long distance without fuel consumption.

Avoid full throttle

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never drive the vehicle at top speed.

Pull off immediately

During a long standing period, deactivate the vehicle’s drive system, e.g. in a traffic jam or at a level crossing.

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.

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral positionN. The gearbox will not be lubricated and could be damaged.

Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.

Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

Information on the brakes

New brake pads cannot generate the full braking effect during the first 200 to 300 km(100 bis 200 miles) and must first be run in →⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be “dried” as quickly as possible by careful braking at higher speed. 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 padswill delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking →⚠.

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action →⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a correspondingly qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

New brake pads will not have the optimal braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km(200 miles) and must first be “run in”. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Never “ride” the brake pedal or depress the brake pedal too often and for too long. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

⚠ 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 by changing 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 test the brakes.
- Always carry out a few careful braking operations to dry the brakes and clean off any coating of ice and salt when

visibility, weather, road and traffic conditions permit.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. 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 *(→ Roof carrier)*.

— If applicable, observe the information about driving with a trailer .

WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Engage the rear seat backrests securely.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the open tailgate and any objects are secured properly, and take appropriate measures to reduce the quantity of toxic exhaust fumes entering the vehicle.

WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Stow all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users. Observe the legal requirements.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

WARNING

Poisonous exhaust fumes can enter the vehicle interior when the tailgate is open. This could result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- Always drive with the boot lid closed in order to prevent poisonous exhaust gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open tailgate, you must do the following to reduce the quantity of toxic exhaust fumes that could enter the vehicle:
  - Close all windows 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 .

⚠ WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Carry out careful braking manoeuvres to dry and de-ice the brakes. Ensure that you do not endanger any other road users or violate any legal requirements when doing so.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

ⓘ *NOTICE*

If you drive through water, parts of the vehicle, such as the 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 combustion engine

A new combustion 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 combustion engine has higher internal friction than it does later.

Up to 1,000 kilometres (600 miles):

— Do not depress the accelerator fully.

— Do not load the combustion engine with more than 2/3 of the top engine speed.

— Do not drive with a trailer attached .

Between 1,000 and 1,500 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 combustion engine quality. Even after this time – and especially with a cold combustion engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the combustion engine is not running “smoothly”.

New tyres and brake pads *(→ Information on the brakes)* must be run in carefully.

If the new combustion engine is run in gently, its life will be increased and its oil consumption reduced.

Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad temporarily or for a short period, all relevant information and instructions should be followed.

In some countries, special safety standards and regulations apply that the vehicle may not comply with. Volkswagen recommends that you visit your Volkswagen dealership before travelling abroad to find out about any legal requirements at your destination.

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The scope of servicing and the type of servicing could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

NOTICE

- Volkswagen is not responsible for any vehicle damage caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

Do not drive on!

1. Inform a correspondingly qualified workshop and have the brake system checked. Volkswagen recommends using a Volkswagen dealership.

Brake pad wear indicator

The indicator lamp lights up yellow.

Front brake pads are worn.

1. Go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

Starter button

The starter button replaces the ignition lock (Press & Drive).



Fig. 1 In the lower section of the centre console: starter button for starting the engine (vehicles with manual gearbox).



Fig. 2 In the lower section of the centre console: starter button for starting the engine (vehicles with DSG gearbox).

Vehicles with a manual gearbox: The engine is started by pressing the starter button with the clutch pedal depressed.

Vehicles with an automatic gearbox: The engine is started by pressing the starter button with the brake pedal depressed.

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

Depending on model, the starter button flashes to indicate readiness for operation.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on or off

1. Press the starter button once without depressing the brake or clutch pedal →⚠.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent after the combustion engine is switched off, the ignition will be switched off automatically after a certain period of time.

Engine restart function

If no valid vehicle key is detected in the vehicle interior once the engine has been switched off, the engine can be restarted within approximately five seconds. A corresponding message appears on the instrument cluster display.

After this time, the engine cannot be restarted without a valid vehicle key in the vehicle interior.

WARNING

Unintentional vehicle movements can cause serious injury.

- Do *not* depress the brake pedal when switching on the ignition because the engine will otherwise start immediately.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine or switch on the ignition and operate electrical equipment such as window regulators, which can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Do not start or run the engine in non-ventilated or enclosed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Starting the engine

Starting the engine

1. Switch on the ignition.
2. Switch on the electronic parking brake.
3. Vehicles with an automatic gearbox: Depress and hold the brake pedal until the engine has started. Engage position N or the parking lock P.
4. 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.
5. Press the starter button briefly *(→ Starter button)* – do not depress the accelerator. There must be a valid vehicle key in the vehicle before the engine can be started.
6. Vehicles with a diesel engine: The engine start is delayed until preheating has been completed.
7. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
8. the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start *(→ Engine start)*.

Carrying out an emotion start (R models only)

1. Switch on the ignition.
2. Switch on the electronic parking brake.
3. Press and hold the starter button without pressing the brake pedal until the message Please press the brake pedal appears in the instrument cluster *(→ Starter button)*.
4. Depress and hold the brake pedal until the engine has started – do not press the accelerator. The engine will start with a briefly increased idling speed. There must be a valid vehicle key in the vehicle before the engine can be started.
5. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
6. the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to restart the engine, unlock the vehicle or perform an emergency start *(→ Engine start)*.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start the engine or allow the engine to run if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

If you attempt to start the engine again while driving or immediately after switching off the engine, this can damage the starter or the engine.

NOTICE

When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

NOTICE

Do not push-start or tow-start the vehicle. Unburnt fuel can damage the catalytic converter.

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.

If there is no vehicle key in the vehicle or if it is not detected, a message will be shown on the instrument cluster display. This may occur if the vehicle key is disrupted by another radio signal or is covered by another item such as an aluminium suitcase.

The engine cannot, for example, be started with the starter button if the button cell in the vehicle key is weak or flat. In this case, use the emergency start function *(→ Engine start)*.

When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C (+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Switching off the engine

1. Bring the vehicle to a standstill → ⚠.
2. Park the vehicle *(→ Parking)*.
3. briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure *(→ Engine start)*.
4. Follow the instructions in the instrument cluster .

Car wash function

Vehicles with an automatic gearbox: The vehicle is capable of rolling for 30 minutes if the ignition is switched off in N position. The parking lock P is then automatically engaged when the vehicle is stationary. A corresponding warning is shown on the instrument cluster display one minute before the parking lock P is automatically engaged.

Warning before leaving the vehicle

In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the

driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

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.

WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off.

- Allow the engine to run in neutral for approximately 2 minutes before switching it off in order to avoid damage to the engine.

After the engine has been switched off, the radiator fan in the engine compartment may run on for a few minutes, even if the ignition is switched off. 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. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.



Fig. 1 In the centre console: emergency start function.

Fault in engine management system

The warning lamp lights up red.

There is a fault in the engine management system.

The drive power of the vehicle may be limited or there may be no power at all.

It may not be possible to continue driving or this may be possible only with restrictions.

1. Park the vehicle safely.
2. Do not drive on!
3. Observe the message in the instrument cluster.
4. Seek correspondingly qualified expert assistance and have the engine management system checked.

Fault in engine management system

The indicator lamp lights up yellow.

There is a fault in the engine management system.

The drive power of the vehicle may be limited.

1. The text message Error: drive system. Please visit workshop.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Fault in engine management system

The indicator lamp lights up yellow.

The vehicle power has been limited.

The power was limited to prevent overheating of components in the engine management system.

— The text message Error: drive system. Performance is restricted. is displayed on the instrument cluster.

— It is possible to continue driving with reduced power.

The power limitation will be cancelled again in the following cases:

— The components of the engine management system are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

The power of the drive system may be limited.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Glow plug system

Vehicles with a diesel engine:

The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster for a few seconds.

No valid vehicle key recognised

A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

1. Depress and hold the brake pedal.
2. Place the vehicle key in the rear drink holder in the centre console and press the starter button→ *Fig. 1*.

The ignition is switched on automatically, and in some cases the engine is started.

Engine cannot be switched off

The engine cannot be switched off by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

1. Press the starter button twice within a few seconds or press and hold once.

The motor switches off automatically *(→ Starter button)*.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek correspondingly qualified expert assistance.

Start/stop system

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on.

Always deactivate the start/stop system manually when driving through water.

1. To stop, press and hold the brake pedal. The engine switches off shortly before the vehicle reaches a complete standstill or when the vehicle is stationary.
2. Take your foot off the brake pedal or depress the accelerator to restart the engine.

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 → ⓘ.

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 temperature of the vehicle interior is within the preset temperature range, and the humidity level is not too high.

— The defrost function of the air conditioning system is not switched on.

— The charge level of the 12-volt vehicle battery is sufficient.

— Vehicles with mild hybrid system: The charge level of the 48-volt vehicle battery is sufficient.

— The temperature of the 12-volt vehicle battery is not too low or too high.

— The vehicle is not on a steep incline.

— The steering wheel is not turned too sharply.

— Reverse gear is not engaged.

— Park Assist is not active.

The engine can also switch off later if the conditions for automatic engine switch-off are fulfilled only after the vehicle has come to a stop, e.g. if the defrost function is switched off when stationary.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

— If the temperature inside the vehicle greatly increases or decreases.

— If the vehicle starts rolling.

— If the electric voltage of the 12-volt vehicle battery drops.

— Vehicles with mild hybrid system: if the electric voltage of the 48-volt 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 door is opened.

— If the bonnet is opened.

Activating and deactivating the start/stop system manually

The start/stop system can be manually deactivated and activated via the Infotainment system.

Deactivating the start/stop system manually:

1. Tap the Vehicle function button in the menu selection.
2. Tap the Status function button.
3. Tap the Start/stop function button to deactivate the start/stop system. When the start/stop system is deactivated, the Start/stop function button has a blue background.

Activating the start/stop system manually:

1. Tap the Vehicle function button in the menu selection.
2. Tap the Status function button.
3. Tap the Start/stop function button to activate the start/stop system.

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 Start/stop function button.

Vehicles with mild hybrid system: if the start/stop system has switched off the engine and the system was deactivated via the Start/Stop function button, the engine will start only when the vehicle is stationary.

Always deactivate the start/stop system manually when driving through water.

The eco-coasting function is not deactivated by deactivation of the start/stop function.

Start-Stop mode with automatic Adaptive Cruise Control (ACC)

The engine will be switched off after the Adaptive Cruise Control (ACC) has brought the vehicle to a standstill with an active braking intervention.

In the following instances, the engine will restart when the ACC is active:

— If the accelerator is depressed.

— When the ACC has resumed speed and distance control.

— If the vehicle ahead has moved on.

The engine will also be restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle ahead moves further away.

WARNING

Never switch off the ignition while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- When you switch off the ignition, the steering column lock may engage and you will no longer be able to steer the vehicle.
- Always deactivate the start/stop system when working in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

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.

Troubleshooting

Engine no longer starts automatically

The warning lamp lights up red.

There is a fault in the start/stop system.

1. Start the engine manually *(→ Starting the engine)*.
2. Go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

Manual gearbox: Selecting a gear

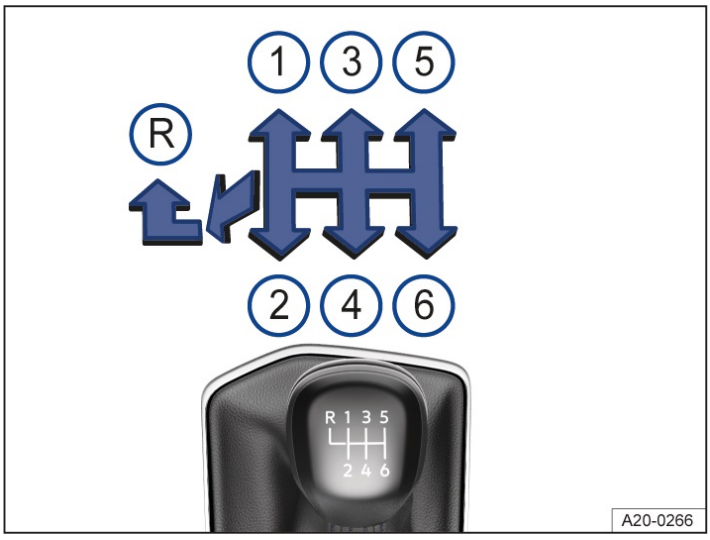


Fig. 1 Gear shift pattern of a 6-speed manual gearbox.

Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are displayed on the gear lever.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position → ⚠.
3. Release pedal to engage the clutch.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

Reverse gear should be selected only when the vehicle is stationary.

1. Fully depress and hold the clutch pedal → ⚠.
2. Move the gear lever to the neutral position and push down.
3. Push the gear lever fully to the left and then forwards into the reverse gear position → *Fig. 1* (R).
4. Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time, 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.

- Accelerate quickly only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adapt your driving style to the traffic.
- If you switch off TCS, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also applies when the electronic parking brake has been switched 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.

Troubleshooting

Clutch is “slipping”

The indicator lamp lights up yellow.

Clutch is not transmitting the full engine torque.

1. If necessary, remove foot from the clutch pedal.

Clutch overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given *(→ Manual gearbox)*.

The clutch can overheat, for example if the vehicle pulls off frequently, travels at a “crawl” for long periods, or in stop and go traffic.

Overheating is indicated by the warning lamp and in some cases by additional warning lamps and a text message on the instrument cluster display.

1. You can continue to drive.

Clutch defective

The indicator lamp lights up yellow.

The clutch is faulty.

Drive on carefully!

1. Seek correspondingly qualified expert assistance. Failure to do so can cause considerable clutch damage.

Function of the DSG® dual clutch gearbox

Description

The vehicle is equipped with a DSG® dual clutch gearbox.

The DSG® dual clutch gearbox is a gearbox which uses dual-clutch technology to change gear automatically. It uses a dual clutch and two gear train halves to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic gearbox.

Function

Engine power is transferred to the drive shaft via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two gear train halves, the engine power is always connected to one gear train half when driving. Before a gear shift, the next-higher or lower gear is already preselected in the load-free second gear train half. The clutch on the non-driven gear is then closed, and the other is opened at the same time. This makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch gearbox the clutch can be opened at idling speed, thus saving fuel. Thanks to its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information . In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half *(→ Automatic gearbox)*. The gearbox must then be checked as soon as possible by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Automatic gearbox: select position

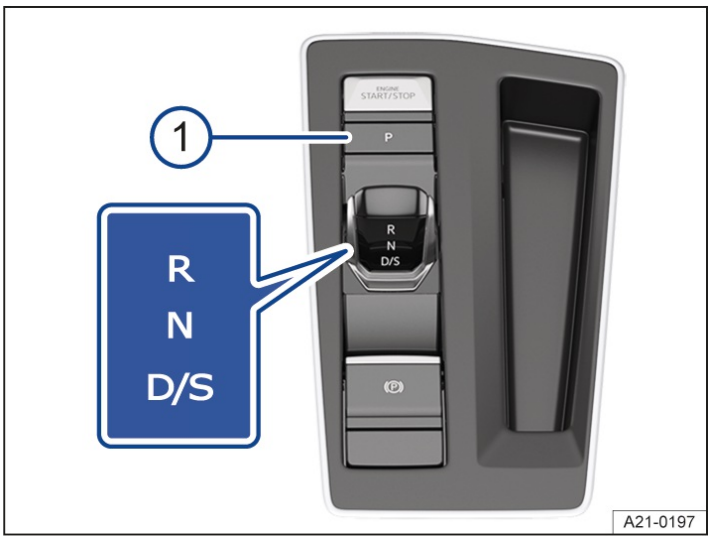


Fig. 1 Automatic gearbox selector lever with button for parking lock P.

The selected position is shown in the instrument cluster display and on the selector lever when the ignition is switched on.

The gear shift pattern is shown in the instrument cluster when the brake is depressed or a position is selected.

P – Parking lock

The drive wheels are blocked. May only be selected when the vehicle is *stationary*.

To engage the parking lock, press the P button → *Fig. 1* (1).

If the engine is switched off in the position D/S or R, the gearbox automatically engages the position P and the vehicle is secured to prevent it from rolling away.

If the engine is switched off in position N, the gearbox remains in neutral position N for around 30 minutes and only then engages the parking lock P (car wash function) *(→ Switching off the engine)*.

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/S – Standard forward driving position

Position D: Normal mode.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position S: Sport mode.

The forward gears are automatically changed up *later* and down *earlier* than in selector lever position D. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions D and S, move the selector lever to the rear.

The selector lever will always move back to the centre position.

Position §+: Sport Plus mode

The forward gears are automatically changed up *later* and down *earlier* than in selector lever positionS. This exploits the engine's full power reserves.

Activating the Sport Plus mode:

1. Select the Drift or Special driving profile in the driving profile selection *(→ Driving profile selection)*. The Sport Plus mode is activated immediately.

Deactivating the Sport Plus mode:

1. Tap the selector lever to the rear.

To change between positions S and S+, tap the selector lever to the rear.

Changing position

To select the next position, move the selector lever forward or back to the first pressure point. The selector lever returns to its starting position.

To skip a position, move the selector lever beyond the pressure point in the desired direction. The selector lever returns to its starting position. In this way, it is possible to shift directly from position D to position R, for example. The position N is skipped in this case.

⚠ WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never depress the accelerator when selecting a position.
- The vehicle will start moving if you release the brake pedal when the engine is running and a position is engaged.
- Never select reverse gear R while driving or engage the parking lock P while driving.

⚠ WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the engine is running and a position has been selected. If you have to leave the vehicle while the engine is running, always switch on the electronic parking brake and move the selector lever to position P.
- Hold the vehicle by the foot brake if the engine is running and the positionD/S or R is engaged. The vehicle will "creep forward" even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.
- Never leave the vehicle in selector lever positionN. The vehicle will roll downhill irrespective of whether or not the engine is running.

! *NOTICE*

If you accidentally shift to N when driving in the Eco mode E: take your foot off the accelerator and wait for the engine to reach idling speed before selecting D or S again.

! *NOTICE*

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards.

If the selector lever is moved accidentally toN 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

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

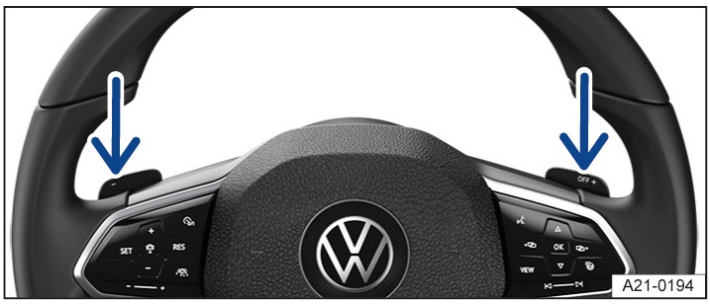


Fig. 1 Steering wheel with paddles for Tiptronic.

It is possible to change to Tiptronic mode from positions D and S by pulling a paddle → *Fig. 1*.

Tiptronic mode is activated temporarily from position D.

Tiptronic mode is activated continuously from position S.

The gear that is currently selected will be maintained when the Tiptronic mode is selected. This applies until the system automatically performs a gear change when the limit engine speed is reached.

As soon as the gearbox has switched to Tiptronic mode, this will be shown on the instrument cluster display with M.

If the engine is switched off while the gearbox is in Tiptronic mode, the gearbox will activate the parking lock P. The vehicle is then secured against rolling away.

Operating Tiptronic with the paddles

1. Pull the right paddle towards the steering wheel to change up a gear → *Fig. 1*.
2. Pull the left paddle towards the steering wheel to change down a gear.
3. Pull the left paddle towards the steering wheel and hold to change to the lowest gear. The gear selection display then changes to D.

Leaving Tiptronic mode

1. Automatically after 5 seconds if Tiptronic mode was activated from D position.

   Or: press the selector lever to the rear and release in order to activate D position

   Or: pull the right paddle towards the steering wheel for around 3 seconds and then release again.

NOTICE

When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.

NOTICE

When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with an automatic gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear 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.

1. Reduce your speed.
2. Shift the gearbox to Tiptronic mode *(→ Tiptronic)*.
3. Shift down using the paddles on the steering wheel *(→ Tiptronic)*.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function *(→ Auto Hold function)*.

Coasting with DSG® dual clutch gearbox

In coasting mode, the momentum of the vehicle can be used to save fuel in conjunction with an anticipatory driving style. The engine no longer brakes the vehicle – the vehicle can roll for a longer distance. The function is available only in position D and at speeds of around 7 – 160 km/h (4 mph – 99 mph) when the accelerator is not depressed.

R models only: Coasting is available only in the Comfort driving profile.

If you depress the brake when the vehicle is coasting to a stopbelow a speed of 40 km/h, the engine remains switched off until the vehicle is stationary.

If you depress the brake when the vehicle is coasting to a stopabove a speed of 40 km/h, coasting will be interrupted and the engine started.

When coming to a stop without braking, the engine restarts automatically at “creeping speed”.

An automatic engine start may take place in order to ensure reliable engine restarting and to guarantee the power supply of the vehicle electrical system.

Initiating coasting

1. Vehicles with eco-coasting function: in the driving profile selection, choose the driving profileEco or Comfort *(→ Driving profile selection)*.
2. Take your foot off the accelerator. The engine will be disengaged and run at idling speed. The vehicle rolls without the braking effect of the engine.
3. Vehicles with eco-coasting function: Take your foot off the accelerator. The engine can be disengaged and switched off automatically.

Cancelling coasting mode

1. Depress the brake pedal.

   Or: depress the accelerator briefly.

   Or: pull a paddle towards the steering wheel.

   Or: change the driving profile fromEco or Comfort.

Kickdown function

The kickdown function enables maximum acceleration in the D and S or in Tiptronic mode.

If the accelerator is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration →⚠.

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

When Eco driving profile is selected *(→ Driving profile selection)* and the accelerator is depressed beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

Launch Control Program

The Launch Control Program gives the vehicle maximum acceleration from a standing start.

1. Switch off TCS or switch on ESC Sport on sporty model variants *(→ Brake support systems)*.
2. Depress and hold the brake pedal with your left foot.
3. Engage position S or Tiptronic mode, or select Race driving profile on sporty model variants.
4. With your right foot, depress the accelerator until an engine speed of between approximately 3,200 rpm and approximately 4,000 rpm is held automatically.

   Depending on model, a text message on the instrument cluster indicates activation of the Launch Control Program.
5. Take your left foot off the brake →ⓘ. The vehicle will start with maximum acceleration.
6. After acceleration, switch on TCS again or switch off ESC Sport!

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adapt your driving style to the traffic.
- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if the TCS is switched off, especially if the road is slippery.
- Switch on TCS again after acceleration.
- Use the Launch Control Program only if the road and traffic conditions allow for it.

⚠ WARNING

Never “ride” the brake pedal or depress the brake pedal too often and for too long. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

ⓘ *NOTICE*

- If you stop the vehicle on an incline while a position is selected, do not attempt to stop it from rolling back by depressing the accelerator. The automatic gearbox could overheat and be damaged.
- Never allow the vehicle to roll in position N, particularly if the engine is switched off. The automatic gearbox will not be lubricated and could be damaged.
- Vehicles with Launch Control Program: accelerating with the Launch Control Program places heavy strain on all vehicle components. This can lead to higher wear.

ⓘ *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

The engine will not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

   See also Electronic parking brake .

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot, for example, if the vehicle pulls off regularly, during long periods at "crawling" speed, or in stop-and-go traffic.

Do not drive on!

1. Allow the gearbox to cool down with the parking lockP engaged →.
2. Do not drive on if the indicator lamp does not go out.
3. Seek correspondingly qualified expert assistance. Failure to do so could result in considerable damage to the gearbox.

Releasing the selector lever lock manually

If the power fails in the vehicle(e.g. if the 12-volt battery is flat) and the vehicle has to be pushed or towed, the selector lever lock must be released manually. Seek correspondingly qualified expert assistance.

Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency mode. The vehicle can still be driven in the emergency mode, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.

In all cases, you should have the DSG® dual clutch gearbox checked by a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek correspondingly qualified expert assistance and have the system checked.

WARNING

Never release the parking lock P when the electronic parking brake is switched off. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If you allow the vehicle to roll for an extended period or at high speed with the engine switched off and in the positionN, the DSG® dual clutch gearbox will be damaged, e.g. when being towed.

NOTICE

- Park the vehicle in a safe place immediately or drive faster than 20 km/h(12 mph) when the warning that the gearbox is overheated is displayed for the first time.
- Park the vehicle in a safe place immediately and switch off the engine if the text message and acoustic warning are repeated around every 10 seconds. Allow the gearbox to cool down.

- Continue driving only when the acoustic warning is no longer emitted in order to avoid damage to the gearbox. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.

Downhill speed control

The downhill speed control system helps when braking and travelling downhill in vehicles with a DSG® dual clutch gearbox → ⚠. The downhill speed control uses the braking power of the engine.

The DSG® dual clutch gearbox selects the best gear depending on the steepness of the gradient and the current speed. The selector lever must be in position D/S. The downhill speed control is not active in Tiptronic mode.

As the downhill speed control can shift down only as far as third gear, it may be necessary to activate the Tiptronic mode when driving down particularly steep inclines. When in Tiptronic mode, select second or first gear manually in order to make use of the braking effect of the engine and to relieve the load on the brakes.

The start/stop system is automatically deactivated as long as downhill speed control is active.

Activating downhill speed control automatically:

— If the downhill gradient is greater than approximately 6%.

— And: if the selector lever is in position D/S.

— In addition, if the cruise control system or Adaptive Cruise Control (ACC) is switched off: if the vehicle speed is less than approximately 80 km/h (50 mph) or the brake pedal is depressed.

— In addition, if the cruise control system or Adaptive Cruise Control (ACC) is active: if the stored speed is exceeded.

Deactivating downhill speed control automatically:

— If the downhill gradient becomes less steep.

— Or: if the gearbox shifts up a gear because the engine speed is higher than approximately 4,500 rpm.

— Or additionally if the cruise control system or Adaptive Cruise Control (ACC) is active: if the stored speed can be maintained.

⚠ WARNING

The intelligent downhill speed control technology cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by downhill speed control tempt you into taking any risks when driving.

- Unintentional vehicle movements can cause serious injury.
- The downhill speed control cannot replace the full concentration of the driver.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- The downhill speed control cannot hold the vehicle on the gradient in all situations or brake it sufficiently on all slopes going downhill (e.g. if the ground is slippery or icy).

⚠ WARNING

Always be prepared to brake the vehicle. Accidents and injuries could occur if this is not ensured.

- The downhill speed control is only a support function and may not be able to brake the vehicle sufficiently in all situations when driving downhill.
- The vehicle may become faster despite the downhill speed control being in operation.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Vehicles with eco-coasting function: the power steering also works when the engine is switched off while driving→ ⚠.

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering column lock

1. Stop the vehicle and engage the parking lock P if necessary.
2. Switch off the ignition and then open the driver door. The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering →⚠.

Progressive steering

Depending on the vehicle equipment, progressive steering can adjust the required steering movement to the driving situation. Progressive steering only functions when the engine is running.

In *urban traffic*, less steering input is required when parking, manoeuvring, or turning sharply.

When driving on *country roads* or on the *motorway*, the progressive steering provides a more sporty, direct steering response, and a dynamic feel.

⚠ WARNING

Steerability is greatly reduced by a heavy steering wheel if the power steering is not working, and this can cause loss of control of the vehicle, accidents, serious injuries and death.

- The power steering only functions when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never switch off the ignition while the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

⚠ WARNING

In conjunction with the ESC, counter steering assistance provides the driver with assistance when steering in critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.

! *NOTICE*

Switch on the ignition when the vehicle is towed so that the turn signals, horn, wipers and window washer system can be used.

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering column lock.

Do not drive on!

1. Seek correspondingly qualified expert assistance.

— If the warning lamp lights up red, the steering may be stiff because the electromechanical steering has failed.

— If the warning lamp flashes red, it is not possible to unlock the steering column.

Steering fault

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Re-start the engine and drive a short distance slowly.
2. If the indicator lamp remains lit, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The indicator lamp flashes:

1. Turn the steering wheel to and fro.
2. Switch the ignition off and then on again.
3. Observe the messages on the instrument cluster display.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek correspondingly qualified expert assistance.

Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

Vehicles with adaptive chassis control (DCC)

The adaptive chassis control (DCC

) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. DCC incorporates the chassis tuning of the selected driving profile.

Vehicles with R Performance rear axle differential with dynamic torque distribution

Depending on the vehicle equipment level, the RPerformance rear axle differential with dynamic torque distribution is available for R models. In order to achieve greater traction when cornering, the system can distribute more torque to the wheel on the outside of the bend. The system also uses the chassis setup of the selected driving profile for this.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

⚠ WARNING

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.
- Drive with your full attention and with responsibility.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

1. To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting a driving profile via the touch panel in the upper section of the centre console

1. Tap the MODE touch panel.
2. To select driving profiles, tap the MODE touch panel again or tap the desired driving profile in the Infotainment system.

Selecting a driving profile using the button on the multifunction steering wheel

The R button on the multifunction steering wheel is available on R models, depending on the vehicle equipment.

1. Gently press the R button.
2. To select driving profiles, lightly press the R button again.

   Or: to select the Race driving profile, strongly press the R button.

   The driving profiles Drift and Special can be selected only in the Infotainment system.

Displaying information on the driving profile

1. To display further information on the selected driving profile, tap i in the Infotainment system.

Selecting the Individual driving profile

1. Tap the MODE touch panel repeatedly until the Individual driving profile is selected.
2. To open the Individual menu, tap ....

Characteristics of the driving profiles

Eco: switches the vehicle into economical mode and helps you to drive the vehicle in an energy-saving manner.

Comfort: the driving profile corresponds to the basic setting of the vehicle systems and leads to a comfort-oriented vehicle setup. It is suitable for everyday use, for example.

Sport: this setting gives you a sporty driving feeling. If you select theSport driving profile, position S will be selected on vehicles with an automatic gearbox. In R models with automatic gearbox, position D will be selected.

Race: depending on the vehicle equipment, this driving profile is available only for sporty special versions of the vehicle. This profile provides you with a very sporty driving feeling. If you select the Race driving profile, the damping of the running gear will be adjusted to a hard setting, and position S will be selected on vehicles with an automatic gearbox.

Special: depending on the vehicle equipment, this driving profile is available only for sporty special versions of the vehicle. If you select the Special driving profile, the vehicle systems will be adapted to the track characteristics of the Nürburgring Nordschleife.

Drift: depending on the vehicle equipment, this driving profile is available only for R models. Vehicles with R Performance rear axle differential with dynamic torque distribution transfer a high torque to the rear axle in order to permit vehicle handling with oversteer. The reaction of the Electronic Stability Control (ESC) is delayed and the traction control system (TCS) is switched off. Oversteer will lead to the rear end breaking away. TheDrift driving profile is intended only for driving on closed-off tracks and should be used only by drivers who have the appropriate driving skills →⚠. Please always observe the country-specific laws and requirements.

Individual: you can adapt individual vehicle systems according to your personal wishes.

⚠ WARNING

Oversteering the vehicle can lead to accidents and serious injuries.

- Only use the Drift driving profile on closed roads or tracks.
- Only use the Drift driving profile if you have the appropriate driving skills.
- Only use the Drift driving profile if the closed road or track is dry and not covered with ice or snow.
- Always adapt your speed and driving style to the current visibility, weather and road conditions.

Standard behaviour of the driving profiles and vehicle systems

The Comfort driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

In R models, the Sport driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

In R models, the Sport driving profile will be selected if you switch the ignition off and then back on again.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of the Comfort driving profile as soon as you switch the ignition off and on again.

In R models, the settings of the Drive vehicle system will be reset to the settings of the Sport driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

You can switch the Drive vehicle system to the desired driving profile again:

— Select the desired driving profile again.

Fault in the adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: damper may be displayed on the instrument cluster display.

1. Go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

All-wheel drive fault

The indicator lamp lights up yellow.

The rear axle differential may be overheated.

The message All-wheel drive not working. You can drive on. Please visit workshop. may be displayed in the instrument cluster display.

1. Stop the vehicle for around 10 minutes and then continue your journey with an adapted speed and driving style.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The driving profiles or vehicle systems do not behave as expected.

1. Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The CCS

is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the CCS

is switched on, the instrument cluster display shows the stored speed and the status of the CCS:

 CCS

switched on, system control active.

 CCS

switched on, system control not active.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Changing gear

Cruise control is interrupted as soon as you depress the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

The use of the CCS
can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Never use the CCS

  in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.

  ●
- Never use the CCS

  when driving offroad or on unpaved road surfaces.

  ●
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch CCS

  off after use to avoid unintentional speed control.

  ●
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

Operating the Cruise Control System (CCS)



Fig. 1 Lefthand side of the multifunction steering wheel (Variant 1)



Fig. 2 Lefthand side of the multifunction steering wheel (Variant 2)

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The CCS

   stores and regulates the current speed.

Setting the speed

You can adjust the stored speed during speed control by the CCS

:

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button.

- 1 km/h (1 mph):
Press the SET button.

+ 10 km/h (5 mph):
Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Steering wheel variant 2:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling control

1. Briefly press the CNCL or button.

   Or: depress the brake pedal.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

   The CCS

   resumes operation with the stored speed and regulates the speed again.

Switching off

1. Press and hold the button.

   The CCS

   is switched off and the stored speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   The CCS

   is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Fault in the cruise control system

Malfunction. The indicator lamp lights up yellow.

— Switch off CCS and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for forward travel.

— Brake support systems, e.g. TCS or ESC, have performed an intervention.

— The vehicle was braked by Front Assist.

— If the problem persists, switch off CCS and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

Speed range

The speed limiter is available when driving forwards at speeds from around 30 km/h (around 20 mph).

Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:



Speed limiter switched on, system control active.



Speed limiter switched on, system control not active.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

Always switch off the speed limiter after use to avoid unintentional speed regulation.

- The speed limiter does not relieve the driver of his responsibility for the speed of the vehicle. Do not drive at full throttle if this is not necessary.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

Operating the speed limiter



Fig. 1 Lefthand side of the multifunction steering wheel (Variant 1)



Fig. 2 Lefthand side of the multifunction steering wheel (Variant 2)

Switching on

1. Press the button.

   The speed last set is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Setting the speed

You can adjust the stored speed:

Steering wheel variant 1:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Steering wheel variant 2:

+ 1 km/h (1 mph):
  Lightly press +.

- 1 km/h (1 mph):
  Lightly press −.

+ 10 km/h (5 mph):
  Strongly press + or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Strongly press − or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

Cancelling control

1. Press the button CNCL or 0/I.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

   The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

1. Press and hold the 0/I button.

   The speed limiter is switched off and the speed is deleted.

Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

— Cruise control system (CCS
).
— Adaptive Cruise Control (ACC
).

1. Press the button.
2. Select the desired system on the instrument cluster display.

   The speed limiter is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

LIM Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Switch off and restart the engine.
2. If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— ESC
is switched off.
— The brakes have overheated. Allow the brakes to cool down and check their functionality again.
— If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

Eco Assistance

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent recommendations on the instrument cluster display.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

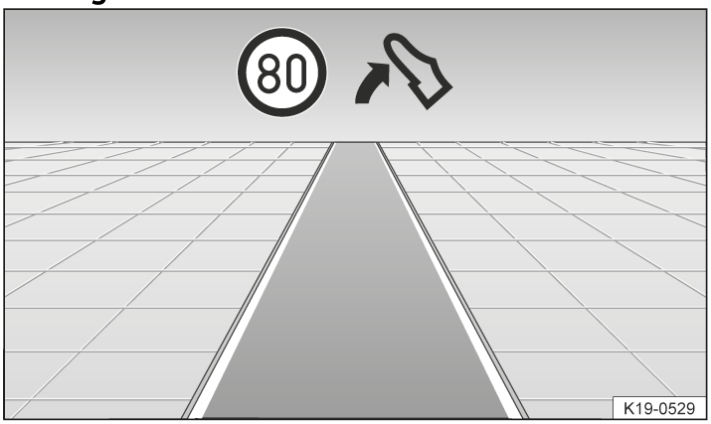


Fig. 1 Eco Assistance display (illustration).

When you approach a speed limit or a road section that you need take into account when driving on the route, the symbol and information on the type of event will be displayed on the instrument cluster display.

You can override Eco Assistance at any time by accelerating.

Displays

The following symbols are displayed on the instrument cluster display, depending on the driving situation:

Take your foot off the accelerator.

Junction ahead.

Motorway exit.

Roundabout ahead.

Left-hand bend.

Right-hand bend.

Speed limit with dynamic speed display.

The symbols displayed may differ depending on vehicle equipment. Symbols may be altered or upgraded by a system update.

Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

The Eco Assistance function will be automatically deactivated temporarily in the following cases:

— The Sport driving profile is activated.

— When driving with Adaptive Cruise Control (ACC) (ACC) or cruise control system (CCS).

Eco Assistance will be activated again when the reason for deactivation is no longer present if the function is switched on in the Infotainment system.

WARNING

The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Road signs on the road and traffic regulations always have priority over driving recommendations.

Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does the vehicle have ACC?

The vehicle is equipped with ACC

if you can adjust settings for ACC in the Assist systems menu in the Infotainment system.

Speed range

You can set a speed between 30 km/h (20 mph) and 210 km/h (130 mph), or up to 150 km/h (95 mph) in the USA. This speed range may differ in certain countries.

Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, cruise control will be interrupted while you are accelerating and then resumed.

The intervention by the ACC

system is less dynamic when towing a trailer.

Driver intervention prompt

If automatic deceleration by the ACC

system is not sufficient or the system limits have been reached, the ACC system will request you to also brake by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

Radar sensor

ACC

detects driving situations using a radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 160 m (around 520 ft).

WARNING

The intelligent ACC

technology cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the ACC can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC offroad or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.
- Be prepared to control the speed yourself at all times.

Special driving situations

Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, ACC

can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead (depending on equipment and not available in all countries).

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC

will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If ACC

does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Overtaking assistance is not available in all countries.

Stop-and-go traffic

ACC

can brake the vehicle to a standstill and keep it stationary. ACC remains active and the instrument cluster display shows ACC ready to start for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off (depending on the vehicle equipment level and not available in all countries).

Extending or reactivating readiness to drive:

1. Press the RES button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

1. Press the RES button.

Or: depress the accelerator briefly.

ACC

remains inactive in the following cases:

— The vehicle is stationary for several minutes.

— A vehicle door is opened.

— The ignition is switched off.

WARNING

If the message ACC ready to start is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

Inside Overtaking Prevention System

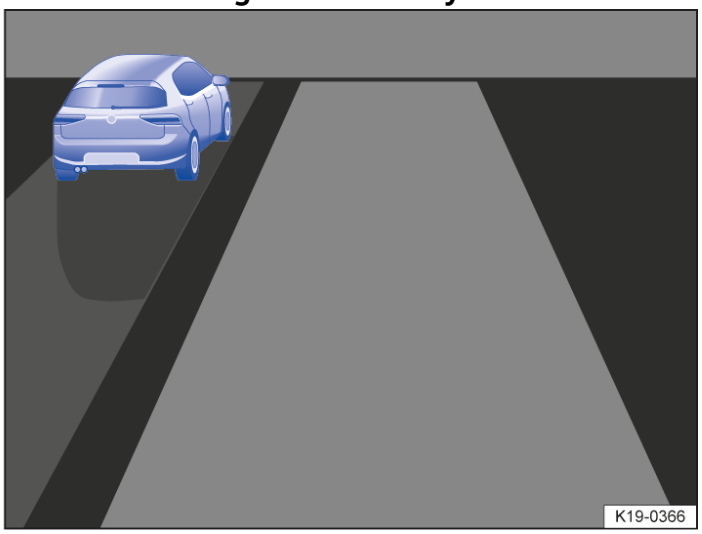


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

If ACC

detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (around 50 mph), but is not available in all countries.

Limits of the ACC

When not to use the ACC

ACC

Is not suitable for use in the following driving situations due to the system limitations. Cancel control *(→ Adaptive Cruise Control (ACC))*:

— Driving in heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

WARNING

If you use ACC
in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Adaptive Cruise Control (ACC))*.

Objects that cannot be detected

ACC

detects only vehicles that are moving in the same direction. The following are not detected:

— Persons.

— Animals.

— Stationary vehicles.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

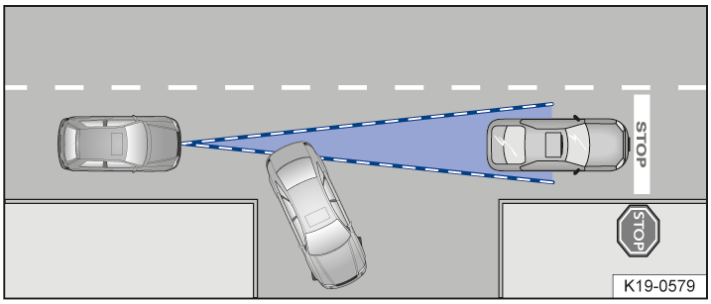


Fig. 1 Turning and stationary vehicle.

If a stationary vehicle is hidden behind a vehicle that has been detected byACC
and this vehicle turns off the road or changes lane, ACC will not react to the stationary vehicle → *Fig. 1*.

Bends

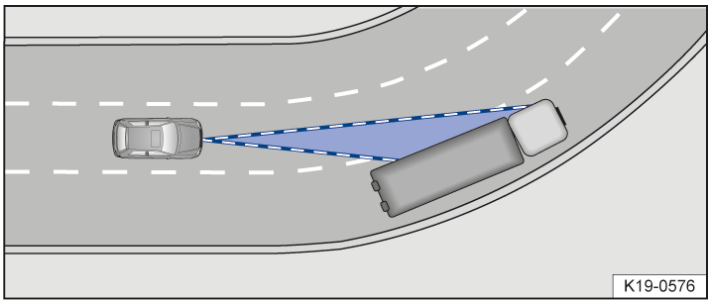


Fig. 2 Driving through bends.

The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → *Fig. 2*.

Vehicles outside the sensor range

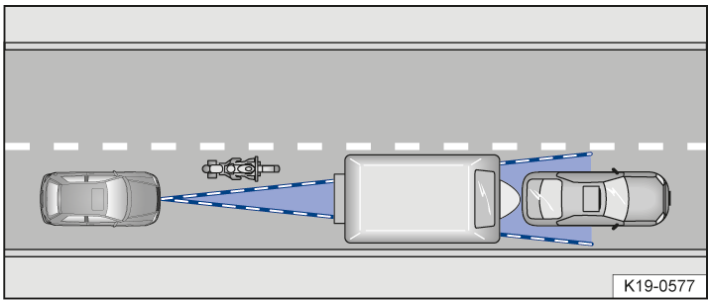


Fig. 3 Narrow vehicle.

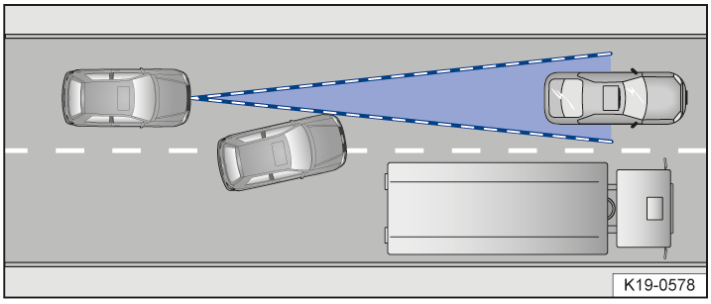


Fig. 4 Vehicle changes lane.

ACC

may not react or may react with a delay or with an unwanted response in the following driving situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → *Fig. 3*.

— Vehicles that change into your lane directly in front of your vehicle → *Fig. 4*.

— Vehicles with bodies or attachments that project beyond the vehicle.

Switching the ACC on and off



Fig. 1 Lefthand side of the multifunction steering wheel (Variant 1)



Fig. 2 Lefthand side of the multifunction steering wheel (Variant 2)

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. While driving forwards, press the SET button.

   ACC

   stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

   In addition, the traction control system (TCS

) is activated and ESC Sport is deactivated.

The following indicator lamps light up, depending on the driving situation:

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

When ACC

is not active, the indicator lamps light up grey.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS

) is deactivated.

Resuming control

1. Press the RES button.

   ACC

   adopts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   ACC

   is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Setting the ACC

Setting the distance

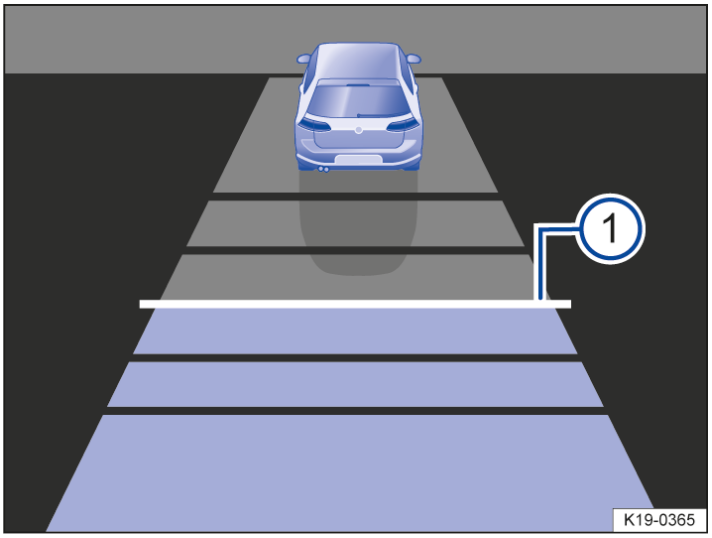


Fig. 1 On the instrument cluster display: set distance (1) (illustration, the ACC is controlling distance).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the button + or −.

   Steering wheel variant 2: Alternatively, swipe vertically over the button area from to + or −.

   Or: press the button repeatedly until the required distance is selected.

   The instrument cluster display shows the chosen setting → *Fig. 1* (1). Please observe any country-specific requirements for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.

Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button, only when ACC is active.

- 1 km/h (1 mph):
Press the SET button, only when ACC is active.

+ 10 km/h (5 mph):
Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Press the - button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Steering wheel variant 2:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the - button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the - button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

WARNING

If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of ACC is insufficient, you are in danger of colliding with the vehicle in front. The braking distance is also longer in rain and winter road conditions.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Speed and distance control are overridden when you press the accelerator. The ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

Setting the system behaviour

You can influence how sportily ACC reacts:

— Vehicles with driving profile selection: Set preferred driving profile .

— Vehicles without driving profile selection: Select the desired gearbox program in the Assist systems menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Troubleshooting

ACC not available

The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Fault or malfunction. Switch off and restart the engine.

— Paint work or structural modifications were carried out on the front of the vehicle.

— The genuine Volkswagen badge is not used.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.

— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control cannot be started

Make sure that the following conditions are met:

— A position has been selected for driving forward.

— The brake lights on the vehicle are working.

— The brake lights on the electrically connected trailer are in working order.

— ESC
is not performing a control intervention.

— The brake pedal is not depressed.

Unusual noises during automatic braking

This is normal and is not a fault.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension of ACC

and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

Reaction to the end of a traffic jam

Vehicles with V2X technology (depending on vehicle equipment and not available in all countries) interact with other vehicles in their vicinity. As a result, your vehicle can be informed about a traffic jam ahead and can reduce speed early on.

Prerequisites:

— V2X is activated in the Infotainment system.

— The reactions to a road characteristic ahead are activated in the Infotainment system *(→ Predictive cruise control system)*.

⚠ WARNING

The intelligent technology of predictive cruise control cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by predictive cruise control tempt you into taking any safety risks. Careless or unintentional use of predictive cruise control can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

Please also observe the safety-relevant information on ACC

.

Limits of predictive cruise control

In addition to the system limitations of the Dynamic Road Sign Display function and ACC

, the predictive cruise control function has the following additional, system-related limitations:

— The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.
— Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.
— Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.
— If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
— The predictive cruise control system cannot perform control at speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

Activating predictive cruise control

You can separately set the events to which the vehicle should react in the Assist systems menu of the Infotainment system:

— Reaction to the road layout.

— Reaction to permitted speeds.

If you have activated at least one event, predictive cruise control will also be switched on automatically whenACC is switched on.

Driving with predictive cruise control

Displays

A message will be displayed on the instrument cluster display as soon as the system detects a speed limit or will reduce the speed due to the course of the road ahead. This message indicates the reason and the speed to which your vehicle will be regulated.

Speed regulation due to speed limit.

Speed regulation due to the road layout.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to the road layout, the vehicle will subsequently accelerate back up to the previously stored speed.

Announced speeds for driving through bends depend on the driving profile .

Cancelling speed adaptation

During the announcement:

1. Press the RES button.

During control intervention:

1. Press the SET button.

Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button only when ACC is active.

- 1 km/h (1 mph):
Press the SET button only when ACC is active.

+ 10 km/h (5 mph):
Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Steering wheel variant 2:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment

If you adjust the announced speed excessively, predictive cruise control will be terminated.

If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if the ACC is deactivated. However, speed regulation will not take place.

When a speed limit is lifted on a motorway, the recommended speed will automatically be stored as the desired speed. However, if a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Vehicle settings menu)*.

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also provide assistance for braking and taking avoiding action and can also automatically brake the vehicle.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Swerve support.

— Oncoming vehicle braking when turning.

The listed functions are automatically active (if present) when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic steering interventions by steering in the opposite direction.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

Detection of the driving situation

Front Assist detects driving situations by means of a camera located in the upper area of the windscreen and a radar sensor in the front of the vehicle.

⚠ WARNING

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range *(→ Autonomous Emergency Braking (Front Assist))*.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about what systems your vehicle has, please enquire at a correspondingly qualified workshop before starting your journey. Volkswagen recommends using a Volkswagen dealership.

Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).

— Reaction to bicycles and motorcycles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph).

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning

Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning

Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

Limits of Front Assist

Front Assist is not available or its functions are restricted immediately after the vehicle is started. The indicator lamp lights up in the instrument cluster display during this time.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

Delayed response

If the camera or radar sensor is exposed to environmental conditions that impair functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Autonomous Emergency Braking (Front Assist))*.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
— Vehicles that change into your lane directly in front of your vehicle.
— Vehicles with bodies or attachments that project beyond the vehicle.
— Oncoming vehicles or vehicles crossing your path.
— Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.
— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.
— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

Function limitations

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

— In tight bends.
— Driving in heavy rain, snow, fog or heavy spray.
— Driving in multi-storey car parks and tunnels.
— Driving on roads with embedded metal objects, e.g. railway tracks.
— Reversing.
— If ESC
is performing a control intervention or faulty.
— If the radar sensor or camera window is dirty, covered or damaged.
— If several brake lights on the vehicle are faulty.
— If there is a fault in several brake lights on a trailer or bicycle carrier with an electrical connection to the vehicle.
— If the vehicle accelerates hard or the accelerator is fully depressed.
— In complex driving situations, e.g. at traffic islands.
— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
— When driving into and out of tunnels.
— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off→ ⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

— If add-on parts cover the radar sensor or camera.

— If the camera or the radar sensor is faulty.

— After external force on the radar sensor, e.g. after a rear-end collision.

— If the windscreen is damaged in the area of the camera window.

— In the event of multiple unwanted interventions.

⚠ WARNING

Failure to switch off Front Assist in the situations mentioned can result in accidents and serious injuries.

Swerve support

The swerve support function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and supports you with a corrective steering intervention as long as you steer.

Speed range

Swerve support is available in a speed range from around 30 km/h (20 mph) up to around 150 km/h (90 mph).

Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

Speed range

The oncoming vehicle braking when turning function is available up to around 15 km/h (around 9 mph).

Limits

The oncoming vehicle braking when turning function is available only if you indicate, have turned the steering wheel and have therefore started the turning manoeuvre. After changing from right-hand traffic to left-hand traffic or vice versa, the oncoming vehicle braking when turning function is available only after 30 minutes or more.

The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Operating Front Assist

Front Assist and all the included functions(country-dependent) are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only partially available as long as the indicator lamp is on.

Volkswagen recommends that Front Assist and all the included functions(country-dependent) are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually and view the activation status.

In the Infotainment system:

1. Open the vehicle settings.
2. Switch Front Assist on or off in the corresponding submenu.

If you switch off Front Assist, all the included country-dependent functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

Adjusting included country-dependent functions

You can make further settings when Front Assist is switched on:

1. Switch the desired function on and off in the Assist systems menu of the Infotainment system.

You can also set the warning time for the advance warning.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Front Assist is starting up

The indicator lamp lights up white.

— Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

Front Assist not available or functions restricted

The indicator lamp lights up yellow and a text message is also displayed.

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.

— The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Paint work or structural modifications were carried out on the front of the vehicle.

— The genuine Volkswagen badge is not used.

— If the fault persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front Assist does not function as expected or is triggered unnecessarily several times

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— Low sun or darkness.

— If the fault persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

Introduction to the topic

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera behind the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (35 mph) within the system limits (system status active).

⚠ WARNING

The intelligent technology used in the lane keeping system cannot overcome physical limitations, and functions only within the limits of the system. Always take care when using the lane keeping system otherwise you could cause accidents or injuries. The system is not a substitute for the full concentration of the driver and their steering.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.

Limits of the lane keeping system

Road lane marking that are not detected or not detected correctly

The lane keeping system cannot recognise all road lane markings correctly. The lane keeping system may not perform a control intervention if road lane markings are not detected. Be prepared to steer at all times.

Poor road surfaces, road structures or objects, reflections or dazzle effects on the road surface may be incorrectly interpreted as road lane markings. Immediately override any undesired intervention by the system.

Temporarily switching off the lane keeping system

In the following situations undesired intervention by the lane keeping system can occur or no control assistance is provided by the lane keeping system. This means that it is particularly important that the driver is attentive in these situations: Switch off the lane keeping system temporarily:

— If the driving style is very dynamic.

— In poor weather conditions and when driving on poor roads.

— Driving through road works.

— Over crests or through dips.

— When not driving on motorways or well-developed country roads.

⚠ WARNING

Failure to switch off the lane keeping system in the situations mentioned can result in accidents and serious injuries.

Lane keeping system not available

The system is not available under the following conditions (passive system status):

— The vehicle speed is under 55 km/h (approximately 30 mph).

— The lane keeping system has not detected a road lane marking.

— In tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lane manually.

— If the driver oversteers a system intervention.

— The driver does not react to a driver intervention prompt.

Driving with the lane keeping system

Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can switch the lane keeping system on and off manually and view the activation status.

On the display of the instrument cluster:

1. Press the button.
2. Switch the lane keeping system on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

The lane keeping system (Lane Assist) is also switched on when the semi-automated driving assistance (Travel Assist)is switched on.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Displays

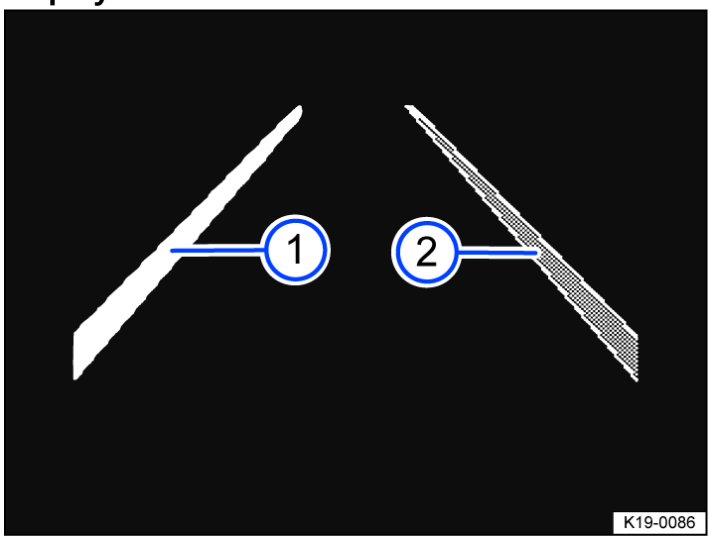


Fig. 1 On the instrument cluster display: lane keeping system displays.

(1) Road lane markings detected. System is actively intervening on the indicated side.

(2) Road lane markings detected. The system is ready to intervene on the side shown.

With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dashed lane markings.

With some equipment levels, a display is also shown on the Head-up Display *(→ Head-up display)*.

The following indicator lamps light up, depending on the driving situation:

System is active and ready to perform control intervention.

System intervention (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene on either side(passive system status) or is switched off.

If the semi-automated driving assistance(Travel Assist) is actively performing a control operation, there is no steering intervention and the lane keeping system is not displayed.

Driver intervention prompt

If there is no steering activity, the system prompts you to drive in the middle of your lane by means of acoustic warnings and a display on the instrument cluster.

If you do not react, the system will switch to passive state.

Depending on the vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Independently of steering activity, you will be additionally requested to drive in the middle of the lane again with a display on the instrument cluster display and with acoustic warnings if the corrective steering intervention takes place for an extended time.

Steering wheel vibration

The following situations can lead to vibration of the steering wheel:

— The system can no longer detect a lane during a major steering intervention.

You can also select the option Vibration or Steering wheel vibration in the Assist systems menu of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when the lane keeping system is active.

Troubleshooting

Lane keeping system not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, switch off the lane keeping system and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It can take a few seconds before a system fault is detected after the ignition is switched on.

If the lane keeping system is not available, Emergency Assist is also not available.

If the lane keeping system is not available, Travel Assist is also not available.

The system is not responding as expected

1. Do not attach any objects to the steering wheel.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Travel Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist). You should therefore read the information on ACC and Lane Assist carefully and observe the listed system limits and instructions.

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

Travel Assist regulates at speeds between around 30 km/h (approximately 20 mph) and around 210 km/h (approximately 130 mph). Adaptive lane guidance can be used at speeds between 0 km/h (0 mph) and around 250 km/h (approximately 155 mph). This speed range may differ depending on country.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

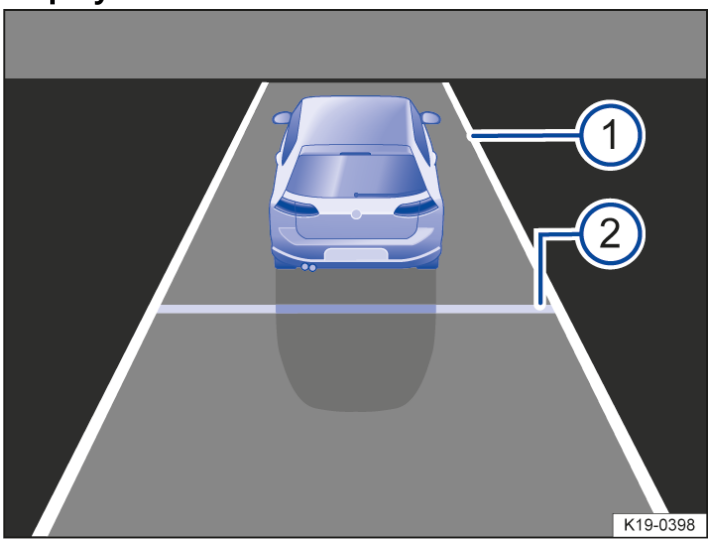


Fig. 1 On the instrument cluster display: active regulation displayed.

(1) Adaptive lane guidance active.

(2) Set distance.

With some equipment levels, a display is also shown on the Head-up Display *(→ Head-up display)*.

With some equipment levels, additional details may also be shown on the instrument cluster display, e.g. dashed lane markings and vehicles driving in front.

Depending on the vehicle equipment, indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, Emergency Assist will be activated (with some equipment levels).

WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Observe the system limits and information on Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist).
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in the lane.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display.
- Be prepared to control the speed yourself at all times.

Operating Travel Assist



Fig. 1 Lefthand side of the multifunction steering wheel (Variant 1)



Fig. 2 Lefthand side of the multifunction steering wheel (Variant 2)

Switching on and starting control

1. Press the button on the multifunction steering wheel.

   The green indicator lamp lights up in the instrument cluster display. A message is also displayed. Travel Assist maintains the current speed and the preset distance from the vehicle in front At the same time, the vehicle is also kept in lane by steering movements if road lane markings are detected.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The set distance remains stored.

Making other settings

The other operating functions of Travel Assist correspond to operation of ACC *(→ Adaptive Cruise Control (ACC))*.

Travel Assist is not available or does not function as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC *(→ Adaptive Cruise Control (ACC))* or Lane Assist *(→ Lane keeping system (Lane Assist))*.
— Fault or malfunction. Switch off and restart the engine.
— The system limits have been exceeded.
— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

Take over steering

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicles without Emergency Assist:
You have released the steering wheel for an extended period of time.
— Fault or malfunction. Switch off and restart the engine.
— If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted unexpectedly

You have activated the turn signal.

Semi-automated vehicle assistance in a medical emergency (Emergency Assist)

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

Emergency Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist). Please read the information on ACC and Lane Assist carefully and observe the listed system limits and instructions.

Driver intervention prompt

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by acoustic warnings and by a braking jolt. A message is also displayed on the instrument cluster display and the volume of the Infotainment system is reduced.

Depending on equipment, the driver's belt is also tensioned simultaneously.

System intervention

If the driver does not respond, the system can brake the vehicle and keep it in lane. The following indicator lamp lights up in the instrument cluster display:

System intervenes.

You can override intervention at any time by steering, accelerating strongly or braking.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

— The hazard warning lights will be switched on after a short time.

— The vehicle horn will sound, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electronic parking brake is switched on.

— The position P is engaged.

— The doors will be unlocked.

— The interior lighting will be switched on.

— An emergency call (eCall) will be made, depending on the vehicle equipment.

Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

— Travel Assist or Lane Assist is switched on.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

If there is a system fault, Emergency Assist can deactivate itself automatically.

If the lane keeping system (Lane Assist) is not available, Emergency Assist is also not available.

Emergency Assist not available

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Switch off and restart the engine.

2. If the problem persists, switch off Emergency Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

WARNING

The intelligent technology used in Emergency Assist cannot overcome the physical limits specified, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor or the front camera are faulty, covered or have been displaced, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

WARNING

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently to expected, cancel the intervention of Emergency Assist by accelerating strongly, braking or steering.
- Switch off the lane keeping system (Lane Assist).
- Do not use Travel Assist.
- Go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

The lane change assist system (Side Assist) provides assistance when checking for traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the wing mirrors.

System limits

Use the lane change system only on surfaced roads.

The lane change system may interpret the traffic situation incorrectly in the following driving situations, for example:

— In tight bends.

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— At crests in the road.

— In poor weather conditions.

— Where there are special roadside structures, e.g. high or offset crash barriers.

WARNING

The intelligent technology used in the lane change system cannot overcome the physical limits specified, and functions only within the limits of the system. Do not let the increased convenience of the lane change system tempt you into taking any safety risks. Always take care when using the lane change system as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.
- Always pay attention to what is happening around the vehicle.

- Never use the lane change system if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the display in the wing mirror in direct sunlight.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Driving with the lane change system

Switching on and off

On the display of the instrument cluster:

1. Press the button.
2. Switch the lane change system on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

In the Infotainment system:

1. Open the Driver assist menu.
2. Switch the lane change system on or off in the corresponding submenu.



Fig. 1 In the exterior mirror housing: visual displays of the lane change system.

When the lane change system is switched on, the yellow indicator lamp in the exterior mirror lights up once briefly.

This most recent system setting is retained even after the ignition has been switched off and on.

Function

When switched on, the lane change system is active from a speed of around 15 km/h(9 mph). The lane change system is deactivated at a vehicle speed below 10 km/h (6 mph).

The yellow indicator lamp in the exterior mirror lights up in the following situations:

— If your vehicle is being overtaken.

— When overtaking another vehicle with a speed difference of up to approximately 15 km/h (9 mph). No display will be shown if the overtaking manoeuvre is much faster.

The yellow indicator lamp flashes if a possible critical situation is detected when you indicate in the direction of the detected vehicle.

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system(Lane Assist) and the system is switched on, the driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Automatic deactivation

The lane change system will switch off automatically if the radar sensors are permanently covered. This can, for example, be caused by a layer of ice or snow in front of the radar sensor.

A text message will be shown on the instrument cluster display.

If you use the factory-fitted trailer towing coupling and have set up the necessary electrical connection, the lane change system switches off automatically. After you have disconnected the electrical connection, the lane change system is switched back on automatically. If the trailer towing coupling is not factory-fitted, you must manually switch off the lane change system and then switch it back on again.

Brightness

The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. The lane change system is not active during the setting procedure.

Troubleshooting

Lane change system fault

Fault or malfunction. The indicator lamp lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No sensor visibility, fault message, system switches itself off

— Clean radar sensors and remove stickers or accessories from radar sensors *(→ Vehicle care, exterior)*.

— Check for any visible damage.

The system is not responding as expected

— The radar sensors are dirty *(→ Vehicle care, exterior)*. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

— The general conditions for system operation have not been met *(→ Lane change system (Side Assist))*.

— The radar sensors are covered by water.

— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions.

— The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.

— The side windows have been retrofitted with tinted window films.

Touch panels react differently than expected

Moisture, dirt and grease can restrict the functioning of the touch panels.

1. Always keep the touch panels clean and dry.

Parking

Parking the vehicle

WARNING

If the vehicle is not parked properly it can roll away even on a slight gradient. This can cause accidents and serious injuries.
- When parking, observe the specified order.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster display when the ignition is switched off.

1. Depress and hold the brake pedal.
2. With a manual gearbox, depress the clutch pedal *fully* or disengage the clutch.
3. With an automatic gearbox, engage the parking lock P.
4. Switch on the electronic parking brake *(→ Electronic parking brake)*.
5. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
6. Stop the engine and switch off the ignition *(→ Switching off the engine)*. The indicator lamp Ⓟ in the instrument cluster display lights up red.
7. Take your foot off the brake pedal.
8. Get out of the vehicle →⚠. Watch out for other road users.
9. Take all vehicle keys with you and lock the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.
- Never leave children, people requiring assistance or animals in the vehicle unattended. They could operate the selector lever and switch off the electronic parking brake as a result. The vehicle could start to move.
- Never leave children, people requiring assistance or animals in the vehicle. Depending on the time of year, very high or very low temperatures can occur inside a closed vehicle.
- Always take all vehicle keys with you every time you leave the vehicle.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking space →ⓘ.

NOTICE

The vehicle cannot be parked safely and can be damaged if the ground is uneven, sandy or muddy.
- Always park the vehicle on a firm, level surface.

NOTICE

Low-lying vehicle components such as the bumpers, spoiler and parts of the running gear can be damaged if the vehicle drives over objects protruding from the ground.
- Drive carefully over drives, ramps, kerbs, borders and dips.

Operating the electronic parking brake



Fig. 1 In the centre console: button for the electronic parking brake (manual gearbox).



Fig. 2 In the centre console: button for the electronic parking brake (automatic or dual clutch gearbox).

Switching on

1. When the vehicle is stationary, pull and hold the button for the electronic parking brake → *Fig. 1* or → *Fig. 2* Ⓟ.

Ⓟ The indicator lamp in the instrument cluster lights up red when the electronic parking brake is switched on.

The indicator lamp in the button lights up yellow.

The brake pedal moves slightly when the electronic parking brake is switched on.

Manual gearbox: Automatic switch-on of the electronic parking brake when the ignition is switched off can be deactivated in the Infotainment system:

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes submenu.
5. Deactivate function.

Switching off

1. Switch on the ignition.
2. Depress the brake pedal and press the Ⓟ button.

   Or: when the engine is running, gently press the acceleratorwithout pressing the brake pedal.

The indicator lamp in the Ⓟ button and the red indicator lamp Ⓟ in the instrument cluster go out.

Automatic switch-on if the driver does not leave the vehicle correctly

The electronic parking brake may switch on automatically if it is detected that you have not left the vehicle correctly → ⚠.

On vehicles with automatic gearbox or DSG® dual clutch gearbox: if the selector lever is in positionN, the electronic parking brake will not be switched on automatically.

⚠ WARNING

If not parked properly, the vehicle may roll away. This can cause accidents, serious injuries and damage to property.

- Always park the vehicle in the specified order *(→ Parking)*.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster when the ignition is switched off.

Automatic switch-off when driving off

The electronic parking brake is released automatically when driving off if one of the following situations occurs when the driver door is closed → ⚠:

— Manual gearbox: The clutch is depressed fully before driving off.

— Automatic gearbox: A position is engaged or changed.

— DSG dual clutch gearbox: A position is engaged or changed.

Moving off on steep uphill gradients or with increased vehicle weight

You can prevent the electronic parking brake from switching off automatically by pulling the Ⓟ button upwards and holding it while pulling away.

If higher engine power is required to move off, the electronic parking brake will be deactivated only when you release the Ⓟ button.

This can make it easier to move off with a high maximum trailer weight.

Using a car wash

If you do not want the electronic parking brake to be switched on automatically, e.g. in a car wash, observe the following.

1. Automatic gearbox or dual clutch gearbox: Move the selector lever to positionN.

   Manual gearbox: Depress the brake pedal and press and hold the Ⓟ button until the ignition has been switched off.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake → ⚠!

1. Pull and hold the Ⓟ button.

The vehicle brakes strongly. An acoustic warning sounds at the same time.

⚠ WARNING

Incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Never use the electronic parking brake to brake the vehicle except in an emergency. The braking distance is considerably longer. Always use the foot brake.
- If the vehicle is to be kept stationary, do not press the accelerator when the engine is running and a gear is engaged. The electronic parking brake may become released and the vehicle could start moving.

Troubleshooting

Holding force is insufficient in the current situation

The indicator lamp flashes red.

It is not possible to park the vehicle safely.

1. Park the vehicle in a different place or on a level surface.

/ Fault in electronic parking brake

The central warning lamp lights up yellow. The symbol with a text message is additionally shown on the instrument cluster display.

1. Go to a Volkswagen dealership or qualified workshop.

Electronic parking brake does not switch itself off

— The prerequisites for switching off the electronic parking brake are not met .

— The 12-volt vehicle battery is discharged *(→ Jump starting)*.

Electronic parking brake makes noises

Noises may be heard when the electronic parking brake is switched on and off.

If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and audible checks when the vehicle is parked.

Auto Hold function



Fig. 1 In the centre console: button for the Auto Hold function (manual gearbox).



Fig. 2 In the centre console: button for the Auto Hold function (automatic or dual clutch gearbox).

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by

the foot brake.

Prerequisites

✓ The driver door is closed.

✓ The engine is switched on.

If position N is selected, the Auto Hold function will not switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position →⚠.

Switching on

1. Press the AUTO HOLD button →*Fig. 1* , →*Fig. 2*.

The indicator lamp in the AUTO HOLD button lights up yellow.

Auto Hold is ready for use, but the car is not necessarily stopped →⚠.

The Auto Hold function remains active when the ignition is switched on again.

Keeping the vehicle stationary with the Auto Hold function

1. Bring the vehicle to a standstill using the brake with the Auto Hold function switched on *(→Parking)*.

   Manual gearbox: Either keep the clutch *fully* depressed or shift to neutral.
2. Release the brake pedal →⚠.

The vehicle will be kept stationary.

AUTO HOLD The indicator lamp in the instrument cluster lights up green when the Auto Hold function is active.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off

1. Press the AUTO HOLD button →⚠.

The indicator lamp in the AUTO HOLD button goes out.

The electronic parking brake switches on automatically to hold the vehicle securely.

However, the electronic parking brake will not switch on if the brake pedal is depressed when the Auto Hold function is switched off →⚠.

Switching off temporarily with the Ⓟ button

When manoeuvring, it may be necessary to turn the Auto Hold function off once temporarily to enable the vehicle to roll more easily.

1. With the engine switched on, depress the brake pedal.
2. Press the Ⓟ button.

The Auto Hold function is switched off.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed when the vehicle has come to a standstill.

⚠ WARNING

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp AUTO HOLD lights up green or Ⓟ red on the instrument cluster display if the vehicle is to be

held securely. The vehicle is being held by the Auto Hold function if the green indicator lamp is lit and by the electronic parking brake if the red warning lamp is lit.

- Never leave the vehicle while the engine is running and the Auto Hold function is switched on.
- The Auto Hold function cannot hold the vehicle in all hill start situations or brake it sufficiently on all slopes going downhill, e.g. if the ground is slippery or icy.

NOTICE

Automatic switch-on of the electronic parking brake in a car wash can cause damage.

- Always switch off the Auto Hold function before driving into a car wash.

Exit warning system

The exit warning system issues a warning if doors are opened when other road users are approaching from the rear.

WARNING

The intelligent technology of the exit warning system cannot overcome the laws of physics, and functions only within the limits of the system. The exit warning system cannot replace the full attention of the vehicle occupants. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the traffic situation and the area around the vehicle.
- Before getting out of the vehicle, pay attention to the indicator lamps in the exterior mirror housing and the acoustic warning signal.
- The display may not light up or may not light up in time if vehicles approach very quickly.

WARNING

The exit warning system does not issue warnings for stationary or slowly moving objects and persons. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the vehicle surroundings, such as pedestrians, when opening the doors.

Prerequisites

✓ The vehicle is stationary.

✓ The vehicle is unlocked.

✓ The function was activated in the Infotainment system.

Switching on and off

1. Press the touch control for parking functions MENU *(→ Driver side)*.
2. Tap the function button in the Infotainment system.
3. Switch on the exit warning system.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed .

The exit warning system is available for around three minutes when the ignition is switched off, e.g. after unlocking the vehicle or after parking the vehicle.

Function

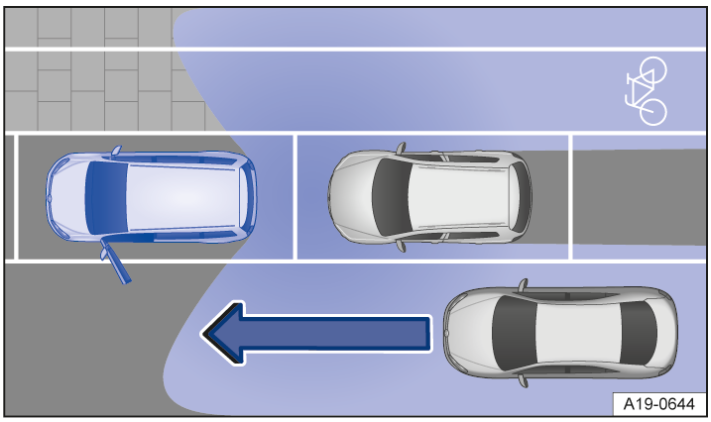


Fig. 1 Illustration: monitored area behind own vehicle.



Fig. 2 In the exterior mirror housing: visual display of the exit warning system.

The exit warning system functions with the rear radar sensors.

If the system detects an obstacle approaching from the rear when the door is opened, the indicator lamps in the exterior mirror housing flash yellow and then light up continuously → *Fig. 2*. A warning signal sounds at the same time →⚠.

Keep the door closed if an obstacle is detected.

Please also observe the information on the parking systems *(→ Parking systems)*.

Things to note for trailer towing

The exit warning system is deactivated automatically and cannot be switched on if the vehicle is electrically connected to a trailer. The exit warning system will be automatically activated again when the trailer has been unhitched from the vehicle.

Fault

The exit warning system is deactivated in the event of a fault. An error message will be shown on the Infotainment system display.

Observe the other prerequisites for the parking systems *(→ Parking systems)*.

Also observe the information on troubleshooting *(→ Parking systems)*.

Please note that no error messages are displayed on the Infotainment system when the ignition is switched off.

Safety notes

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic

conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.
- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

— Some objects may not be detected under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids →ⓘ.

— The detection ranges of the parking systems have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow, as well as residue from cleaning agents or coatings *(→ Parking systems)*.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park to allow them to familiarise themselves with the systems and their functions.

Prerequisites

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

✓ The doors and the boot lid are closed.

✓ Exterior mirrors are not folded in.

✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.

✓ The surrounding area has a flat surface.

✓ The vehicle does not have a heavy load at the rear or on one side.

✓ The engine is running.

✓ Brake support systems are switched on *(→ Brake support systems)*.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

✓ The distance when driving past the parking space should be around 1 metre (3 feet).

✓ Vehicles with Park Assist: the speed when driving past the parking space should not exceed 40 km/h (25 mph) for parallel parking spaces or 20 km/h (12 mph) for perpendicular parking spaces.

Displays in the Infotainment system

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. Do not drive on!

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

Touch panel for parking systems



Fig. 1 Upper centre console: touch panel for the parking systems.

1. Tap the touch panel in the upper area of the centre console to open the menu with the parking systems in the Infotainment system → *Fig. 1* (arrow).
2. If necessary, tap the button to open additional settings.

General displays

Mute audio signals.

Adjust brightness, contrast and colour.

Close current display and end function.

The following also applies to vehicles with Park Distance Control

Switching Park Distance Control on and off *(→ Park Distance Control)*.

Switch to rear view camera system *(→ Rear view camera system)*.

Manoeuvre braking deactivated or faulty *(→ Automatic braking intervention)*.

Red-coloured image segment: close obstacle. Vehicle is at risk. Brake.

Yellow-coloured image segment: obstacle in the vehicle path. Vehicle is at risk. Adjust the steering wheel angle.

Grey-coloured image segment: obstacle outside the path of the vehicle or faulty sensor area.

System fault in the monitored area (depending on equipment level). The colour may vary.

The following also applies to vehicles with rear view camera system

Switch to Park Distance Control *(→ Park Distance Control)*.

Switch to perpendicular parking mode *(→ Rear view camera system with parking modes)*.

Switch to crossing traffic parking mode *(→ Rear view camera system with parking modes)*.

Switch to park mode “trailer support” *(→ Rear view camera system with parking modes)*.

Red line: boundary or safety clearance.

Yellow lines: vehicle path depending on the steering angle.

Green horizontal lines: boundaries.

USA and Canada: When the camera image of a parking system is switched on by engaging reverse gear, no function buttons are shown for safety reasons. These function buttons can be made visible again by tapping the MENU function button.

Additional information for vehicles with Park Assist

Switch Park Assist on and off *(→ Park Assist parking space search)*.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

In the camera image, the guiding lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

All of the reversing camera's guiding lines are hidden when the factory-fitted towing bracket is connected electrically to a trailer.

All of the reversing camera's guiding lines are hidden when the boot lid in which the camera is installed is opened.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

Braking functions

The following systems may be available depending on the vehicle equipment:

— Manoeuvre braking function of Park Distance Control *(→ Park Distance Control)*.

— Emergency braking function of Park Assist *(→ Park Assist)*.

— Emergency braking function of Rear Traffic Alert *(→ Rear Traffic Alert)*.

⚠ WARNING

Do not let the parking systems' automatic braking intervention tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.

Prerequisites

✓ The vehicle speed does not exceed a maximum of around 10 km/h (6 mph) when manoeuvring.

✓ A parking system was switched on.

What happens when an automatic braking intervention takes place?

The vehicle is braked to a standstill and then held for around two seconds if it encounters an obstacle.

1. Hold the vehicle with the foot brake after an automatic braking intervention.

   Or: the vehicle is braked if it is travelling too fast. The parking manoeuvre can then be continued.

Switching automatic braking intervention on or off

Automatic braking intervention is activated or deactivated as soon as the driver switches a parking system on or off.

1. Or: tap the ⚙ function button for the settings on the Park Distance Control screen to temporarily deactivate or to reactivate manoeuvre braking.

Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

1. Briefly press the accelerator to cancel the automatic braking intervention → ⚠.

The automatic braking intervention does not take place for an obstacle in the front area if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

Things to note for trailer towing

The automatic braking intervention function at the rear of the vehicle when reversing is deactivated if a trailer is electrically connected to the factory-fitted towing bracket *(→ Trailer towing)*.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

ⓘ Switch off the parking system if automatic braking intervention occurs too frequently, for example when driving off-road.

ⓘ If the vehicle has been braked by the manoeuvre braking function of Park Distance Control, the function is inactive for 5 metres in the same direction of travel or will be ready for use again after the gear or drive position has been changed.

ⓘ The parking manoeuvre will be aborted after emergency braking by Park Assist due to an obstacle.

ⓘ After an emergency braking by the Rear Traffic Alert, 10 seconds must elapse before automatic braking intervention can take place again.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.

— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol and a grey image segment ❑ in the Infotainment system. The parking system may be switched off completely.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether any of the causes described apply.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations *(→ Automatic braking intervention)*.

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Park Assist is active and the parking manoeuvre is automatically cancelled

Park Assist cancels the parking manoeuvre in the following situations:

— Function button is pressed.

— Or: the driver intervenes using the steering wheel.

— Or: the driver door is opened.

— Or: the time limit or number of manoeuvres for parking are exceeded.

— Or: TCS is switched off or is taking corrective action.

— Or: there is a system fault.

Start the parking procedure again *(→ Park Assist parking space search)*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol appears on the instrument cluster display.

1. Depress the brake pedal.

Park Assist parks inaccurately after a wheel change

If Park Assist does not park properly after a wheel change(e.g. vehicle is too far away or too close to the curb), it may be necessary for the system to adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

Park assist automatically learns the new wheel circumferences.

Introduction to the topic

The Park Distance Control system assists the driver when manoeuvring and parking.

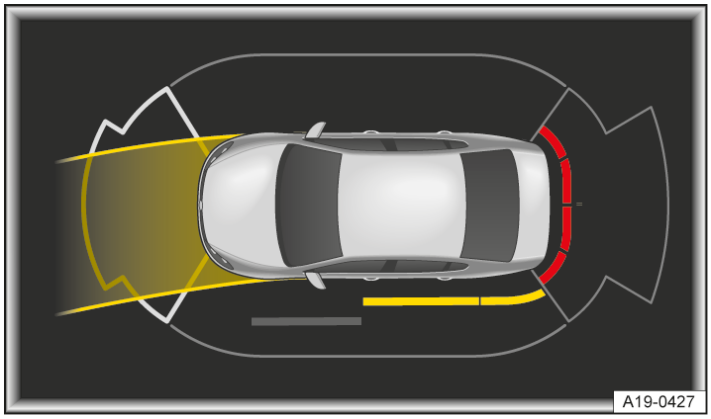


Fig. 1 Infotainment system: obstacle detection and steering wheel angle for Park Distance Control (illustration).

Function

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle *(→ Front view)* *(→ Rear view)*.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals *→ Fig. 1* , *→* ⚠.

NOTICE

Do not drive on! The collision area has been reached when the penultimate segment is displayed, if not before.

NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching *(→ Automatic braking intervention)*.

Park Distance Control settings

Park Distance Control settings can be adjusted in the menu for parking systems, e.g. automatic activation when driving forwards or manoeuvre braking.

1. Press the touch control for parking functions P MENU *(→ Driver side)*.
2. Tap the ⚙ function button.
3. Select setting.

In order to be able to operate the volume reduction, switch on the electronic parking brake first if necessary.

Things to note for trailer towing

The rear and side sensors of Park Distance Control are not switched on if a trailer is electrically connected:

— No warnings are given for obstacles.

— The manoeuvre braking function is also automatically deactivated.

Personalisation

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed .

Switching Park Distance Control on and off

Switching on

1. Select reverse gear.

   Or: operate the touch panel for parking functions P MENU *(→ Driver side)*. Then tap the P function button in the Infotainment system if necessary.

   Or: the vehicle rolls backwards.

Switching off

1. The vehicle drives forwards at a speed of more than 10 – 15 km/h(6 – 9 mph).

   Or: tap the P function button.

   Or: operate the touch panel for parking functions P MENU.

   Or: engage the parking lock P.

Automatic activation when driving forwards

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly.

1. Tap the P MENU touch panel on the dash panel to open the menu for parking systems in the Infotainment system.
2. Switch the function on or off *(→ Parking systems)*.

There is no further automatic activation if Park Distance Control is switched off by the driver.

Automatic activation is available again under the following conditions:

— The vehicle was accelerated to over a speed of around 15 km/h (9 mph) and then slowed down below this speed again.

— Or: the ignition was switched off and then back on again.

— Or: a position was selected from the parking lock position P.

If an obstacle is detected in front of the vehicle, the display on the Infotainment system is activated first. Acoustic signals are output additionally if the vehicle continues to approach the obstacle.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines aid the view to the rear.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

Parking modes

With some equipment levels, the following screen displays are available:



Perpendicular parking:

Orientation lines provide support when reversing into a parking space at right angles to the road.



Trailer support or Offroad support (depending on the country):

Shows the area directly behind the vehicle with an enhanced zoom factor and guidelines.



Crossing traffic:

Shows a wide-angle view of the area behind the vehicle and the side areas.

Also observe the information on the screen displays of the parking systems *(→ Parking systems)*.

⚠ CAUTION

Vehicles with a swivelling Volkswagen badge: people can sustain crush injuries when the rear view camera system is extended.

- When engaging reverse gear, make sure that nobody is positioned directly behind the vehicle or can interfere with the function of the Volkswagen badge on the boot lid.

Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: operate the touch panel for parking functions (P MENU). Tap the (P) function button in the Infotainment system if present.

Switching off

1. The vehicle drives forwards at a speed of more than 15 km/h (9 mph).

   Or: tap the (P) or (X) function button on the Infotainment system screen.

Driving into a parking space (rear view camera system with parking mode selection)

Parking mode: parking perpendicular to the road

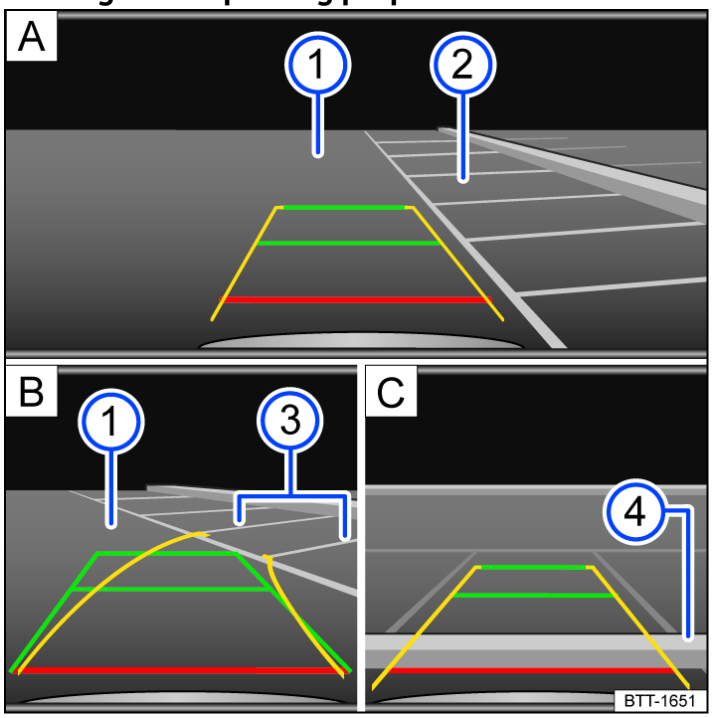


Fig. 1 Infotainment system: parking perpendicular to the road.

- (A) Choose parking space.
- (B) Drive towards the selected parking space.
- (C) Align the vehicle in the parking space.
- (1) Road.
- (2) Parking space.
- (3) Side limit of the parking space.
- (4) Rear limit of the parking space.

1. Before driving past the selected parking space, press the touch control for parking functions. If necessary, then tap the function button in the Infotainment system.
2. Tap the function button in the Infotainment system to select the parking mode.
3. Position the vehicle in front of the parking space → *Fig. 1* A (2).
4. Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → *Fig. 1* B (3).
5. Stop when the red line reaches the rear boundary → *Fig. 1* C (4).

Parking mode: trailer support

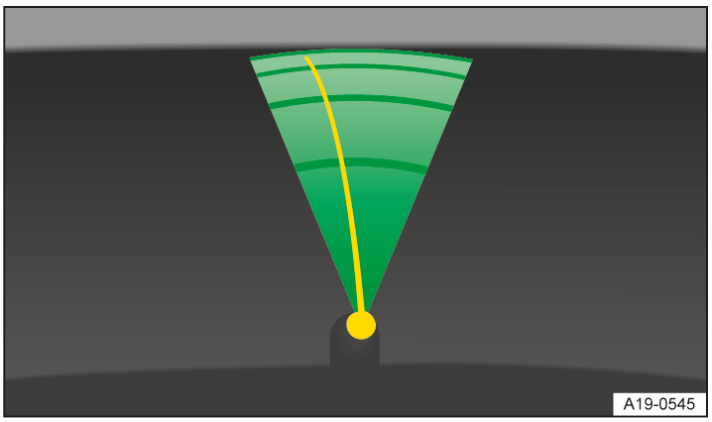


Fig. 2 Infotainment system: trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. Tap the function button to select the parking mode.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guiding lines help with the manoeuvring process → *Fig. 2*:

Green lines: distance to towing bracket.

Orange line: predicted path of the towing bracket, depending on the steering angle.

Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Park Assist is an extension of Park Distance Control *(→ Park Distance Control)*.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator and brake and changes gear→⚠.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

The following functions are supported:

— Displaying suitable parking spaces.

— Selecting a parking mode

— Driving into suitable parallel and bay parking spaces,

— Driving out of a parallel parking space.

Observe the text message in the instrument cluster display.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects for orientation. Please ensure that the wheels and tyres are not damaged when parking the vehicle.

- If necessary, abort the parking manoeuvre in good time.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

During parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

Things to note for trailer towing

Park Assist cannot be activated if the vehicle detects an electrically connected trailer .

Looking for a parking space

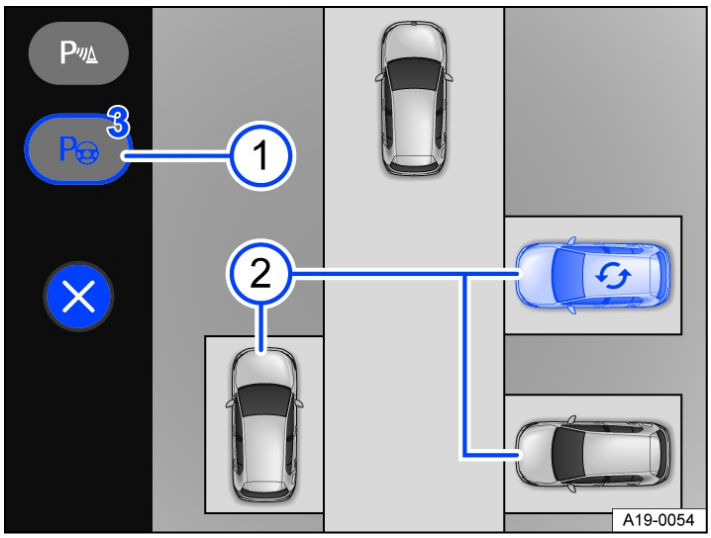


Fig. 1 In the Infotainment system: preferred parking space (blue vehicle) and other parking spaces (illustration).

(1) Number of detected parking spaces.

(2) Possible parking modes (maximum of two parking spaces on each side of the road):

— Reverse parallel parking.

— Forward perpendicular parking.

— Reverse perpendicular parking.

Looking for a parking space

1. Press the touch control for parking functions (P MENU).
2. Drive slowly past a row of parked vehicles, paying attention to the traffic.
3. Park Assist automatically searches for possible parking spaces.
4. Park Assist automatically selects a parking space and shows this as the preferred parking space (blue vehicle) in the Infotainment system → *Fig. 1* (2). The number of detected parking spaces is displayed on the function button, e.g. 3 → *Fig. 1* (1).

Changing the parking space

It is possible to change the parking space, e.g. from perpendicular to parallel parking, if several parking spaces on the road are displayed:

1. Tap the desired parking space on the Infotainment system screen → *Fig. 1* (2).
2. Tap the ↻ symbol → *Fig. 1* (2).
3. The display is updated. The desired parking space is now displayed as the preferred parking space (blue vehicle).

Park Assist can be activated retrospectively. If the vehicle has previously been driven past a suitable parking space and the driver has then independently driven into the parking space, this will subsequently be displayed.

If Park Assist is not active, any parking spaces detected → *Fig. 1* (1) may appear on the Park Distance Control display.

Driving into a parking space

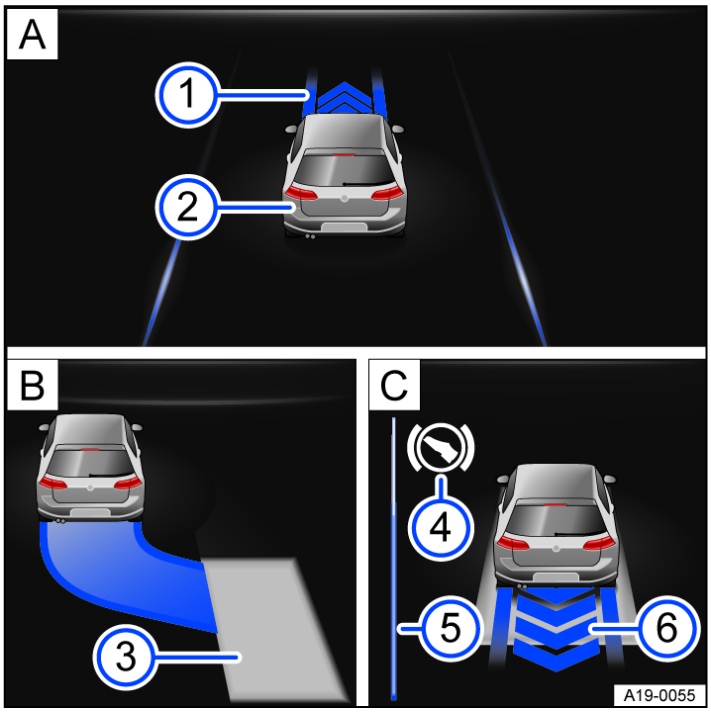


Fig. 1 On the instrument cluster display: parallel parking (illustration).

(A) Looking for a parking space.
(B) Drive into a parking space.
(C) Manoeuvre in the parking space
(1) Prompt to drive forward.
(2) Your vehicle.
(3) Detected parking space.
(4) Prompt to brake.
(5) Progress bar (remaining relative distance).
(6) Request to drive backwards (with direction arrow).

Driving into a parking space

Prerequisites:

✓ Park Assist has been activated.

✓ A parking space has been found and selected.

1. Tap the START function button in the Infotainment system.

   Or: select reverse gear R for a parking space at the rear of the vehicle.
2. Release the steering wheel.
3. Observe text messages and displays for the parking operation on the instrument cluster display.
4. Accelerate carefully.
5. Brake when an acoustic signal sounds, the ⊘ indicator lights up or a text message appears on the display in the instrument cluster.

6. If a change of direction is indicated in the instrument cluster, manoeuvre the vehicle correspondingly → *Fig. 2*. Observe the text messages.
7. It may be necessary to perform several parking moves. When the parking procedure is completed, a text message is displayed in the instrument cluster.

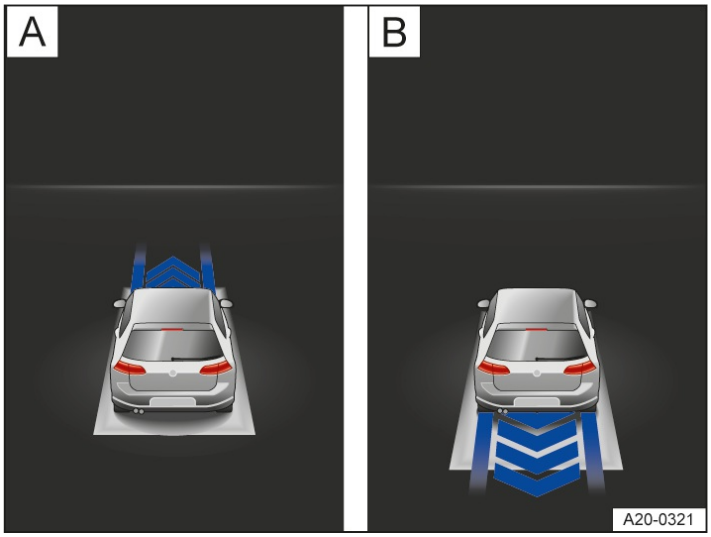


Fig. 2 In the instrument cluster display: prompt to change direction of travel (illustration).

Ⓐ Drive forwards.
Ⓑ Reverse.

Always wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking manoeuvre in order to achieve an optimum parking result.

Switch off the engine and stop the vehicle *(→ Parking)*.

Subsequently activating Park Assist

Prerequisites:

✓ Park Assist is not activated.

✓ The front or rear of the vehicle has been driven into a parking space.

Reverse parking

The rear of the vehicle is positioned in a parking space that was previously driven past.

1. Hold the vehicle with the foot brake.
2. A detected parking space, e.g. 1, is shown on the function button P in the Infotainment system.
3. Tap the P function button to change to Park Assist.
4. Tap the START function button to start the parking manoeuvre.

   Or: engage reverse gear.
5. Release the steering wheel and follow all actions as described above → ⚠.

⚠ WARNING

Fast steering wheel movements can cause serious injury.
- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, intervene and take over steering yourself.

Driving forwards into a parking space

The front of the vehicle is positioned in a parking bay.

1. Press the touch control for parking functions P MENU.
2. Tap the START function button to start the parking manoeuvre.

   Or: engage reverse gear R.
3. Release the steering wheel and follow all actions as described above.

The parking manoeuvre can be restarted if the driver cancels a parking manoeuvre with reversing and activates Park Assist again.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.

Driving out of a parking space

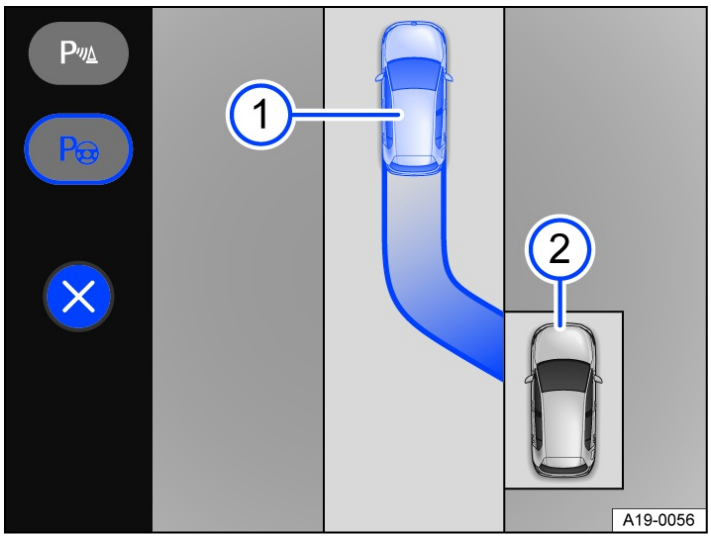


Fig. 1 On the Infotainment system: selecting procedure for driving out of a parking space (illustration).

(1) Target position.
(2) Vehicle in the current parking space.

Version 1:

1. Start the engine.
2. Depress and hold the brake pedal.
3. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
4. Activate parking assistant *(→ Park Assist parking space search)*.
5. Tap the START function button on the Infotainment system screen.
6. Observe the text messages on the instrument cluster display.

Park Assist guides the vehicle completely onto the road →⚠.

Version 2:

1. Start the engine.
2. Depress and hold the brake pedal.
3. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
4. Activate parking assistant *(→ Park Assist parking space search)*.
5. Select reverse gear.
6. Observe the text messages on the instrument cluster display.
7. Brake when an acoustic signal sounds, the display ⦸ lights up or when the prompt to drive forward appears on the

instrument cluster display.

8. Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.

Park Assist guides the vehicle completely onto the road.

WARNING

Drive the vehicle out of the parking space only when permitted by the traffic situation.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the traffic situation and the area around the vehicle.
- Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or rapidly approaching objects.

Switching on and off

1. Press the button.

   Or: operate the touch panel for parking functions .

   Tap the function button in the Infotainment system.

2. Switches Rear Traffic Alert on and off.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed .

Function

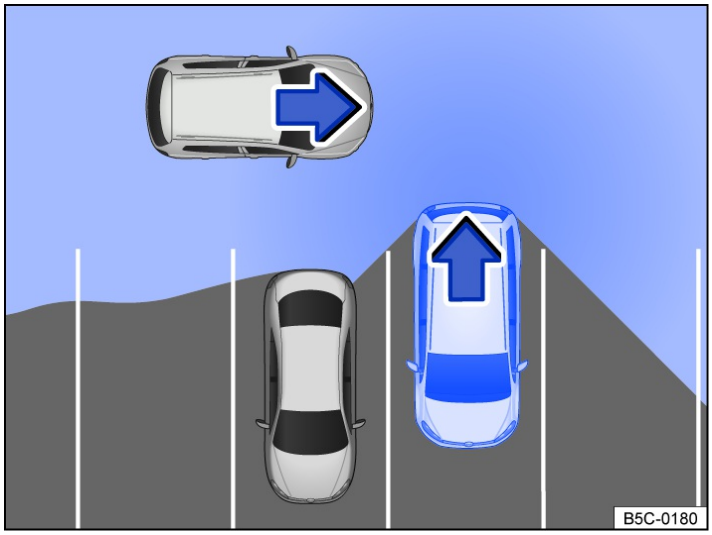


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

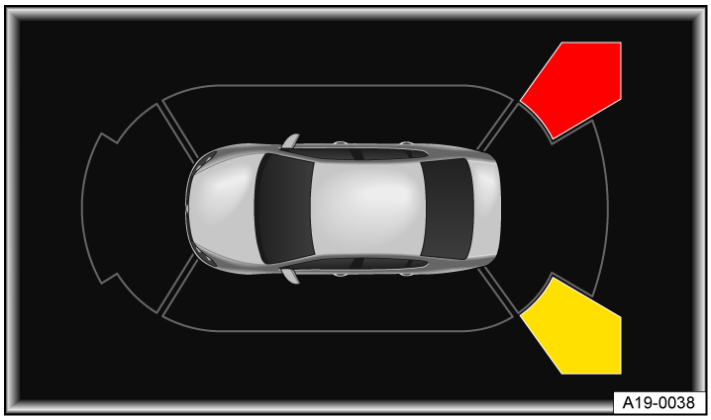


Fig. 2 Infotainment system: Rear Traffic Alert display.

Rear Traffic Alert functions using radar sensors in the rear bumper.

The system detects approaching and moving objects in the rear and side areas around the vehicle→ *Fig. 1* and warns the driver about an obstacle →⚠.

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system →*Fig. 2*.

The following indicator lamp is shown on the instrument cluster:

Automatic braking intervention of Rear Traffic Alert.

Press the brake to hold the vehicle at a standstill.

An automatic braking intervention can take place if the driver does not react *(→Automatic braking intervention)*.

Fault

If the Rear Traffic Alert system has a fault, the following indicator lamp will light up in the digital instrument cluster:

The Rear Traffic Alert system has a fault, e.g. sensors are dirty or there is a system error.

Things to note for trailer towing

The Rear Traffic Alert is deactivated if the factory-fitted towing bracket is electrically connected to a trailer.

Information on brake support systems

These braking support systems can help the driver in critical driving or braking situations. The driver is responsible for driving safety →⚠.

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC

, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres →⚠.

— If the ABS

fails, ESC, TCS and EDL will also cease to function.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up, there is a fault. Go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved.

- Have vehicle conversions and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable tyres. Driving stability depends on the tyre grip.

Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability → ⚠. The indicator lamp flashes yellow.

Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS

reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills → ⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered → ⚠.

Brake Assist system

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation → ⚠.

Electronic differential lock (EDL and XDS)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS

uses braking interventions to improve traction and keep the vehicle in lane.

Automatic Post-Collision Braking System

The multicollision brake automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution (EBD

) regulates the braking force between the front axle and the rear axle outside of anyABS regulation. This avoids excessive braking of the rear axle and keeps the vehicle stable during braking.

Electromechanical brake servo

The electromechanical brake servo (EBS

) supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver →⚠. In the event of a braking intervention by a driver assist system, e.g. when ACC is performing a control intervention or during emergency braking, the brake pedal can move automatically.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still held by means of the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo is not functioning, the brake pedal must be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Switching a brake support system off and on

Driving situations

To avoid taking a safety risk, the brake support systems should not be switched off under normal conditions→⚠.

⚠ WARNING

With the ESC
switched off, there is a much greater chance of the vehicle breaking away. It can be difficult for untrained drivers to retain control of the vehicle, especially at high speeds. This can result in accidents and severe injuries.

- Only switch off the ESC
  completely if you are driving on a closed road or track and have the necessary skills for sporty driving.
  ●
- Switch on the ESC
  Sport only if you are driving on a closed road or track and have the necessary skills for sporty driving.
  ●
- Never take a safety risk and make sure to observe the vehicle's specific physical limits.

Switching on and off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the settings for parking systems.
3. Select the function.

When the driving situation no longer exists, the brake system should be switched back on fully→⚠.

TCS

It can help to switch off TCS

when driving on loose terrain or when rocking the vehicle backwards and forwards if it has become stuck →⚠.

TCS switched off manually. The indicator lamp lights up yellow.

ESC Sport

Golf GTI, GTE and R model: This function supports a sporty driving style. The ESC intervenes later to stabilise the vehicle, for example when taking bends in the road at high speed →⚠.



ESC Sport switched on. The indicator lamp lights up yellow.

ESC off

Golf GTI, GTE and R model: This function supports a sporty driving style for experienced drivers. The ESC is switched off and no stabilising interventions take place. Always observe the safety warnings →⚠.



ESC switched off manually. The indicator lamp lights up yellow.

Creating ESC operation as a favourite in the Infotainment system

Golf GTI, GTD, GTE, R model: in order to access ESC settings directly, you can create a favourite function in the drop-down menu of the Infotainment system (e.g. for switching off ESC). This function depends on the vehicle equipment *(→ First steps in the Infotainment system)*.

Troubleshooting

Electromechanical brake servo failure

Do not drive on!

Warning lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance immediately. Volkswagen recommends using a Volkswagen dealership.

Electromechanical brake servo fault

Indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The vehicle can be braked without ABS

.

ESC fault

Indicator lamp lights up yellow. ESC has been switched off.

There is a fault or a malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of 15 - 20 km/h(9 - 12 mph) if necessary.
3. If the indicator lamp continues to light up, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.

1. Continue to brake with the necessary force, and if necessary steer the vehicle.

WARNING

If the brake warning lamp lights up together with the indicator lamp , the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest suitably qualified workshop in order to have the brake system tested. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.
- The ABS is not functioning correctly if the indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without the ABS). The protection provided by the ABS is then no longer available. Go to a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.
-

Introduction to the topic

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg(approx. 5.5 lbs). Never leave any heavy, hard or sharp objects in the pockets.

WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Introduction to the topic

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 middle part of the centre console: cigarette lighter.

1. With the ignition switched on, press in the knob on the cigarette lighter.
2. Wait for the lighter to pop out.
3. 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 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

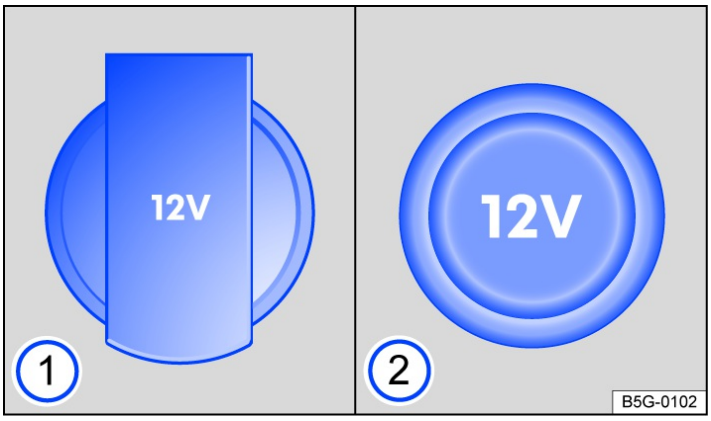


Fig. 1 In the lower part of the centre console and in the luggage compartment: fold-open 12-volt socket (1) or 12-volt socket with removable cover (2).

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on the type plates.

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total *(→ Sockets)*.

The maximum power of a 12-volt socket in the vehicle is a total of 180 wattswhen the engine is running.

NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an Internet attack on vehicle functions, data and control units.

What are connectivity components?

Control units for data transmission, interfaces, and media and diagnostic connections are connectivity components, via which information and data can be exchanged between the vehicle and external devices or the Internet. The connectivity components that are not included in all vehicles are, in particular:

— Diagnostic port.
— Control unit with embedded eSIM card (OCU).
— Mobile phone interface.
— App-Connect.
— WLAN hotspot.
— NFC radio technology.
— Bluetooth interface.
— USB port.
— SD card slot.
— SIM card slot.

Connectivity components are the key elements for cyber security. Connectivity components are also equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

Security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

⚠ WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and vehicle functions. This can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth devices and mobile telephones in the vehicle than do not contain manipulated data or malware.
— Install system updates provided by Volkswagen immediately .
— Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

Introduction to system update

A system update is a preventive measure to optimise software operation and protect against malware, for example.

What is a system update?

A system update allows the software of control units in the vehicle to be updated by Volkswagen AG without the need to visit a qualified workshop.

Every system update takes place in two phases, download and software installation. Before the start of each phase, the driver is requested on the Infotainment system to confirm the start of the respective operation.

The system update function is only available in some countries and not in all vehicles.

How can I see that a system update is available?

The switched-on Infotainment system indicates that a system update is available.

If several system updates are available for the vehicle at the same time, one system update must first be installed successfully before the next system update can be executed.

WARNING

It is possible in very rare cases that a control unit will not function properly after a software installation process.

- Do not use the vehicle. Contact Volkswagen Customer Care.

WARNING

If the digital instrument cluster does not function after software installation, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

A measure such as engine tuning to increase performance or efficiency that has not been performed by Volkswagen may be deleted by a system update.

Depending on equipment, release notes may be displayed once before or after a system update which describe the changes to the vehicle status. The release notes cannot be viewed again after this.

System update requirements

The prerequisites must be met so that a system update can be downloaded and in order for you to install the software.

General conditions

— The system update function is offered in your country.

— You have assigned the vehicle to your active We Connect user account.

— Your current privacy settings allow data and information to be transmitted and received .

Vehicle conditions

— The vehicle must be in an area with sufficient mobile reception.

— The electrical system in the vehicle is ready for use.

— The 12-volt vehicle battery is appropriately charged.

Download and software installation

Download costs

System updates are downloaded via the factory-fitted control unit with eSIM card (OCU) and are free of charge. Volkswagen pays the connection costs.

Download

The following prerequisites must be met:

— Prerequisites for a system update *(→ System update)*.

— The ignition and the Infotainment system are switched on.

— Information on the Infotainment system has been observed.

— The download has started in the Infotainment system.

The duration of a download process depends on the network quality, file size and type of system update.

The download process can be interrupted at any time and will be resumed as required when the ignition is switched on.

Software installation

Choose a time for software installation when the vehicle does not have to be driven by yourself or other users.

The following prerequisites must be met:

— *(→ System update)*.

— The vehicle is parked safely in accordance with legal requirements and local conditions *(→ Parking)*.

— Software installation has been confirmed in the Infotainment system.

WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Carry out software installation so that other road users are not hindered.
- Never use your vehicle during a software installation procedure.

Functional restrictions during software installation

Control units, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

— Central computer of the Infotainment system: during the software installation, the central computer, the display and control unit and other control devices are not available.
— Control unit of the digital instrument cluster: no or only few displays are possible on the digital instrument cluster during software installation.
— Control unit for Volkswagen We Connect (OCU
): the services, emergency call service and automatic accident notification are not available during software installation.
— If the ignition is switched on during software installation, this can cause the following error message:Error: emergency call. Please call workshop. This is normal in this case. Please wait for a few minutes until the message disappears.

After software installation

After the software installation and before starting the engine, read the message in the Infotainment system or instrument cluster about completed installation. The vehicle requires up to a minute to display the status of the system update.

— The engine can be started after successful software installation.

— If software installation is unsuccessful: *(→ System update)*.

Software installation was unsuccessful

— If software installation is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.
— Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. Do not use the vehicle. In this case, contact Volkswagen Customer Care.

Should I perform the system update?

It is in your own interests to carry out system updates promptly. If the driver repeatedly rejects the system update, it is then necessary to visit a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Can I interrupt software installation?

No, this is not possible.

What will happen if software installation is interrupted?

If software installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete software installation.

Introduction to the topic

Function of V2X

V2X permits close-range communication between several vehicles and between vehicles and the traffic infrastructure, referred to below as “participants”. Communication between participants takes place based on manufacturer-independent V2X and WLAN

standards. V2X functions only in some countries.

When V2X is switched on, data is transmitted continuously between the participants – irrespectively of whether your vehicle is in online or offline mode.

In order to prevent misuse and to sign V2X data with changing IDs, a V2X data sender must have valid certificates. Every receiver can thus check whether V2X data is authentic and from an authorised participant.

Certificates in your own vehicle can be automatically renewed only in online mode.

The use of continuously changing, temporary IDs for the V2X data minimises the risk of the transmitted data being traced back to you.

Further information on data processing can be found in the Infotainment system in the Legal info menu and on the Volkswagen AG website.

Meaning of the symbol

Indication that activated V2X also transmits and receives data in offline mode.

Data transmission

When V2X is switched on, the following data is transmitted and received via the V2X aerials on the vehicle roof and in some cases in the mirror triangle of the windscreen:

— Vehicle data, e.g. speed.

— Position data.

— Event data, e.g. for accidents.

Recognising whether V2X is installed

If you can activate V2X communication under the following path in the Infotainment system, this means that the vehicle is equipped with V2X technology.

Recommendation: tap HOME ▶ ▶ ▶ Privacy settings/services menu.

Limits of V2X

Data exchange

V2X in your vehicle communicates only with participants that are equipped with functional and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not detected.

Range

Depending on the weather and surroundings ,V2X participants can communicate in a near range of up to around 800 m. Not all of the functions based on V2X make full use of the possible range.

⚠ WARNING

V2X cannot replace your attention. If you rely exclusively on V2X, there is a risk of accidents and serious injuries.

- Always drive with due care and attention and be ready to intervene at all times.
- Always adapt your driving style to the current visibility, weather and road/traffic conditions.

Function limitations

Functioning of V2X may be restricted in the following cases:

— The environmental conditions may prevent data reaching the participant.

— Trailer towing and vehicle add-on parts prevent data reaching the participant.

— The event is not detected as such by participants.

Activating and deactivating V2X

Activating

Recommendation: tap HOME ▶ ▶ .

1. Open the Privacy settings/services menu.
2. Activate V2X and traffic hazard alert in the menu with the same name.

WARNING

When V2X is switched on, a distance of 20 cm must be maintained between the V2X aerials and persons outside the vehicle.
- V2X aerials are located on the vehicle roof and in some cases in the mirror triangle of the windscreen.

Deactivating manually

1. Tap HOME ▶ ▶ .
2. Open the Privacy settings/services menu.
3. Deactivate V2X and traffic hazard alert in the menu with the same name.

Automatic deactivation

V2X can deactivate itself automatically in some cases *(→ V2X technology)*. V2X must be activated again when the reason for automatic deactivation has been remedied.

Traffic hazard alert



Fig. 1 Illustration: traffic hazard alert by day or mobile road works.

The traffic hazard alert function uses the switched-on V2X system and warns about nearby traffic hazards based on the current situation. This can prevent accidents and improve traffic flow.

Traffic hazards transmit data

When V2X data is received by other participants, warnings can be provided about the following traffic hazards:

— Emergency vehicle on active call.

— Day and mobile road works.

— Breakdown, accident or end of traffic jam.

— Intervention of an assist system in a vehicle ahead.

Traffic hazard alert is displayed

Depending on the type of traffic hazard, the driving speed and the degree of vehicle deceleration, a warning about a relevant traffic hazard is provided as follows:

— Acoustic warning.

— Text message on the instrument cluster display and, depending on equipment, in the head-up display.

⚠ WARNING

Failure to observe traffic hazard alerts can lead to accidents and serious injuries.

- Never ignore traffic hazard alerts.

Hiding a displayed traffic hazard alert

1. Press OK on the multifunction steering wheel.

V2X switches itself off independently

— V2X is not permitted in the country in which the vehicle is currently being driven.

— The vehicle was offline too long so that certificates were not updated. Adapt the privacy settings so that an online connection is established in order to allow the certificates to be updated.

— System fault. Contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No V2X data is displayed

— Functioning of V2X is restricted.

— There are no participants transmitting data in the vicinity.

— There are transmitting participants in the vicinity, but they are not relevant for your vehicle.

— V2X aerials are blocked by add-on parts or covers. Keep the areas around V2X aerials clear.

— Data exchange between participants is impaired or not possible due to the weather conditions.

— There is already a driver reaction to the hazard ahead.

Introduction to the topic

The “mobile telephone as vehicle key” function in connection with the We Connect app is called “mobile key”. It allows the use of a suitable mobile telephone instead of a conventional vehicle key. It is possible to lock and unlock the vehicle and start the engine with the activated mobile key. Neither the mobile telephone nor the vehicle need be online to perform these actions.

The vehicle is delivered from the factory without active mobile keys. This also corresponds to the status when the Infotainment system is restored to factory settings. To be able to use the function, you must first install and activate one or more mobile keys. This requires a suitable mobile telephone on which the We Connect app is installed *(→ Mobile key)*.

A mobile telephone can have mobile keys to different vehicles at the same time. The mobile telephone and the vehicle communicate by means of NFC

.

A mobile key can no longer be used once it has been removed.

⚠ WARNING

The loss and careless or unsupervised use of a mobile telephone containing mobile keys can result in accidents, serious injuries, and the theft of the vehicle.

- Take all conventional vehicle keys or mobile telephones with activated mobile key with you when you leave the vehicle.

⚠ WARNING

Cancelling a mobile key can cause the vehicle to break down, which may result in serious injuries. The key receiver can no longer move and open or close the vehicle once the key has been removed.

- If a mobile key expires or is cancelled during a journey, the mobile key will remain functional until the ignition is switched off.

Keep NFC
-enabled credit cards or NFC-compatible devices away from the mobile telephone or service card. OtherNFC radio equipment can prevent execution of the function.

If you sell the vehicle, mobile keys that have already been installed cannot be transferred to the buyer. In this case delete all mobile keys. If you lend or sell the vehicle, notify the user or buyer about the mobile key function.

The vehicle can be locked using a mobile key even if another vehicle key belonging to the vehicle is located inside the vehicle.

Prerequisites

— The vehicle is assigned to the primary user's We Connect user account.

— The vehicle is equipped for the "mobile key" function.

— A compatible mobile telephone with activated NFC is available. Compatibility can be checked using the We Connect app.

— Mobil keys can be found in the primary user's We Connect user account.

— The We Connect app is installed and ready to use on the mobile telephone.

— Proof of ownership and proof of identity of the primary user have been provided . Proof of ownership and proof of identity are necessary only if security-related services are to be carried out.

Using the mobile key

When using mobile keys, observe the messages and information that may be displayed in the Infotainment system or in the We Connect app.

— An initial number of mobile keys is provided via We Connect. Each additional mobile key is generally subject to a charge.

— A maximum of 15 mobile keys can be used simultaneously per vehicle.

— Each mobile key has a limited validity period.

— When a mobile key is passed on, the main user gives the key recipient access and driving authorisation for a vehicle.

⚠ WARNING

The loss or careless or unsupervised use of a mobile telephone containing mobile keys can result in accidents, serious injuries, and the theft of the vehicle.

- Take all conventional vehicle keys or mobile telephones with activated mobile key with you when you leave the vehicle.

If keys that belong to the vehicle remain in the vehicle when it is left, this can result in locking malfunctions and theft of the vehicle.

Locking and unlocking your vehicle

1. Position the mobile telephone with mobile key in front of the driver door handle so that it is central and close to the handle. Always use the rear side of the mobile telephone.
2. Move it to and fro slightly if necessary.
3. Adapt the NFC
   settings in the mobile telephone if necessary.

Starting the engine

1. Place the mobile telephone with the activated mobile key in the stowage compartment for the wireless charging function.
2. Press the engine start button.
3. Leave the mobile telephone in the stowage compartment when driving.

Functions on mobile telephone, end of use

— Activate and renew the mobile key for your vehicle.

— Transfer keys to other mobile telephones.

— Delete mobile keys that have been transferred to other mobile telephones.

The main user and key recipient will be informed before expiry of a mobile key.

Key cancellation

A mobile key can be withdrawn via the We Connect app or the We Connect portal. In order to do this, either the vehicle or the mobile telephone of the key recipient must be online.

Number of all active mobile keys

The vehicle must be online in order to display the correct number of active mobile keys in the Infotainment system.

Resetting to factory settings

— If you reset all settings of the mobile telephone, the installed and assigned mobile keys will be preserved.

— Execution of the Factory settings function in the Infotainment system will irrevocably delete all mobile keys in addition to

other data and settings.

Deactivating mobile keys in the Infotainment system

Prerequisite:

— unlock the vehicle using Keyless Access or the mechanical key and switch on the ignition.

When the “Deactivate mobile keys” function is carried out in the Infotainment system, all mobile keys are retained. Only the NFC

functionality in the vehicle is deactivated.

The duration of deactivation does not have any influence on the expiry date of issued mobile keys.

Setting up the mobile telephone for the vehicle

If a mobile key is to be used for the first time, a mobile telephone must be set up for the vehicle as follows:

When setting up the device, observe the instructions and information on the mobile telephone and Infotainment system:

1. Install the We Connect app on the mobile telephone.
2. Start the setup in the We Connect app.
3. Switch on the ignition and the Infotainment system.
4. Enter the vTAN from the Infotainment system in the input field of the app.

   The mobile telephone has now been set up.

If the vTAN message windows are not displayed automatically, manually request a vTAN under Mobile key or User.

Valet keycard

A deactivated keycard is supplied with the vehicle which can be used as a temporary mobile key after activation in the event of a breakdown, during workshop visits or for a valet parking service. To use the keycard, it must first be activated in the stowage compartment for the wireless charging function. You can execute all functions of the mobile key with the activated keycard.

Spare keycards can be ordered from your Volkswagen dealer. When a subsequently ordered keycard is used, all other keycards for this vehicle become invalid.

Only one keycard can be active for the vehicle at any time, even if several keycards are available.

Make sure that the keycard is activated only for the specific use.

Leave the deactivated keycard in the vehicle so that all users of mobile keys can activate the keycard if necessary.

Dispose of keycards that are no longer needed in an environmentally-friendly way.

Activating the valet keycard

Prerequisite:

— your mobile telephone contains the valid mobile key for the vehicle.

1. Unlock the vehicle.
2. Place the mobile telephone in the centre of the area in the stowage compartment marked for the wireless charging function.
3. Switch on the ignition with the mobile key.
4. Remove the mobile telephone from the stowage compartment.
5. Place the keycard in the centre of the wireless charging area in the stowage compartment and observe the instructions on the Infotainment system.

   The keycard is now active.

   The main user is also notified in the We Connect app and in the We Connect portal that the keycard is active.

WARNING

If objects with metallic components are placed on the stowage area for the wireless charging function, these objects can become very hot. This can cause burn injuries to the skin or fires.

- Do not place any objects with metallic components on the stowage area for the wireless charging function.

NOTICE

If identity cards or credit cards with a magnetic stripe or chip are placed on the stowage area for the wireless charging function, this may make the data stored on them unusable.

- Do not place any objects with a magnetic stripe or chip on the stowage area for the wireless charging function.

Deactivating the valet keycard

1. Switch on the ignition using Keyless Access, the mechanical vehicle key or a mobile key.

   The keycard is now deactivated, but can be reactivated and used as needed.

Where can I get a mobile key?

From an online shop accessible via your We Connect user account.

Depending on the equipment, mobile keys can also be purchased directly via the Infotainment system in the “In-Car Shop”.

Display message: “Mobile key not recognised”

— The mobile telephone no longer has a valid mobile key because it has expired or was cancelled in the meantime.

— The mobile telephone is located in the vehicle but is no longer in the stowage compartment of the wireless charging function.

— The mobile telephone is no longer in the vehicle.

Can the mobile key be transferred when the vehicle is sold?

Already assigned mobile keys are deleted in the event of a change in the main user.

Mobile keys that have not yet been assigned are preserved and are transferred to the new main user.

Can I transfer mobile keys to my new mobile telephone?

No, an already installed mobile key cannot be transferred.

Function limitations

Locking without SAFELOCK:

— If the vehicle is to be locked without SAFELOCK when using the mobile key, the interior monitoring function must be deactivated in the Infotainment system. SAFELOCK is not activated for the following locking action. Subsequent deactivation of SAFELOCK after locking with the mobile key is not possible.

Deactivating or activating the front passenger front airbag:

— This is only possible with the mechanical vehicle key.

Locking and unlocking the vehicle with flat vehicle battery:

— This is only possible with the mechanical vehicle key.

Use of the mobile key with discharged battery in the mobile telephone:

— With some mobile telephones, the key can be used several times when the battery is discharged. Make sure that your mobile telephone is always sufficiently charged.

What must I pay attention to when I buy a vehicle that supports mobile keys?

Make sure that there are no mobile keys for your vehicle in circulation. The number of active mobile keys can be displayed in the Infotainment system under “Mobile keys”. The vehicle must be online for correct information about the number of active mobile keys. In order to delete keys that are still issued, carry out a main user reset or register as the new main user for this vehicle.

What must I pay attention to when I sell a vehicle with mobile keys?

Carry out a main user reset or reset the Infotainment system to the delivery condition(factory settings). All issued mobile keys will then be deleted.

Introduction to the topic

To use We Connect, it must first be activated online by concluding aWe Connect contract with Volkswagen AG and is subject to a restricted, country-dependent period of validity.

Both the We Connect portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

For more information about creating the user account, the service description, and further information, see www.connect.volkswagen-we.com.

The provision and availability of We Connect services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

Service description

Read and observe the service description before using We Connect services. Service descriptions are updated from time to time and made available online at www.connect.volkswagen-we.com.

1. Always use the latest edition of the relevant service description.

WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.
- Move to a different location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:
- Insufficient network strength.
- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and faulty third-party apps.
- Malware on data media, computes, tablets and mobile telephones.

Service portfolio

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

After activating the “Manage services” function, you can see whether and which services are available in the vehicle in the Infotainment system *(→ We Connect)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

The voice or search recognition technology for We Connect does not recognise and return search results for all words. For example, Google Speech Recognition includes a “Safe Search” feature that prevents the display of search results if vulgar terms are accidentally detected.

You can find out which services actually belong to We Connect, We Connect Plus and We Connect Fleet when you conclude or renew your contract at www.connect.volkswagen-we.com or on the Volkswagen website. This also applies to possible We Connect individual options.

We Connect services and functions available without activation

The following services also function without We Connect activation:

— Emergency Call Service.

— Personalisation Online.

— In-Car Apps in the In-Car Shop.

The Emergency Call Service is available independently of logging into the Infotainment system.

Personalisation and purchase of In-Car Apps require you to log into the Infotainment system, but do not need activation of the vehicle in a We Connect account.

We Connect services

Maximum possible scope. Not available in all vehicles and countries.

— Driving data.

— Vehicle status.

— Vehicle Health Report.

— Information Call.

— Mobile key.

— Emergency Call Service.

— Breakdown Call with Automatic Accident Notification.

— Parking Position.

— Service Scheduling.

— Doors & Lights.

— Wi-Fi hotspot.

We Connect Plus services

Maximum possible scope. Not available in all vehicles and countries.

— All We Connect services.

— Departure times

— Charging.

— Air Conditioning.

— Apple Music®.

— TIDAL.
— Area Alert.
— Speed Alert.
— Horn & Turn Signals.
— Charging Stations.
— Online Anti-Theft Alarm.
— Online Map Update.
— Online Route Calculation.
— Online Voice Control.
— Online Auxiliary Heater and Ventilation.
— Online Traffic Information.
— Parking Spaces.
— Filling Stations.
— Lock & Unlock.
— Internet Radio.
— Remote Ventilation Control.

We Connect Fleet services

These services are available only for commercial customers and fleet operators.

Additionally to the We Connect services:

— Digital Logbook.
— Fuel Logbook.
— Fleet Driving Efficiency.
— GPS Tracking & Route Information.
— Consumption Analyser.
— Maintenance Management.

We Connect individual options

— In-Car Apps. These apps may be pre-installed directly in the Infotainment system and activated by the user. If technically implemented, apps can also be purchased and installed in the Infotainment system via the In-Car Shop.
  — Digital owner's manual (User Guide).
  — We Experience.
  — App-Connect.
— Data plans. Data plans subject to payment of a fee for use of online functions, e.g. 2 GB per month.
— Subsequent purchase of additional mobile keys.

We Connect activation, S-PIN, vTAN procedure

We Connect activation

The following steps are required for We Connect activation, including registration:

1. Create a user account at www.connect.volkswagen-we.com or directly in the Infotainment system in the User administration menu.
2. Order and activate We Connect.
3. Add a vehicle to your user account.
4. Provide proof of ownership.

5. Provide proof of identity. Necessary only if security-related We Connect services are to be carried out.

You can perform activation at www.connect.volkswagen-we.com or directly in the Infotainment system. Proceed as follows for activation via the Infotainment system:

1. Tap HOME ▶ Manage users ▶ Become primary user.

   Or: tap MENU ▶ Manage users ▶ Become primary user.

Follow the other information and instructions in the Infotainment system. During activation, you may be requested to create an S-PIN

→ *S-PIN*.

Activation options	
10", 9.2" and 8" Infotainment system	Yes
8.25" Infotainment system	*not possible*
6.5" Infotainment system	*not possible*
We Connect portal	Yes
We Connect app	Yes

S-PIN

The S-PIN

is a multi-digit number sequence that can be freely selected during the We Connect registration process.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates. The S-PIN can be changed in the We Connect user account under "Account settings".

The S-PIN

is required, for example, to protect your user profile or to execute a security-related We Connect service in the vehicle.

You must treat the S-PIN

as strictly confidential. For security reasons, you should change the S-PIN if the S-PIN is disclosed to a third party.

vTAN procedure

If, for example, a mobile key from the We Connect web portal is downloaded and installed for the first time on the primary user mobile phone, the vTAN procedure must be performed:

1. In the vehicle. switch on the ignition and, if applicable, the Infotainment system.
2. Follow the instructions in the We Connect app and the Infotainment system.
3. Enter the vTAN from the app in the Infotainment system and confirm.

   The vTAN procedure has been completed.

If the vTAN message windows are not displayed automatically, then manually request the vTAN under "Mobile key" or "User".

Proof of ownership and identity

Becoming the primary user (proof of ownership)

(*2-key method*).

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the Manage users function.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register for We Connect.

   or: open the menu Manage users ▶ Settings ▶ Become primary user and follow the instructions.
3. Press the open button on the first vehicle key.
4. Press the open button on the second vehicle key.

   Once the Infotainment system has processed the radio commands, proof of ownership is verified.

You can check the current status in the We Connect portal.

How is proof of ownership provided?*)	
10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect portal	*not possible*
We Connect app	*not possible*

*) Proof of ownership can be provided in two ways in the vehicle:
a) 2-key method.
b) Transmission of the registration codes from the We Connect portal or We Connect app to the Infotainment system.

Proof of identity (Volkswagen Ident)

The proof of identity must be provided before security-relevant We Connect services such as "Lock & Unlock" can be used. Proof of identity can be provided in two ways:

— Personally, at your Volkswagen dealership.

— Via video chat together with identity documents in the We Connect app.

Further information on Volkswagen Ident is available on the We Connect portal at www.connect.volkswagen-we.com.

Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers, e.g. telephone or mobile phone providers.

Legal requirements

When using the We Connect services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. driving behaviour. As the contracting party of the We Connect contract with Volkswagen AG, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends and other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

Tracking services: ask all vehicle occupants

Tracking services require geodata and vehicle data to determine whether the vehicle is complying with set speed limits, where the vehicle is parked, or whether the vehicle is being used in a geographically-defined area. This information is displayed on the We Connect web portal and in the We Connect app.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services if possible or exclude the occupant from use of the vehicle.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to the We Connect services can be found in the Privacy Policy. The current

version of this policy can be accessed on the Volkswagen website.

Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, We Connect may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via We Connect.

In addition, mobile keys for your vehicle may be active .

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user in the Infotainment system. You can also set the vehicle to offline mode ( ) here and thus restrict communication of your vehicle with the data server of Volkswagen AG and processing of vehicle-related and personal data.

Deactivating We Connect services

The following functions are available for deactivating and activating the We Connect services:

— Central deactivation and activation via the Infotainment system .

— Individual deactivation and activation via your user account in the We Connect portal or in the We Connect app.

The respective services can only be run again after the deactivation is cancelled.

Streaming services, e.g. Apple Music, can be activated or deactivated only together, even if they are listed separately in the individual menu.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the We Connect services can be impaired or interrupted due to factors that are beyond the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where We Connect services are not available.

Manage services

Open the function for managing services: tap System ▶ Service.

The following are possible in the Manage services area of the Infotainment system:

— Checking which We Connect services are currently available in the vehicle.

— Number of activated and deactivated We Connect services.

— Activating or deactivating individual We Connect services.

Further information: www.connect.volkswagen-we.com.

If you deactivate all We Connect services individually, the OCU can still transmit data.

Settings

We Connect services can be activated or deactivated individually. To do this, open the drop-down menu for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

Function button and its function:
Manage services
Display services
All: overview of services available in the vehicle.
Activate: activate one or more services.
Deactivate: deactivate one or more services.
The setting options are not available in all markets and vehicle models.

Volkswagen Customer Support

Free hotline:

00800-89347328 / 00800-VWDIRECT

E-mail: vwdirect@volkswagen.de

We will gladly answer your questions about digital services.

Europe-wide. 24 hours a day. 7 days a week.

If your telephone provider does not support the number 00800-89347328, please call +49 5361 3790555. The costs depend on the applicable tariff of your provider. Roaming charges may apply for calls made from outside Germany.

Introduction to the topic

The privacy function enables the staggered blocking or authorisation of data transmission between the vehicle and the internet.

The required mode can be set in the Infotainment system.

The “Privacy settings” function applies only to data transmissions via the OCU

with embedded eSIM card. The “Privacy settings” function cannot prevent the transmission of data from a mobile telephone that is paired with the mobile phone interface.

The “Privacy settings” function is not available with all Infotainment systems.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Please note that every vehicle user can adjust individual settings in the “Privacy settings” function. These settings may be different from those preferred by the vehicle owner.

Glossary

In order to permit or prevent data transmission, activate one of the following modes on the Infotainment system.

Mode: Offline 

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services are deactivated and do not transmit any data.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card is deactivated.
  — All vehicle functions that require an online connection via the eSIM card are deactivated *(→ Privacy settings)*.
— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers. This can restrict functions and services or mean that they are not available.
— Legally required services cannot be deactivated and still transmit data.

Mode: No position data 

The following happens in this mode:

— The current position of the vehicle is not transmitted.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated *(→ Privacy settings)*.

Mode: Use my position 

The following happens in this mode:

— Information on the current position of the vehicle is not provided to other persons.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Mode: Share my position 

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services can transmit and receive data without restriction.
  — All tracking services are activated.
  — The primary user and secondary users can access the positioning data of the vehicle via the We Connect portal or We Connect app.
— The eSIM card is activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

grey bullet point (offline): no connection to the Internet.

white bullet point (online): connection to the Internet.

Symbol for “Offline” mode.

Flag for no location mode.

Flag for use location mode.

Flag for share location mode.

Display example for “Offline” mode: .

Effects on online functions and tracking services

If data transfer is restricted, the following online functions and tracking services cannot be executed, for example.

Some online vehicle functions and tracking services are available only in certain markets and vehicle models.

Online vehicle functions

— V2X communication.

— Mobile key.

— Emergency Call Service.

— Online Anti-Theft Alarm.

— Online Voice Control.

— Online Map Update.

— Online Traffic Information.

— Personalisation.

— System update.

— We Connect registration and activation.

Tracking services

— Vehicle tracking.

— Area Alert.

— Speed Alert.

— Parking Position.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

Description of user roles

Open user management: tap the main menu Users or Manage users on the start page of the Infotainment system.

Primary user or

The “primary user” role is intended for the vehicle keeper or a vehicle user with only temporary authorisation to use the vehicle such as a lessee or company car driver. The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary users or

The “Secondary user” user role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. The primary user can delete secondary users at any time.

Guest users

The “Guest user” user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain online services.

Anonymous guest

The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. This account exists only once in vehicles with online personalisation and cannot be deleted.

If the “Anonymous guest” role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Anonymous users are persons who have access to the vehicle but do not log in.

Creating and deleting user roles

Creating a primary user

Register with We Connect and add your vehicle to your user account.

Creating secondary users

New users can log in with your We Connect account or register as new users in the vehicle. A user profile is automatically created in the Infotainment system.

If a new user was not invited as a secondary user by the primary user, the user profiles will be automatically stored as a guest user in the Infotainment system.

Deleting the primary user

1. Set privacy settings to “Share my position” mode or “Online mode”.
2. Restore the factory settings of the Infotainment system.

   Or: legitimise a new user in the vehicle.

If a different privacy setting is chosen, the primary user may still be present on the server.

Settings

Access settings in the Infotainment system:

1. Tap HOME ▶ Manage users.

   Or: tap MENU ▶ Manage users.

These setting options may be available, depending on the vehicle equipment:

— Me (primary user).

— Others (secondary users).

— Key.

— Mobile key.

— Settings.

Introduction to the topic

After delivery, the vehicle can be permanently or temporarily extended by certain functions. The possibility of subsequently extending the available functions is country-dependent and is not available for all functions.

Depending on the vehicle model, you can generally activate and unlock convenience and Infotainment system functions and also driver assist systems.

The ability to activate functions depends on the build status of the vehicle. Function activation is possible only for some vehicle models and is not possible in all markets.

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the digital owner's manual that may be available.

Inform the user or buyer about permanently activated and time-limited functions when renting or selling the vehicle.

If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the required software for the respective activatable function is not available in the vehicle, the software can be retrofitted via . This may be subject to charge, depending on the type of software.

Description

When the function has been correctly activated, it can be used up to the end of the agreed term.

Indicates that a function is activated.

Function faulty or temporarily not available.

A mobile network connection is required in the following cases:

— To purchase the function.

— To activate the function.

— To run activated functions that require continuous connectivity.

Activatable functions for the vehicle are described in this owner's manual or in the Infotainment system, on the Volkswagen website or in your We Connect user account. Some functions do not require a description, such as functions for changing the appearance or colour of the Infotainment system.

Activated functions are not linked to the duration of the We Connect contract.

Requirements for activating a function

— A suitable Infotainment system is installed in the vehicle.

— Compatibility and performance of the hardware available in the vehicle are ensured.

— You have a valid We Connect contract with Volkswagen.

— The vehicle is assigned to your We Connect user account.

— Sufficient mobile reception is available at the current location of the vehicle.

— The electrical system in the vehicle is ready for use.

— The 12-volt vehicle battery is appropriately charged.

— Factory-installed OCU
or in some countries the We Connect control unit is present.

Steps for activation

Do not drive the vehicle during an activation process.

1. Switch on the ignition.
2. Confirm activation in the Infotainment system.
3. Observe the information on the Infotainment system during activation.

After activation, it is necessary to switch the ignition off and then back on again for some functions. The function can then be used properly.

Before starting the engine again, read the message in the Infotainment system about the completed activation. If activation is unsuccessful, observe the corresponding instructions.

Where can I obtain activatable functions?

From an online shop accessible via your We Connect user account.

Depending on equipment, functions can also be purchased and activated directly via the Infotainment system in the “In-Car Shop”.

Function restrictions during activation

The function is not available during activation.

After successful activation

Successful activation is displayed on the Infotainment system.

When will the activated function be available?

Depending on the activated function, either immediately or only after the ignition has been switched on again.

Introduction to the topic

The WLAN

hotspot function is not available in all markets and vehicles.

Some Infotainment systems can be used as a WLAN

hotspot to provide Internet access for up to eight WLAN devices.

Some Infotainment systems can use the WLAN

hotspot of an external WLAN device (WLAN client) *(→ Wi-Fi)*.

A data connection is required to set up a connection to the internet and to use services such as We Connect.

As default, the

WLAN

connection is encrypted using WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.

The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile device tariff which includes a data flat rate. For more information contact your mobile telephone provider.

Depending on your mobile telephone tariff, additional costs (such as roaming charges) may be charged for loading and using online data packages, especially if you use these services abroad.

When you cross the border into countries that have different permitted radio frequencies than in your own country, operation of the wireless function/Wi-Fi must be deactivated due to legal requirements. Operation of functions that are connected by cable is not affected by this restriction, and these functions can still be used.

Setting up a data connection

Wi-Fi (10-inch version)

— WLAN
in accordance with IEEE 802.11 a/b/g/n/ac.
— Transfer in 2.4 GHz and 5 GHz.
— Three WLAN
modes simultaneously:
— Tethering (2.4 GHz or 5 GHz).
— 2.4 GHz access point.
— 5 GHz access point.
— WLAN
aerial.
— One multiband aerial each for 2.4 GHz and 5 GHz.
— Up to eight WLAN
devices can be connected simultaneously.
— Internet connection via WLAN
:
— Tethering via mobile telephone.
— Hotspot for clients in the vehicle.
— Apple CarPlay™ via WLAN
.
— Android Auto™ via WLAN
.
— Audio and video streaming via WLAN
.
— Simplified pairing process via WPS
, NFC or QR code.

eSIM (embedded SIM)

The vehicle has an OCU
with embedded SIM card (eSIM). In order to use this eSIM you must purchase data plans for use via theIn-Car-Shop.

External Wi-Fi device

Use the WLAN
hotspot of an external mobile telephone *(→ Wi-Fi)*.

Setting up and deactivating a Wi-Fi hotspot

The Infotainment system can be used as a WLAN

hotspot to provide online access for up to eight WLAN devices.

In order to establish a connection to the internet and be able to use services such as We Connect, a data connection is additionally required, for example by using an internal eSIM

or an external WLAN device. The types of data connections possible depend on the country and the Infotainment system used.

Setting up the Wi-Fi connection

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as Hotspot.
2. Activate the ☑Use as mobile hotspot checkbox.
3. Search for the name of the WLAN

   hotspot on the WLAN device.
4. Enter the displayed network key on the WLAN

   device and confirm.

   The WLAN

   connection is set up. Further inputs may be required on the WLAN device to complete the connection.
5. Repeat the procedure to connect further WLAN

   devices.

The name of the hotspot and the network key are automatically generated. You can then define a name for the hotspot and the network key yourself.

Deactivating the Wi-Fi hotspot

1. Open the Hotspot (Wi-Fi) settings menu. To do this, tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as Hotspot.
2. Deactivate the ☑ Mobile hotspot checkbox.

   The Wi-Fi hotspot is deactivated.

Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

WPS with Infotainment system as Wi-Fi hotspot

✓ The WLAN
hotspot of the Infotainment system must be activated.
✓ The WLAN
device must support WPS.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Activate WPS
   on the WLAN device that is to be connected.
   The WLAN
   connection is set up. Further inputs may be required on the WLAN device to complete the connection.
4. Repeat the procedure to connect further WLAN
   devices.

It is possible to establish only one WPS
connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

Carrying out Wi-Fi pairing via NFC

WLAN
pairing can be carried out via NFC using the stowage area of the wireless charging station.
Prerequisites for the NFC
connection:
✓ The NFC
technology and stowage area of the wireless charging station are installed in the vehicle.
✓ NFC
is activated in the WLAN device.
✓ The WLAN
hotspot of the Infotainment system is activated.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Unlock the WLAN
   device and place it on the stowage area of the wireless charging station *(→ Wireless charging function)*.
   The WLAN
   device is connected as a client to the WLAN hotspot of the Infotainment system.

While the Infotainment system is in the
WLAN
settings menu, the wireless charging function is deactivated. Wireless charging is reactivated when you exit the settings menu.

In the case of older
WLAN
devices, the function may be restricted or may not work. Make sure you are using the latest software version for your WLAN device.

Wi-Fi pairing via QR code

The WLAN
connection can also be established by scanning the corresponding QR code.

✓ The WLAN
hotspot of the Infotainment system must be activated.

✓ A suitable application for scanning QR codes must be installed on the WLAN
device.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Scan the QR code
on the Infotainment system screen with the WLAN device.
The WLAN
device is connected as a client to the WLAN hotspot of the Infotainment system.

Configuring a Wi-Fi client

The Infotainment system can use the WLAN
hotspot of an external WLAN device, such as a mobile telephone, to establish an internet connection to use online services.

Setting up the Wi-Fi connection

1. Activate the WLAN
hotspot on the WLAN device; refer to the manufacturer's operating instructions.
2. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Wi-Fi:.
3. Tap Wi-Fi search.
The Infotainment system searches for WLAN
hotspots nearby. The search process may take a few seconds.
4. Select the WLAN
network of the desired WLAN device.
5. Enter the WLAN
hotspot network key on the Infotainment system and confirm with OK.
The WLAN
connection is set up. Further inputs may be required on the WLAN device to complete the connection.

Due to the large number of possible
WLAN
devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the
WLAN
function is country-specific and may vary.

WPS with Infotainment system as client

✓ The WLAN
device must support WPS.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Wi-Fi:.
2. Tap WPS quick connection (WPS button).
3. Activate WPS
on the external WLAN device.
The WLAN
connection is set up. Further inputs may be required on the WLAN device to complete the connection.

WPS
is not supported by all WLAN devices. Establish the connection manually in this case:

— Set up the Infotainment system as a
WLAN
hotspot .

— Connect the Infotainment system as a client to the hotspot of an external
WLAN
device *(→ Wi-Fi)*.

Adjusting the settings

Accessing Wi-Fi settings

Tap HOME ▶ SETTINGS ▶ Wi-Fi:.

The following settings are possible:

— Set up the Infotainment system as a hotspot.

— Connect to the Infotainment system via a fast connection.

— Connect to the WLAN
.

1. Make corresponding entries or tap function buttons.

   Changes are automatically stored when a menu is closed.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using aUSB interface with data transfer function.

Some technologies can also be accessed using Wireless App-Connect via the Bluetooth interface and a WLAN connection.

The following technologies may be available:

— Apple CarPlay™.

— Apple CarPlay™ Wireless.

— Android Auto™.

— Android Auto™ Wireless.

— MirrorLink®.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone.

MirrorLink, Apple CarPlay and Android Auto are technologies that are operated by third parties and made available to Volkswagen AG. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For more information, please visit the Volkswagen website.

Wireless function of App-Connect after crossing a border

Please note the following if you cross borders into countries that have other permitted radio frequencies than in your own country:

— The wireless function of App-Connect is restricted or is not possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system.

— The wireless function of App-Connect must be deactivated due to legal requirements. The Wi-Fi hotspot must be deactivated.

This does not apply to the function connected by cable.

Opening the App-Connect main menu

The navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap HOME ▶ .
   Or: press APP.

Setting up Wireless App-Connect

You must first pair the mobile telephone with the Infotainment system to useWireless App-Connect. Proceed as follows:

Connecting the mobile telephone for the first time

1. Unlock the mobile telephone.
2. Activate WLAN reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using aUSB cable or Bluetooth.
4. Open the App-Connect main menu if it does not load automatically.
5. Select the mobile telephone and the required technology.

6. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.
7. Disconnect the USB connection and connect to the Infotainment system again using WLAN or Bluetooth.

   Wireless App-Connect is set up.

   Pairing is complete. In future, the connected mobile telephone will also be able to use Wireless App-Connect without a USB connection.

Wireless App-Connect will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Wireless App-Connect may not be supported by all technologies.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.
- Use apps and functions only when the vehicle is stationary.

WARNING

Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone with its apps against misuse.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty apps, inadequate programming of apps, insufficient network strength or loss of data during transmission or by misuse of the mobile telephones.

Applications (apps)

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile telephones to be shown on the Infotainment system screen.

There may be problems with compatibility with third-party apps.

Apps, their use, and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

The apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and upgraded without prior notice.

In order to avoid distracting the driver, only certified apps can be used when driving .

Icons and settings for App-Connect

Symbols in the menu App-Connect

The actual symbols present depend on the installed Infotainment system and the vehicle model.

 Show further information.

 Open the App-Connect settings menu.

 Open the App-Connect Settings menu.

 Select Apple CarPlay technology.

 Select Android Auto™ technology.

MirrorLink Select MirrorLink® technology.

Possible settings in the App-Connect settings menu

The setting options depend on the Infotainment system installed.

Mobile devices

Open Device Manager.

☑ Activate data transfer for VW apps:

data transfer for Volkswagen apps is activated.

☑Allow MirrorLink information to be shown

information is displayed in MirrorLink® mode.

Apple CarPlay™

Requirements for Apple CarPlay

Checklist

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ The iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used must be an original cable from Apple.

Apple CarPlay Wireless: in addition, Bluetooth and WLAN must be activated on the iPhone.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability is available on the website of Volkswagen and Apple CarPlay or from your Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

1. Open the App-Connect main menu. To do this, tap MENU ▶ App-Connect.
   Or: press APP.
2. Establish a connection with the iPhone. To do this, tap Apple CarPlay.

Disconnecting

1. In Apple CarPlay mode, tap to go to the App-Connect main menu.
2. Tap or to terminate the active connection.

How the function buttons are displayed on the screen may vary.

Points to note

Please note the following points during an active Apple CarPlay connection:

— Bluetooth connections between the iPhone and the Infotainment system are not possible.

— An active Bluetooth connection is terminated automatically.

— Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are not available.

— The connected iPhone cannot be used as a media device in the Media main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— Depending on the Infotainment system and navigation app used, turning instructions may be shown on the instrument cluster display.
— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The "voice control" function depends on the vehicle equipment level.

1. Tap briefly to start voice control of the Infotainment system.
   Or: long-tap to start voice control (Siri) of the connected iPhone.

Android Auto™

Prerequisites for Android Auto

Checklist

The following conditions must be fulfilled in order to use Android Auto:

✓ The mobile telephone – referred to below as a smartphone – must support Android Auto.
✓ An Android Auto app must be installed on the smartphone.
✓ The smartphone must be connected to the Infotainment system via a USB connection with data transfer function.
✓ The USB cable used must be an original cable from the smartphone manufacturer.

Android Auto Wireless: in addition, Bluetooth and WLAN must be activated on the smartphone.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability are available on the Volkswagen and Android Auto websites or from a Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The requirements for using Android Auto must be met.

Start Android Auto:

1. To open the App-Connect main menu, tap MENU ▶ App-Connect.
   Or: press APP.
2. Tap Android Auto to establish a connection with the smartphone.

Disconnecting

1. In Android Auto mode, tap Close to return to the App-Connect main menu.
2. Tap to terminate the active connection.

Points to note

The following points apply when an Android Auto connection is active:

— An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth (HFP

profile).

— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.

— An active Android Auto device cannot be used as a media device in the Media main menu.

— It is not possible to use the Android Auto navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— The instrument cluster display shows information about the telephone mode.

— Depending on the Infotainment system and navigation app used, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The voice control function depends on the vehicle equipment level.

1. Tap briefly to start voice control of the Infotainment system.
   Or: long-tap to start voice control of the connected smartphone.

MirrorLink®

Function buttons

Goes back to the App-Connect main menu. Here you can end the MirrorLink connection, connect another mobile telephone or select another technology.

Tap to close any open apps. Then tap apps to be closed or tap the function button Close All to close all open apps.

Tap to display the screen of the mobile telephone on the screen of the Infotainment system.

Open the MirrorLink settings.

Tap to return to the MirrorLink main menu.

Prerequisites for MirrorLink

Checklist

The following conditions need to be fulfilled in order to use MirrorLink:

✓ The mobile telephone must support MirrorLink.

✓ The mobile telephone must be connected to the Infotainment system via a USB connection with data transfer function.

✓ The USB cable used must be an original cable from the mobile telephone manufacturer.

✓ Depending on the mobile telephone used, a suitable Car Mode app for using MirrorLink must be installed on the device.

Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile telephone when establishing a connection for the first time.

The prerequisites for using MirrorLink must be met.

Start MirrorLink:

1. To open the App-Connect main menu, tap MENU ▶ App-Connect.

Or: press APP.

2. Tap MirrorLink to establish a connection with the mobile telephone.

Disconnecting

1. When MirrorLink is in use, tap APP to return to the App-Connect main menu.

   Or: tap  to go to the MirrorLink main menu.

2. Tap ⊗ to terminate the active connection.

Points to note

The following points need to be noted during an active MirrorLink connection:

— An active MirrorLink device can also be connected simultaneously to the Infotainment system via Bluetooth.

— If the MirrorLink device is connected to the Infotainment system via Bluetooth, the telephone function on the Infotainment system can also be used.

— An active MirrorLink device cannot be used as a media device in theMedia main menu.

— The instrument cluster display shows information about the telephone mode.

— No information about turning off at junctions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Information on technical prerequisites, compatible mobile telephones, certified apps and availability is available on the homepage of Volkswagen and MirrorLink or from your Volkswagen dealership.

Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle, if installed.

The type and number of cable and wireless connections differ according to country and vehicle equipment. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

USB port

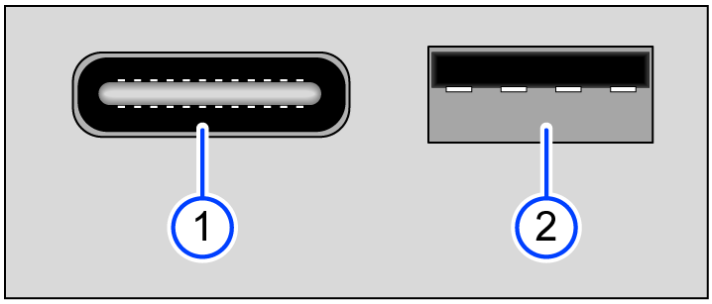


Fig. 1 Possible USB ports in the vehicle (illustration).

1 USB port, Type C.
2 USB port, Type A.

USB port types

The following USB

ports may be available in the vehicle:

— Type A : suitable for data transfer and the charging function.
— Type A : suitable for charging function only.
— Type C : suitable for data transfer and the charging function.
— Type C or : suitable for charging function only.

Each USB

port is a cable connection which can be operated only using a suitable connecting cable.

The USB

port supplies the customary USB voltage of 5 volts.

The USB

types and also the number and installation locations of the USB ports depend on the vehicle and country.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in “mass storage mode”. Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB

port can be played and controlled via the Infotainment system.

Before connecting an audio source, check which USB

port is installed in your vehicle. Use only suitable USB connecting cables which are 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 centre console.

Connecting external data media to the USB port

1. Reduce the volume on the Infotainment system.

2. Connect external data medium to the USB port.
3. Start playback on the external audio source.
4. To open the Media menu, tap ♫ ▶ ⊙.
5. Tap Source and select My media as the media source.

iPod-specific list views (Playlists, Artists, Albums etc.) can be displayed.

Notes and restrictions

The number of USB ports and compatibility with Apple devices as well as other media players depend on the equipment level.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard drives with a capacity greater than 32 GB sometimes have to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

Do not connect or use USB extension cables or USB hubs.

Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source, e.g. mobile telephone, that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is delivered from the factory with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or different version:

— HFP
  1.7.
  — Telephony and handsfree mode.
— A2DP
  1.3.
  — Music playback.
— AVRCP
  1.6.
  — Display and operation of music playback.
  — Transmission of Cover Arts.
— PBAP
  1.2.
  — Access to phone book and call lists.
— MAP
  1.4.
  — Access to SMS and email.
— SPP
  1.2.
  — Serial data transmission via Bluetooth.

Starting Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired with and connected to the Infotainment system *(→ Mobile phone interface)*.

✓ The Bluetooth audio source must support the A2DP Bluetooth profile.

1. Reduce the volume on the Infotainment system.
2. Activate Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open the Media menu.
4. Tap Source and select BT Audio.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system with Bluetooth and the USB port simultaneously.

Introduction to the topic

The functions and settings of the Infotainment system depend on the country and vehicle equipment.

Before using for the first time

Before using the device for the first time, please observe the following points so you can make full use of the available functions and settings:

— Observe the basic safety instructions ⚠ *(→ First steps in the Infotainment system)*.

— Reset the Infotainment system to factory settings.

— Find your favourite radio stations and store them to station buttons for quick access .

— Use only suitable audio sources and data media .

— Use current map data for the navigation system.

— Pair a mobile telephone to make calls using the mobile phone interface .

— Register with We Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements to the vehicle wallet of your vehicle.
— The operating instructions for the mobile telephone or audio sources.
— The operating instructions for external data media and playback devices.
— Instructions for any Infotainment accessories subsequently installed or additionally used.
— Service description when using We Connect services.
— Digital instructions in the Infotainment system, where available.

Safety notes

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.
— Some functions may contain external information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
— The radio stations or owners of the data storage media and audio sources are responsible for the content provided.
— Multi-storey car parks, garages, underpasses, tunnels, high buildings, mountains and valleys, and other electrical devices, e.g. battery chargers, can also impair reception of mobile communication, GPS and radio signals.
— Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.
— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation and cause accidents.

- Drive with your full attention and with responsibility.

⚠ WARNING

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. Drive with your full attention and with responsibility.

⚠ WARNING

If you set the volume at too high a level, this will mean that you will not hear acoustic signals from outside, and it can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle(e.g. emergency service sirens).

⚠ WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

⚠ WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS

reception but the telecommunications provider's mobile network is out of order or is not available.

- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.

WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials on the mobile telephone and an active medical implant, such as a pacemaker, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile telephone in close proximity to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile telephones and accessories outside the deployment zone of the airbags.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

NOTICE

The loudspeakers can be damaged if the volume is set at too high a level and by playback which is too loud or distorted.

- Choose the volume setting so that the loudspeakers are not damaged.

Notes on use

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.
— The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.
— When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the regulations and legal requirements in the relevant country.
— To ensure the Infotainment system works properly, it is important to make sure the system is switched on and that the correct date and time are set in the vehicle.
— A missing function button on the screen does not constitute a fault in the unit; It reflects the equipment that is available in the country in question.
— Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must also be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.
— There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
— Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.
— If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.
— The Infotainment system is automatically switched off when the engine is switched off and the charge level of the 12-volt vehicle battery is low.
— In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.
— Information on the included software and the licence conditions is stored under Settings ▸ Copyright.
— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the SD
card, external audio sources and data media are removed where applicable.

— Some Infotainment system functions require a We Connect user account for the vehicle and an Internet connection. The data transfer must not be restricted for the execution of the functions.

Overview and controls of the 10″ version



Fig. 1 Overview: display and operating unit of the 10″ version.

(1) Time.
(2) Status display of the privacy settings function (not available in all countries) and display showing number of notifications.
(3) Home button: ▢.
(4) Status display for seat heating and seat ventilation. Temperature display (adjustment via (6)).
(5) Sensor field (Infotainment system on or off).
(6) Touch slider for temperature.
(7) Touch slider for volume.
(8) Views (current view is highlighted).
(9) Scroll bar.
(10) Drop-down menu.
(11) Function buttons for main menus.
(12) Screen (touchscreen).

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

(3) Home button: ▢

1. Tap HOME to open the start screen.

(5) Sensor field (Infotainment system on or off)

1. Tap the sensor field to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe to the left to lower the temperature.

— Swipe to the right to increase the temperature.

(7) Touch slider for volume

— Swipe to the left to lower the volume.

— Swipe to the right to increase the volume.

(8) Views (current view is highlighted)

Some menus and functions have several views with different content. The current view is highlighted.

— Tap the marking to change to a view.

— Swipe your finger to the left or to the right across the screen to switch between views.

(9) Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and drag it up or down to display additional content.

(10) Drop-down menu

There are additional function buttons for functions and notifications in the drop-down menu. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the highlighted area and pull it down to open the drop-down menu.

(11) Function buttons for main menus

The position of the function buttons can be configured *(→ First steps in the Infotainment system)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(12) Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available *(→ First steps in the Infotainment system)*.

1. Tap HOME ▸ ? ▸ ▸ Operation.

Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.

1. Tap HOME ▸ ▸ Screen ▸ Hand gesture.

Overview and controls of the 8.25″ version



Fig. 1 Overview: display and operating unit of the 8.25" version.

(1) Rotary pushbutton.
(2) Time.
(3) Status display for "Privacy settings" function (not available in all countries).
(4) Home button: ▢.
(5) Status display for seat heating and seat ventilation.
(6) Function buttons for main menus.
(7) Drop-down menu.
(8) Screen (touchscreen).
(9) Scroll bar.
(10) Menu control.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

(1) Rotary pushbutton

— Press to switch the Infotainment system on or off.
— Turn anti-clockwise to reduce the volume.
— Turn clockwise to increase the volume.

(4) Home button: ▢

1. Tap HOME to open the start screen.

(6) Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(7) Drop-down menu

There are additional function buttons for functions and notifications in the drop-down menu. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

1. Tap the highlighted area and pull it down to open the drop-down menu.

(8) Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

(9) Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and drag it up or down to display additional content.

(10) Menu control

1. Turn to select from a list.
2. Press to confirm a selection.

Operating the Infotainment system

Opening the instructions (if available)

You can find further information and tips for operation in the digital instructions for the Infotainment system.

1. Tap HOME ▸ ⓘ ▸ .

Switching the Infotainment system on and off

If the Infotainment system was not manually switched off before, the Infotainment system will start up when the ignition is switched on.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

The Infotainment system switches off automatically when you leave the vehicle with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Configuring the HOME start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Tap a function button and hold until the function button is visibly highlighted.
2. Move the function button to the desired position and release.

The following main menus may be included as function buttons on the start screen:

 Background lighting.

 App-Connect .

 Apps.

 Assist systems .

 Vehicle .

 Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide *(→ First steps in the Infotainment system)*.

 Air conditioning .

 Sound *(→ First steps in the Infotainment system)*.

 Navigation .

 Users, User management *(→ Manage users)*.

 Radio/Media , .

 Settings *(→ First steps in the Infotainment system)*.

 Stationary air conditioning: auxiliary heater.

 Telephone .

Scrolling through lists, switching tracks

Use the touchscreen or menu control to select the desired function, setting or track.

Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise function buttons and views (this depends on the vehicle equipment level)*(→ First steps in the Infotainment system)*.

Enlarging and reducing images and maps on the screen

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the screen and keep your fingers on the screen.

— To enlarge the display of images and maps, slowly move your fingers apart.

— To reduce the display of images and maps, slowly move your fingers together.

Personalising the Infotainment system

Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

Configuring tiles

You can find tiles for accessing further menus and functions on the Infotainment system displays. Configure the tiles by

removing or adding views.

1. Tap a tile and hold until an additional window opens.
2. Tap ✎ to open the configuration function.
   — To add a new view with tiles, tap ⊕ and the desired template. New tiles are created without functions.
   — To remove a view with tiles, tap 🗑.
3. Tap ✎ to close the configuration function.
4. To return to the view, tap ⊗ or a free area on the screen.

At least two tiles are always available. These cannot be removed. With some equipment levels, you can add two more tiles. In total, a maximum of four tiles can be displayed.

Adapting tiles

Configure tiles and the displayed functions of the tiles in the Infotainment system views to adapt the Infotainment system to your needs.

1. Tap a tile and hold until an additional window opens.
2. To add functions to a tile, tap the desired tile.
3. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
4. To remove a function from a tile, tap the desired tile and then tap 🗑.
5. To return to the view, tap ⊗ or a free area on the screen.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Adapting the drop-down menu

Personalise the drop-down menu in the Infotainment system for faster access to favourite or frequently used functions.

1. Tap a function and hold until an additional window opens.
2. Tap the desired function in the additional window and hold until the function is visibly highlighted.
3. Move the function to the desired position and release.

   The active function is automatically removed from the drop-down menu and added to the additional window.

More functions are available for the drop-down menu than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening the instructions (if available)

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.

1. Tap HOME ▸ ⓘ ▸ ▸ Custom.

System and sound settings

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑ or ◉ The setting is selected and activated or switched on.

☐ or ◯ The setting is not selected and is deactivated or switched off.

▽ or ﹀ Open the drop-down list.

+ Increase the setting values.

− Decrease the setting values.

< Gradually back.

> Gradually forwards.

Change setting values with the slider control (infinitely variable).

System settings

The following functions, information and setting options may be available in the system settings:

— Screen.
— Time and date.
— Language.
— Additional keyboard languages.
— Units.
— Voice control.
— Wi-Fi.
— Data connection.
— Mobile devices.
— Reset to default settings.
— System information.
— Copyright.
— Configuration assistant.

Opening the system settings

1. Only on the 10" version, tap HOME ▶ Settings.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

Opening the sound settings

1. Only on the 10" version, tap HOME ▶ Sound ▶ .

Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Cleaning the screen

Observe this checklist when cleaning the screen:

✓ The Infotainment system is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: use a cleaning cloth available from Volkswagen dealerships.

✓ In the case of stubborn dirt:

✓ Moisten dirt with only a little water and allow to soak in.

✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the device and dull the screen.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen and then leave the vehicle locked from outside for at least 2 minutes.

Marks, licences, copyright

Marks and licences

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Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.

Opening the RADIO menu

1. Tap HOME ▸ ♫ ▸ 📻.
   Or: tap MENU ▸ 📻.
   Or: tap RADIO.

Opening settings

1. Tap HOME ▸ ♫ ▸ ⚙ ▸ Radio.
   Or: tap MENU ▸ 📻 ▸ ⚙ .

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

Equipment scope and radio symbols

Radio

The available functions and the possible reception modes and frequency band depend on the vehicle equipment and country.

— FM
multiple tuner (antenna diversity).
— FM
station list.
— Combined station list.
— Combination of FM
- and DAB stations in one list.
— Combined preset list.
— Combination of all stations stored to station buttons in one list.
— 36 station buttons as storage locations for favourites.
— Station logos.
— Aerial amplifier.
— DAB
/DAB+ (multiple tuner with MRC in 10").
— DAB
slideshow (10").
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

General symbols in radio mode


FM Select FM reception mode.


FM/DAB Select FM /DAB reception mode.


DAB Select DAB reception mode.


Internet radio Select Internet Radio reception mode.

< Select previous station from the station list or station on previous station button.

> Select next station from the station list or station on next station button.


Display station buttons.


Station already stored to a station button in a station list.

TP
Traffic news monitoring (TP) is activated.

No TP
The selected traffic news station is not available.

AF off
Automatic station tracking (AF) is switched off.

RDS off
Radio Data System (RDS) is switched off.

Symbols in the AM frequency band

Display list of AM stations.

Update station list manually.

Display frequency band for manual selection of AM frequency.

Symbols in the FM and FM/DAB frequency band

Display station list of FM and DAB stations.

Display frequency band for manual selection of FM frequency.
Possible only if the combined station list is switched off.

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for the DAB station.

Symbols in Internet Radio mode

Open full-text search.

No Internet Radio reception possible.

Display recently listened to internet radio stations.

TOP 100 Display 100 most frequently listened to internet radio stations.

Display available internet radio podcasts.

Display internet radio stations from the desired country.

Display internet radio stations that broadcast in the desired language.

Display internet radio stations who broadcast programmes from the desired genre.

Display station selection.

Selecting a frequency band

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

The available frequency bands and reception modes depend on the vehicle equipment and country.

1. Tap Source to open the list of frequency bands and reception modes.
2. Select frequency band or reception mode:
   — AM
   .
   — FM
   /DAB.
   — FM
   .
   — DAB
   .
   — Internet Radio.
   — SiriusXM.

Searching for and selecting stations

You can select radio stations in different ways. The possibilities vary depending on frequency band and reception mode.

Selecting via frequency band (AM and FM)

1. Tap .
2. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency is set.

Selecting from station list (AM, FM and FM/DAB)

The station list shows the stations that can currently be received. Depending on equipment, it may be necessary to manually update the station list if you have left the corresponding region since you last opened the station list. In the FM

/DAB frequency band, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set.

   In the FM

   /DAB frequency band, the best reception mode is selected automatically according to availability of the station.

Searching for and filtering stations (Internet Radio)

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. Open the station selection.
2. Select the category according to which you wish to filter the stations.

   Or: tap to start the full-text search.

   The input field is displayed.

3. Enter the name of the station or category you want to search for.

   The list of found stations is automatically updated during input.

4. Tap the desired station.

   The selected station is set.

SCAN Searching in SCAN mode (AM, FM and FM/DAB)

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

1. Tap SCAN to start the SCAN function.

   The SCAN function starts and the currently set station is shown on the display.

   The SCAN function button is shown.

2. To select a station, tap SCAN.

   The SCAN function stops and the station is set.

Storing stations to station buttons

You can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Open the station buttons.
3. Tap ⊕.

   Or: tap a previously assigned station button and hold it for around three seconds.

   Or: tap and hold a station in the station list. The station buttons are displayed.

4. Tap station button.

   The station is stored to the selected station button.

   If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

Online functions in radio mode

With some equipment levels, the Infotainment system has online functions in radio mode.

Internet Radio is an example of an online function in radio mode.

Requirements for using online functions in radio mode:

✓ The vehicle is equipped with We Connect or We Connect Plus.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your We Connect user account.

✓ You have purchased a corresponding data plan for an Internet connection from theIn-Car Shop or you have a data plan for the SIM
card in your mobile telephone and are connected to your vehicle via the WLAN hotspot.

Special functions in radio mode

The special radio mode functions listed below may not be available in all Infotainment systems depending on the equipment and country.

TP (Traffic Programme)

The TP

function monitors the reports from a set traffic news station and automatically outputs them in radio mode or during media playback. Reception of a traffic news station must be possible for this.

Some stations that do not broadcast their own traffic news support theTP

function through a corresponding traffic news station (EON).

The system will always automatically tune to a traffic news station in the background if one is available in theAM

frequency band or media mode.

If no traffic news station can be received, No TP will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to TP again.

The TP

function must be activated in the settings in order to receive traffic announcements.

Traffic news stations are not available in all countries.

Switching on the TP function

1. In radio or media mode, tap ⚙ ▸ Radio and activate ☑ Traffic programme TP.

Internet radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent ofAM

, FM and DAB. Due to transmission via the internet, reception is not regionally restricted.

Internet radio is available only when the Infotainment system has an active internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

Functioning of Internet Radio depends on the privacy settings in the vehicle.

Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

The station logos will be assigned to the stations automatically if Autoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

Manually assigning station logos

1. In radio mode, tap ⚙ ▸ Radio ▸ Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select station logo.
4. Repeat the process for further stations if desired.
5. Tap ↩ to finish assigning station logos.

Introduction to the topic

In media mode, you can play media files from data media on the Infotainment system.

With some equipment levels, the following data media can be used:

— USB
  data medium, e.g. USB stick.
— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music.
— Video files.

Streaming services

You can also use streaming services, depending on the equipment and country *(→ Streaming services)*.

Open the MEDIA main menu

1. Tap HOME ▸ ♫ ▸ ⊳.

Opening settings

1. Tap HOME ▸ ♫ ▸ ⚙ ▸ Media.

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

No liability can be accepted for damaged, modified or lost files on data media.

Equipment features and media symbols

Audio, media, connectivity

— Media playback and media control via Bluetooth.

— Audio playback in the following formats:

  — AAC
  .
  — ALAC
  .
  — AVI
  .
  — FLAC
  .
  — MP3
  .
  — MP4
  .
  — WMA
  .

— Video playback in the following formats:

  — MPEG
  -1 and MPEG-2 (.mpg, .mpeg).
  — ISO
  MPEG4; Xvid (.avi).
  — ISO MPEG4 H.264 (.mp4, .m4v, .mov).
  — Windows Media Video 9 (.wmv, .asf).

— Cross-device playlists.

— Cross-source media database:

  — The data of all media sources connected to the Infotainment system is stored in a media database.

— Media streaming (online).

— Media search.

Symbols for media sources

Select My media as the media source. Connected USB devices can be selected under My media.

Select a device connected via Bluetooth as media source.

Set up available streaming services.

Already set up streaming services will be displayed in the list of media sources with their own logo.

General symbols in media operation

▷ Start playback.

|| Pause playback.

Go to previous track.

 Go to next track.

 Repeat current track.

 Repeat all tracks.

 Activate shuffle mode.

 Show favourites list.

 Go back to higher-level folder of the media source.

Symbols for categories and groups of media files

 Music tracks.

 Videos.

 Playlists.

 Albums.

 Artists.

 Genre.

 Podcasts.

 Audio books.

Symbols for video playback

 Play video in full-screen mode.

 Minimise playback.

Selecting and playing a media source

Selecting a media source

1. Connect an external media source if you require playback from an external media source.
2. Select the connected media source that is to be used for playback.

▷ Playing audio and video files

You must connect and select a media source before playing media files.

You can search for and play media files from an available media source in various ways.

♪≡ Searching in the folder structure

All media files of USB

devices are filtered according to categories, e.g. album. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located under My media.

1. Show folder structure.

   The folder structure of the selected media source is displayed. If My media is selected, categories, e.g. music, and connected media sources are displayed first.

2. Search through the folder structure for the desired track.

   Or: tap ⌕ to start the full-text search.

   The input field is displayed.

3. Enter the name of the desired track.

   The list of found tracks is automatically updated during input.

4. Tap the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.

5. Close the selection with ×.

♡ Selecting favourites

You can save individual tracks, albums, artists and genres as favourites for playback.

1. Tap ♡.
2. Tap the desired favourite.

   Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

♡ Saving favourites

Only media files that are displayed under My Media in the Music and Video folders can be saved as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.
2. Tap ♡.
3. Tap ⊕.

   Or: tap an already assigned favourite location and hold for around 3 seconds.

4. Choose from the selection list:

   — Track.

   — Albums.

   — Artists.

   — Genres.

   — Playlists.

   The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

If a video file is currently being played, only this video can be saved as a favourite.

Setting up streaming services

Depending on the vehicle equipment and country, you can use streaming services directly via the Infotainment system *(→ Media mode)*. You require an Internet connection in order to use streaming services *(→ Media mode)*.

1. Select Media streaming as the media source.

   A list of available streaming services is displayed.

2. Select the desired streaming service.

An input field for input of the login data is displayed.

3. Enter the login data of the desired user account and confirm.

   The streaming service is added to the list of media sources as a new function button.

You may need to log in again to the streaming service if you, for example, change the privacy setting.

Online functions in media mode

Streaming services

You can also use streaming services, depending on the equipment and country.

Streaming services are not available in all countries and vehicle models.

Conditions for using streaming services:

✓ We Connect or We Connect Plus is available in the vehicle.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your user account.

✓ You have purchased a corresponding data plan from theIn-Car Shop or you have available data on theSIM card of your mobile telephone and are connected to your vehicle via the WLAN hotspot on your mobile telephone *(→ Wi-Fi)*.

✓ You have a user account for the respective streaming service:

Streaming services, such as Apple Music and TIDAL, can only be activated or deactivated as a group, even if they are listed separately in the menu *(→ We Connect)*.

Entertainment playback via the Infotainment system

You can play music and videos on the Infotainment system.

Video mode

In video mode, the Infotainment system display can play a video from a data medium or, depending on country, from a streaming service *(→ Media mode)*. The video soundtrack is played on the vehicle loudspeakers.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

The navigation is operated on the screen.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

The navigation may recalculate the route if the driver misses a turning.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

Traffic announcements will be output in the navigation system only if the available We Connect service has been activated.

Opening the main menu of the navigation system

1. Tap HOME ▸ △.
   Or: tap HOME ▸ △ ▸ ⊠.
   Or: tap MENU ▸ △.

Opening settings

1. Tap HOME ▸ △ ▸ ⚙.
   Or: tap MENU ▸ △ ▸ ⚙.

Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, information on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style *(→ Navigation)*.

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

Navigation announcements are not given if the Infotainment system has been muted.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS

satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position.

As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

Controlling the navigation map

For optimal viewing, you can also operate the navigation map with advanced finger movements.

Moving the navigation map

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

Enlarging the map view

Recommendation: use your index finger.

1. Tap the map twice to zoom in on a particular position.

Reducing the map view

Recommendation: use your index and middle finger.

1. Tap the map with two fingers simultaneously to zoom out at a particular position.

Enlarging and reducing the map view

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

Enlarging and reducing the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

Tilting the map view

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

Rotating the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Turn your fingers clockwise or anticlockwise to rotate the map view.

Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and position information, to enable you to enter destinations quickly and to optimise route guidance.

Deleting stored data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Navigation equipment and symbols

Navigation

The navigation functions depend on the equipment level and country.

Equipment

— Destination input and route calculation.

— Simultaneous display of two navigation maps (screen and instrument cluster).

— Personal POIs.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic announcements and POIs, such as filling stations, if the navigation data is available *(→ Traffic information)*.

 Display current position.

 Display further options for route guidance.

 Display the navigation map.

 Open saved addresses (contact list of the connected mobile telephone).

 Open the settings.

 Display additional window with route options.

 Fully automatic map mode (alignment in direction of travel, position, zoom & tilt).

 Align the map to north.

 Map scale.

 Display destination memory.

Symbols in the additional window

— To open the additional window, tap ≡.

 Display route overview and alternative routes for current route guidance.

 Repeat the previous navigation announcement.

 Mute navigation announcements and adjust volume for navigation announcements.

Other symbols

 Destination search: detailed destination input for an address.

Route plan symbols

 Display current position.

 Destination of the current route guidance.

 End the current route guidance.

 Close the route plan.

POI symbols

POIs are displayed on the map when navigation data is available.

Tap the desired POI to start route guidance .

 E-charging station.

 Filling station.

 Car park.

 Tourist information.

 Train station.

 Restaurant.

Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under ⚙ ▸ Basic function settings ▸ Preferred POI categories. The system also independently learns which category you prefer.

Traffic reports

Traffic announcements are displayed on the map when navigation data is available *(→ Traffic information)*.

Tap a traffic announcement to open an additional window with further details *(→ Navigation)*.

 Traffic jam.

 Accident.

 Ice.

 Road closed.

 Risk of skidding.

 Danger.

 Road works.

 Strong winds.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Updating navigation data online

Navigation data for frequently travelled regions is automatically updated in the background with an existing Internet connection and, depending on country, also with valid privacy settings.

1. Navigation data is automatically updated while the ignition is switched on.

Automatic update of navigation data depends on the privacy settings. No update is carried out in offline mode.

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at www.volkswagen.com and stored on a suitable USB

data medium (available from independent retailers). If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on a USB
   data medium.
2. Switch on the vehicle ignition.
3. Connect a USB
   data storage device to the Infotainment system when the vehicle is stationary.
   The navigation data for regions that are currently frequently travelled is automatically updated in the background.

No message appears in the Infotainment system while the navigation data is being updated, or once the update is complete.

When you update navigation data manually, the
USB
data medium must remain continuously connected. No message appears to indicate that the update has been completed.

Leave the
USB
data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Failure to do so will cancel the update.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB
data storage device nor an Internet connection.

1. To display the map data version, tap HOME ▶ ⚙ ▶ System information.

Entering a destination and starting route guidance

Depending on country and vehicle equipment, different functions are available for destination input.

Further information about the symbols on the Infotainment system display is available on *(→ Navigation)*.

You can more precisely limit the search by indicating preferences in the results list, such as “nearby”.

The different functions for destination input can be found in the main menu of the navigation system.

Opening the main menu of the navigation system

1. Tap HOME ▸ ▸ .

Opening the settings

1. Tap HOME ▸ ▸ .

Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap .

   Or: tap .
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap .
2. Enter the address of the destination and tap and hold the desired destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Recommended destinations

The navigation system uses stored data such as the last and learned destinations, favourites, and home and work addresses so it can use this data for route guidance.

Selecting a destination and starting navigation

1. Tap ▸ Suggested destinations.
2. Tap the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap ▸ Last destinations.
2. Tap the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Last destinations.
2. Tap the desired destination and hold for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ♡ in the additional window.

Selecting a destination and starting navigation

1. Tap ◯ ▸ Favourites.
2. Tap the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Favourites.
2. Tap the desired destination and hold for a few seconds.

Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To enter a destination, tap the desired position or location on the map. You can start route guidance if map data is available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

Use the offroad navigation function to enter a destination point with unknown data.

Offroad navigation

The offroad navigation function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start offroad navigation, tap a free area without positioning data.

Starting navigation

1. Tap .
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended tap gestures *(→ Navigation)*.
3. Tap the desired destination or any destination point on the map without positioning data.
4. Tap Start.

   Or: tap .

Using the address data of a contact

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .

2. Tap the desired contact and address data.
3. Tap Start.

   Or: tap .

NOTICE

If the address data of a contact is out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date.

Function descriptions

Route plan

The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings *(→ Navigation)*.

Opening and closing the route plan

1. Tap the route plan to open the route plan.
2. Tap > to close the route plan.
3. To stop route guidance to the destination or stopover, tap ⊗ next to the destination in the route plan.

Editing route guidance

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release.

   The route will be recalculated.

Bypassing a traffic disruption

The route plan displays reports of current traffic disruptions when navigation data is available. Avoid traffic disruptions by editing the route plan *(→ Traffic information)*.

1. Tap the traffic announcement.
2. Tap Bypass.

   The route will be recalculated.

For each guidance to a destination, only one traffic disruption can be avoided in this way.

Additional window

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry touched.

Closing the additional window

1. Tap a free area outside the additional window.

Functions in the additional window:

Display on map
: Display the selection on the map.

Add stopover
: Add a stopover to the route guidance.

Direct route
: Start direct route guidance.

Delete
: Delete stopover from route guidance.

Bypass
: Avoid a traffic disruption. The route will be recalculated.

Stop route guidance
: End the current route guidance.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes. To display the suggested routes, tap ⌕.

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Relevant traffic disruptions are taken into account in the route guidance. Relevant traffic disruptions will be avoided if an alternative route and the navigation data is available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating and deactivating “Learn usage pattern”

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1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Learn usage pattern to activate or deactivate the function.
3. Tap Delete usage pattern to delete saved data.

Traffic information

Depending on equipment, reception of traffic information is not available in all Infotainment systems and not in all countries.

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

ⓘ Receipt of traffic information depends on the privacy settings set. No traffic information is received in offline mode.

Traffic reports

Traffic announcements, e.g. traffic jams or slow-moving traffic are shown as symbols on the navigation map *(→ Navigation)*.

When route guidance is active,traffic reports that are on the current route are displayed in the route plan. You can bypass these traffic reports *(→ Navigation)*.

ⓘ Local warnings, e.g. about severe weather, can be output as a pop-up message via the Infotainment system.

Traffic flow display

The traffic flow is shown on the navigation map for all traffic reports by colouring of the road network.

Orange Slow-moving traffic.

Red Traffic jam.

Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or WLAN
can be restored at any time without having to pair the device again.

Open the menu for the mobile phone interface

1. Tap HOME ▸ .
   Or: tap MENU ▸ .
   Or: press PHONE.

Equipment and symbols of the mobile phone interface

The specified equipment features and symbols are not available in all countries and for all Infotainment systems.

Equipment features

- Hands-free function.
- Use up to two mobile telephones simultaneously.
- Phone book with up to 5,000 contact entries.
- SMS
  functions via Bluetooth:
  - Read SMS
    .
  - Write SMS
    (including templates).
  - Have SMS
    read out loud.
  - Message history.
- Email functions via Bluetooth:
  - Read emails.
  - Write emails.
- Bluetooth and WLAN
  device pairing via NFC.
- Convenience telephony.
- Connection to wireless charging facility (wireless charging function) *(→ Wireless charging function)*.
- Connection to microphone installed in the vehicle.

Symbols in the main menu

The appearance of the symbols may differ depending on Infotainment system.

 Contacts.

 Call lists for incoming and outgoing calls.

 Dial phone number.

 Text messages (SMS
and email).

 Settings of mobile phone interface.

 Select the active device from two or more connected mobile telephones.

Symbols for phone calls

The appearance of the symbols may differ depending on Infotainment system.

 Make or answer and display call.

 End or reject call.

 Opens the contact list.

Dial phone number.

Mute hands-free system.

Hold call.

Add a participant to a conference or start conference.

Make emergency call.

Voicemail.

Obtain help in the event of breakdown.

Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Symbols in the contact window

1. Tap to open the contact window.

Input to search for contacts.

Edit favourites.

Add favourites.

Remove favourites.

Symbols for call lists

1. Tap to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Phone number (work).

Phone number (private).

Mobile number.

Fax (business).

Fax (private).

Symbols for messages

The appearance of the symbols may differ depending on Infotainment system.

1. Tap to open text messages or emails.

Template for text messages.

Show SMS
as chat.

Have messages read out loud.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles which run on liquid gas, such as propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine or mobile telephone must be switched off.

WARNING

Switch off the mobile telephone and mobile phone interface in areas where there is a risk of explosion.

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Types of mobile phone interface

Depending on country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic equipment of the mobile phone interface.

— Comfort mobile phone interface.

Basic equipment of the mobile phone interface

The mobile phone interface uses the HFP

Bluetooth profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

Comfort mobile phone interface

The Comfort mobile phone interface uses the HFP

Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function *(→ Wireless charging function)*.

In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. Depending on equipment, the mobile telephone is paired with the vehicle aerial. This improves the reception and call quality.

Wireless charging function

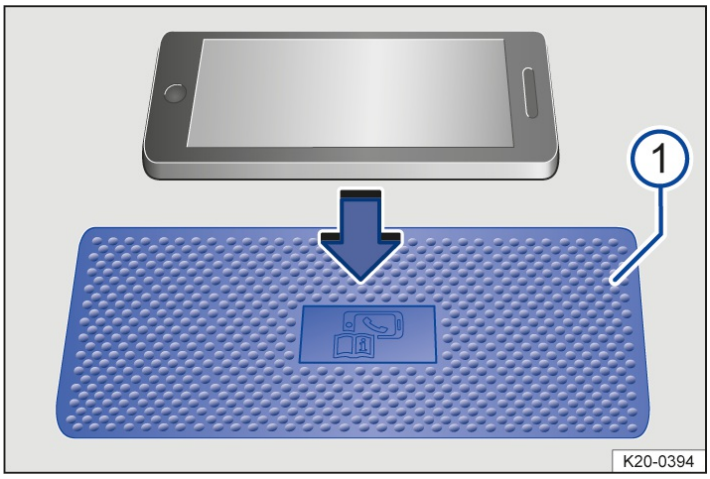


Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The stowage area with lining mat → *Fig. 1* (1) for the wireless charging function is located either in the centre console or in a stowage compartment in the area between the front seats depending on the vehicle.

In some vehicles, the lining mat → *Fig. 1* (1) has a telephone symbol that marks the centre position of the wireless charging function. The symbol on the lining mat may look different in some vehicles.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile telephones.

Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone can provide more information on compatibility.

Always place only one Qi-enabled mobile telephone without a protective case and with maximum dimensions(width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) flat on the shelf for the wireless charging function.

Qi-capable mobile telephones with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metallic components such as coins from the stowage compartment and observe the operating instructions for the mobile telephone.

To charge a Qi-enabled mobile telephone, remove the protective cover and place the entire surface of the suitable mobile telephone flat in the centre of the stowage area with the display facing upwards. The charging process starts automatically.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment. Remove foreign objects immediately!

If the mobile telephone has not been positioned correctly in the stowage area or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the Infotainment system will report that there is a foreign object in the stowage compartment. The fault can be rectified if a suitable mobile telephone is used and its position is corrected.

Stowage compartment cover

Depending on equipment and country, the stowage compartment for the wireless charging function has a cover for the mobile telephone's display.

Always place only one mobile telephone with maximum dimensions(width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) in the stowage compartment with cover, in accordance with the specifications.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

The cover must always remain closed when driving and the mobile telephone display must be fully covered.

⚠ WARNING

Notifications on the mobile telephone display can distract the driver and increase the risk of a serious accident.
- Always place only one suitable mobile telephone, where applicable Qi-enabled, without protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 inches x 5.512 inches) on the shelf in the stowage compartment, in accordance with the specifications.
- Remove any objects that impede the cover closing function.
- Always keep the cover closed when driving.

WARNING

Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.
- Do not place any metal or metallic objects on the shelf for the wireless charging function.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or a chip on the shelf for the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system to use the functions of the mobile phone interface. The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system.

The pairing process can take a few minutes. The available functions depend on the mobile telephone used and its operating system.

Pairing a mobile telephone

Prerequisites for pairing:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated in the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. Optional: confirm the data transfer prompt on the mobile telephone.

WARNING

If you carry out pairing when driving, this can cause accidents or injuries.
- Carry out pairing only when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the mobile telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

Bluetooth pairing via NFC

NFC is not available in all countries and vehicle models. Depending on the vehicle equipment, NFC is not available in every vehicle with a wireless charging function.

Prerequisites for one-off pairing:

✓ NFC technology and a stowage compartment with wireless charging function are installed in the vehicle.

✓ NFC is activated on the mobile telephone.

1. Tap ▸ Settings ▸ Select mobile phone.

2. Unlock the mobile telephone.
3. Place the mobile telephone correctly on the shelf for the wireless charging function.
4. Continue and confirm Bluetooth pairing in accordance with the displays on the mobile telephone and Infotainment system.

   The mobile telephone is paired with the Infotainment system.

The wireless charging function is deactivated while the Infotainment system is in theKnown mobile phones menu. The wireless charging function will be reactivated when you leave the menu.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Tap HOME ▸ ⚙ ▸ Mobile devices.
2. Tap the technology desired for the connection.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active	Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.
Passive	Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Changing the connection type (passive to active)

Prerequisite: several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap ⌄.

   The mobile telephone with an active connection is highlighted.
2. Tap the name of the mobile telephone you require.

   Other mobile telephones then automatically have a passive connection.

User profiles

An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details or settings. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

1. Tap 📞 ▸ Settings.

   The user profiles are located in the area Select mobile telephone or Mobile devices.
2. Tap the desired user profile and tap 🗑 to delete.

Making phone calls and sending messages

Opening the mobile phone interface

1. Tap HOME ▸ .

Using the telephone

Select a telephone number to start the call. Different functions are available for selection of phone numbers.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap ▸ and enter the contact data you are looking for. Tap a contact in the list to start the call.

   Or: tap ▸ Favourites. Tap a contact in the list to start the call.

   Or: tap ▸ All. Tap a contact in the list to start the call.

When searching for a contact, enter the surname and first name separated by a space.

Using the call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

1. Tap ▸ All. Tap a number in the list to start the call.

   Or: tap ▸ Missed. Tap a number in the list to start the call.

   Or: tap ▸ Mobile. To start the call, tap a contact or number in the list.

Entering a phone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

Sending text messages

Depending on the mobile telephone and the Infotainment system being used, you can send and receive SMS and emails via the mobile phone interface.

Switching between text messages and email

To send SMS or emails, activate the corresponding option at the top left of the screen. The active option is displayed on the screen, e.g. Text message.

1. Tap .
2. Tap the required option.

Sending text messages

1. Tap ▸ Text message ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of Search.
3. Tap OK to send the message.

Sending emails

1. Tap ▸ E-mail ▸ New message and enter the message on the screen.

2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of Search.
3. Tap OK to send the message.

Telephone book, favourites and speed dial buttons

Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call and a further participant added to the call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Favourites and speed dial buttons

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, it will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)*.

Assigning a speed dial button

1. Tap ⊕.
2. Tap a contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Editing a speed dial button

1. Press and hold the speed dial button until the telephone book is opened.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Calling a favourite

1. Tap the assigned speed dial button.

Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

Deleting favourites from the speed dial button

1. Tap .
2. Tap on the desired speed dial button to delete a favourite.

Introduction to voice control

Voice control allows you to perform certain functions by spoken commands.

The availability of voice control depends on the vehicle equipment and country.

Types of voice control

Depending on the language set in the Infotainment system, one of the following voice control types is available in the vehicle:

— Command-based voice control (standard).

— Advanced voice control (offline or online).

Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported languages, e.g. switching on the seat heating.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel or the VOICE button is present on the Infotainment system, or if your vehicle understands the activation word.

Test voice control before starting a journey in order to familiarise yourself with the function.

Differences in voice control systems

Command-based voice control (standard)

Here, voice commands must follow a defined syntax in order to be recognised correctly, e.g.: “Navigate to [*Town, Street name, House number*]”. You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language *(→ Voice control)*.

Advanced voice control (offline or online)

Advanced voice control permits natural language interaction with the system. For example, the statement “I’m cold” will lead to the set temperature in the vehicle being increased. Voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

Advanced voice control works online and offline. In online mode, more functions and data are available to permit improved recognition of voice commands. For online mode, you need a valid We Connect Plus or We Connect Start contract for the vehicle.

If advanced voice control is also available in a language in addition to command-based control, the advanced voice control function will always be used when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Language	Standard	Offline	Online
German	x	x	x
English (GB)	x	x	x
English (US)	x	x	x
Italian	x	x	x
French	x	x	x
Spanish	x	x	x
Czech	x	x	x
Dutch	x	—	—
Polish	x	—	—
Portuguese	x	—	—
Norwegian	x	—	—
Swedish	x	—	—
Danish	x	—	—
Finnish	x	—	—
Bulgarian	x	—	—
Greek	x	—	—
Russian	x	—	—
Turkish	x	—	—
Portuguese (Brazil) *(→ Voice control)*	x	—	—
French (Canada) *(→ Voice control)*	x	—	—
Spanish (Mexico) *(→ Voice control)*	x	—	—

x = Type of voice control possible in this language.

Starting and stopping voice control

Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.

✓ Avoid excessive emphasis or strong dialect.

✓ Do not leave long pauses when speaking.

✓ Avoid exterior and background noise.

✓ Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ? ▸ .

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

1. *Starting with voice*: speak the activation word.
2. *Starting via multifunction steering wheel*: Press the voice control button .
3. *Starting via the Infotainment system*: tap VOICE.

In some cases, you can start the voice control function of the connected mobile telephone by pressing and holding the voice control button or the VOICE button.

In black with blue background: voice control is active and will recognise spoken words.

Ending the voice control function

1. *Ending with voice*: to open suggestions for a voice command for ending voice control, tap HOME ▶ ? ▶ ▶ General.
2. *Ending via multifunction steering wheel*: press the voice control button twice in quick succession.
3. *Ending automatically*: voice control is ended automatically if you use functions in the Infotainment system, activate the parking system, telephone calls are received or if there are voice outputs and warnings from the navigation system.

Activation word

The words spoken in the vehicle are checked for the activation word in the Infotainment system circular buffer. Voice control starts if the Infotainment system recognises the activation word. The circular buffer data is overwritten every 15 seconds. The circular buffer is not active if the activation word is deactivated. There is no transmission of data or words spoken in the vehicle.

Switching activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▶ ▶ Voice control ▶ Activation word.

Speaking activation word and activation word recognition

Prerequisite:

✓ The Activation word is switched on in the settings.

BG Здравей Volkswagen.

BR Olá Volkswagen.

CDN Bonjour Volkswagen.

CZ Ahoj Volkswagen.

D Hallo Volkswagen.

DK Hej Volkswagen.

E Hola Volkswagen.

F Bonjour Volkswagen.

FIN Hei Volkswagen.

GB Hello Volkswagen.

GR Γεια σου Volkswagen.

I Ciao Volkswagen.

J ノ\口ー Volkswagen.

MEX Hola Volkswagen.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć Volkswagen.

ROK 안녕 Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct language in the Infotainment system.

— Start the voice control function.

— System fault. • Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Voice control provides inappropriate answers

1. The voice control system has interpreted the question incorrectly.
2. Speak the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

Stowing luggage and loads

Stowing luggage safely in the vehicle

— Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.

— Always stow luggage and heavy objects in the luggage compartment → ⚠ and place them as far forwards as possible.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure luggage to the fastening rings in the luggage compartment using suitable lashing, fixing and securing straps *(→ Luggage compartment equipment)*.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range *(→ Headlight range control)*. Vehicles with dynamic headlight range control adapt automatically to the load.

— Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

⚠ WARNING

Objects or animals that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, please observe the following guidelines:

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

NOTICE

Rubbing objects on the rear windows can cause damage (e.g. to the heating wires of the rear window heating).

Luggage compartment cover

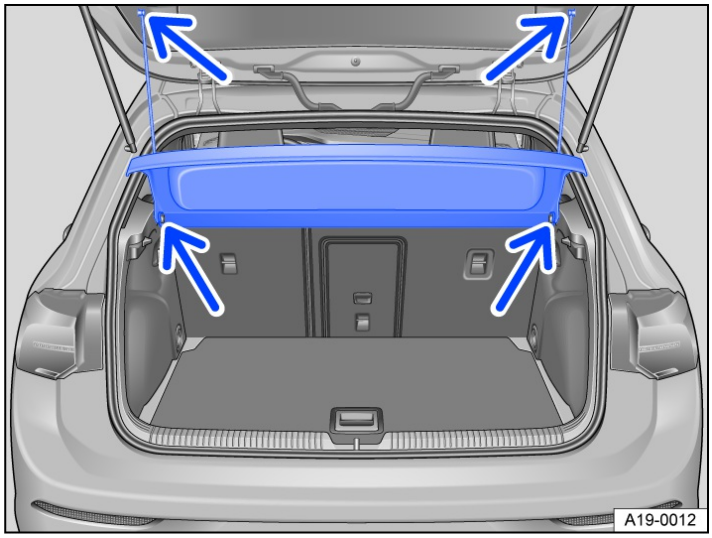


Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

The luggage compartment cover is not suitable for use as a shelf for objects →⚠.

Removing the luggage compartment cover

1. Unhook the retaining straps from the boot lid →*Fig. 1* (upper arrows).
2. Push the luggage compartment cover out of the side holders(lower arrows) from below.

Fitting the luggage compartment cover

1. Push the luggage compartment cover into the side retainers from above→*Fig. 1* (lower arrows).
2. Hook the retaining straps onto the boot lid(upper arrows).

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, may damage the luggage compartment cover and could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

NOTICE

To prevent damage to the luggage compartment cover, do not load it to such a height that the luggage compartment cover will press against the load when the boot lid is closed.

Variable luggage compartment floor

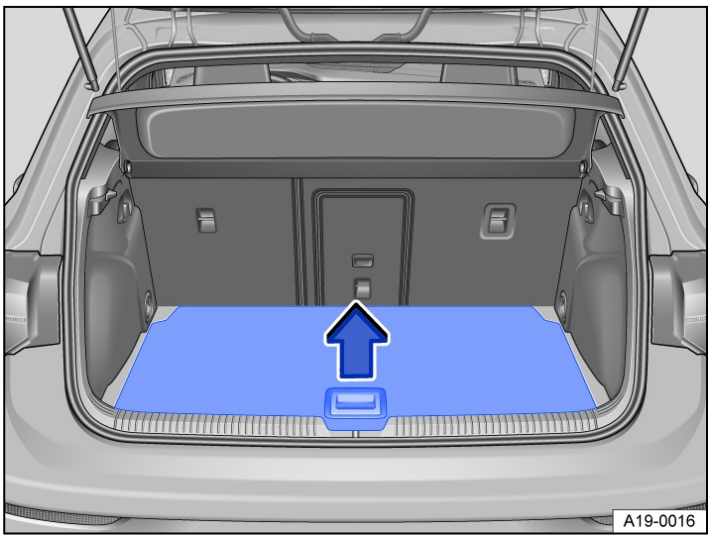


Fig. 1 In the luggage compartment: lifting the variable luggage compartment floor.

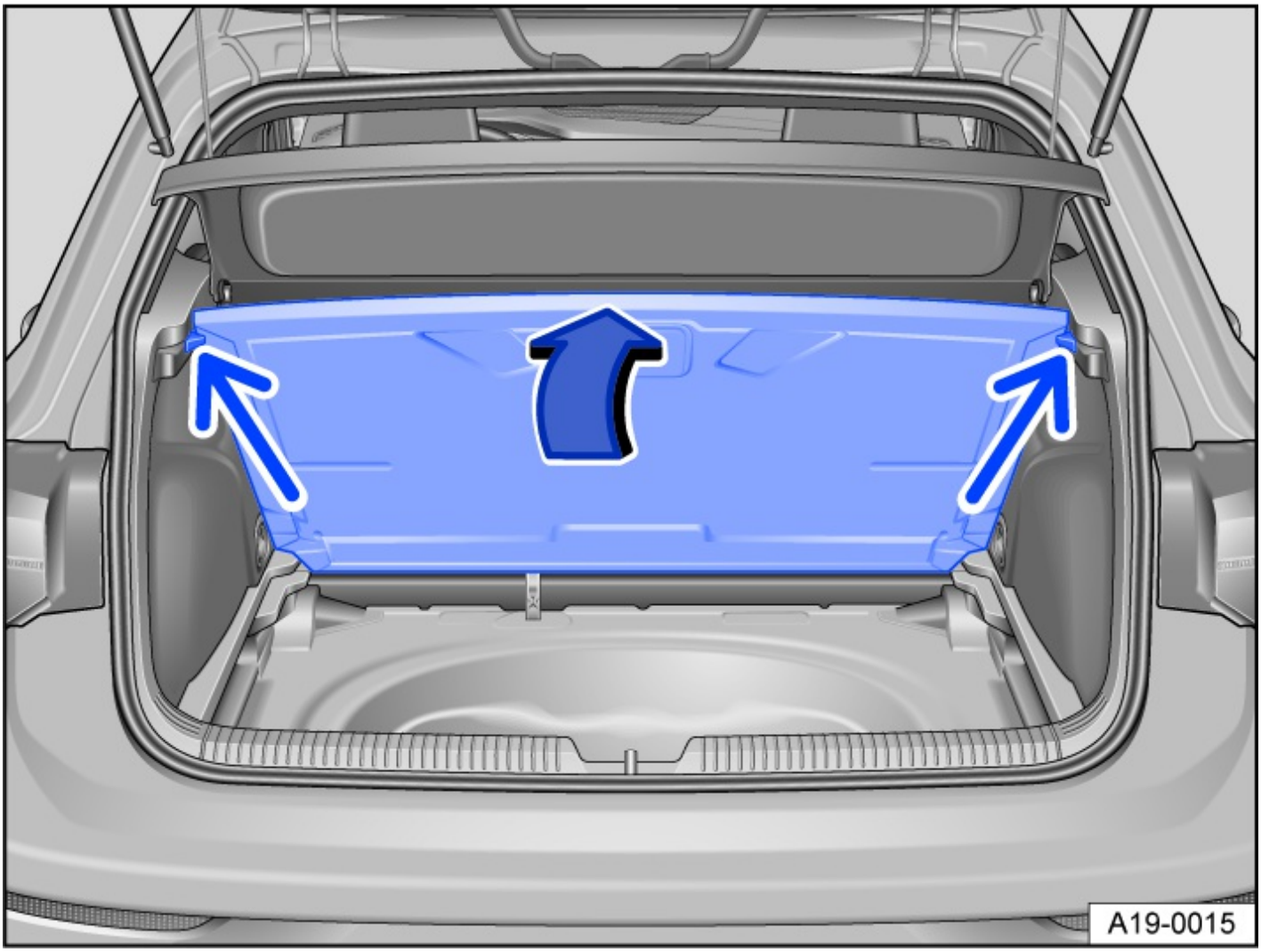


Fig. 2 In the luggage compartment: variable luggage compartment floor folded up.

Opening the luggage compartment floor

1. Grasp the handle recess in the luggage compartment floor → *Fig. 1* and fold the floor upwards until it is held in position by the side restraints (arrows) → *Fig. 2*.

Closing the luggage compartment floor

1. Guide the luggage compartment floor downwards into position →ⓘ.

Adjusting the height of the luggage compartment floor

Depending on the equipment level, the variable luggage compartment floor is height-adjustable.

1. Lift the luggage compartment floor and pull it rearwards out of the guides on the sides of the luggage compartment.
2. Insert the luggage compartment floor into the guides at the required height and push it forwards as far as it will go.
3. Guide the luggage compartment floor downwards and position it on the vehicle floor →ⓘ.

NOTICE

Incorrect use can damage the variable luggage compartment floor or the trim of the luggage compartment.

- Always guide the second luggage compartment floor down carefully when closing and do not allow it to drop.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

Depending on the model, the vehicle may be equipped with a removable, flexible floor covering instead of the variable luggage compartment floor.

Fastening rings

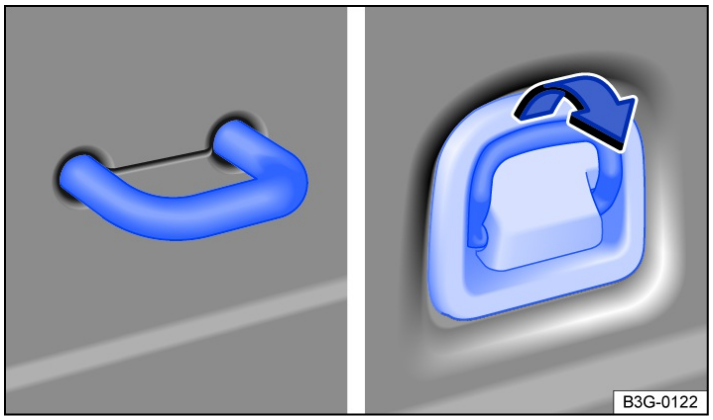


Fig. 1 In the luggage compartment: fixed and folding fastening rings.

There are fastening rings in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → *Fig. 1*.

WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach the lashing, retaining and securing straps securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat using the fastening rings.

WARNING

Elastic tensioning straps must be stretched to attach to the fastening rings. The hooks attached to them can cause serious injuries.

- Always protect eyes and face from injury when attaching elastic tensioning straps.

- Always hold elastic tensioning straps securely when fastening so that they cannot slip off and snap back.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the load sill and fasten them to the fastening rings there. If the tension straps slip off, they will snap away from the body.

Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Bag hook

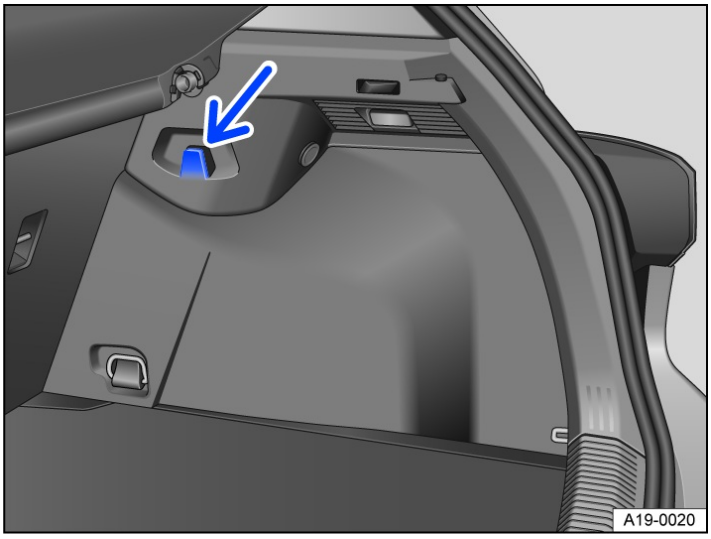


Fig. 1 On the left and right in the luggage compartment: bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

WARNING

Never use the bag hooks to lash down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

NOTICE

Do not load each bag hook with more than 2.5 kg (5 lb).

Load-through hatch



Fig. 1 In the rear seat backrest: opening the load-through hatch.

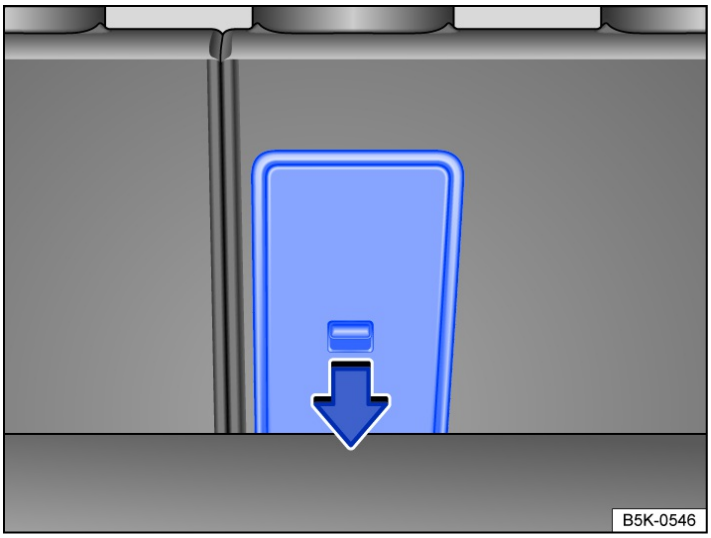


Fig. 2 In the luggage compartment: opening the load-through hatch.

Depending on the vehicle equipment, a load-through hatch may be located behind the centre armrest on the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

Opening the load-through hatch

1. Fold the centre armrest forwards *(→ Centre armrest)*.
2. Opening the load-through hatch from the vehicle interior: pull the release lever in the direction of the arrow→ *Fig. 1* and fold the cover of the load-through hatch fully forward →⚠.
3. Open the boot lid.

Opening the load-through hatch from the luggage compartment

1. Push down the release lever in the direction of the arrow → *Fig. 2* and push the cover forwards.
2. Push long objects through the load-through hatch from the luggage compartment.
3. Secure the objects with the seat belt as required.
4. Close the boot lid.

Closing the load-through hatch

1. Fold back the cover of the load-through hatch until it engages in position.

   There may be a red marking on the luggage compartment side. This must not be visible →⚠.
2. Close the boot lid.
3. If necessary, fold back the centre armrest.

⚠ WARNING

Injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.
- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.
- The load-through hatch may not been secured properly if the red marking can still be seen on the locking indicator. Always make sure that the red mark is never visible when the load-through hatch is in the upright position.
- Passengers, particularly children, must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this. The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with start/stop system

When using towing brackets that were not retrofitted by Volkswagen, the start/stop system must be deactivated manually before towing a trailer, and it must remain deactivated for as long as a trailer is being towed *(→ Start/stop system)*.

Swivel in the ball coupling or remove it if there is no trailer, bicycle carrier or similar attached to the ball coupling. This applies in particular if the unused ball coupling covers the number plate or the lighting at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.
- Swivel in the ball coupling or remove the ball coupling if possible in order to reduce the risk of injury in rear-end collisions and also for pedestrians and cyclists in the case of parked vehicles.
- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

⚠ WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.
- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.

- Always pay attention to the road ahead and drive carefully. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or also 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted. Keep to country-specific speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle.

WARNING

The start/stop system must always be switched off manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

NOTICE

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered *(→ Anti-theft alarm)*.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km(600 miles) *(→ Running in the engine)*.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removed ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

Hitching a trailer

Trailer socket

The electrical connection between the towing vehicle and the trailer requires a 13-pin trailer socket. The pin assignment corresponds to DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift up the closure cap of the socket and insert the plug.
2. Turn the plug by quarter of a turn in clockwise direction until it completely engages in the socket.
3. Release the closure cap to lock the plug in position.
4. Check that the entire lighting system is working before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail light clusters cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED tail light clusters is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- Have all work on the electrical system carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems or if there is a fault in the anti-theft alarm, have the vehicle checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Basic information

Always make sure that the vehicle and trailer are well-balanced. Do not load the trailer with more weight either at the front or rear. Always stow heavy items as close as possible to or over the axle. Always secure the load on the trailer properly →⚠.

Maximum trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull.

The drawbar load is the weight that is exerted vertically from above on the ball coupling of the towing bracket.

Volkswagen recommends always making full use of the maximum permitted drawbar load . The handling of the vehicle and trailer will be impaired if the drawbar load is too small. However, the maximum permitted load exerted by the trailer drawbar on the ball coupling of the towing bracket must not be exceeded →⚠.

The actually present drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

Gross combination weight

The gross combination weight is made up of the actual weight of the loaded vehicle and loaded trailer.

In some countries, trailers are divided into different classes. Volkswagen recommends that you contact a correspondingly qualified workshop to find out about suitable trailers. Volkswagen recommends using a Volkswagen dealership.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load the trailer correctly.
- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values .
- Never let the actual weights at the front and rear axles exceed the gross axle weight ratings. Never exceed the permissible gross vehicle weight for the vehicle with weight at the front and rear of the vehicle.

Driving with a trailer

Headlight adjustment

Towing a trailer can raise the front end of the vehicle so that the dipped beam dazzles other road users. Use the headlight range control to lower the light cone as required. Vehicles with dynamic headlight range control are adjusted automatically.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.

  — On vehicles with a manual gearbox, change to a lower gear before driving on downhill stretches.

  — In automatic gearbox Tiptronic mode, select a lower gear.

— The vehicle's centre of gravity and in turn the vehicle handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on uphill gradients when towing a trailer

A vehicle towing a trailer is liable to roll back a short distance when moving off on an uphill slope depending on the gradient and the gross weight of the trailer and vehicle.

When towing a trailer, pull off on uphill gradient as follows:

1. Depress and hold the brake pedal.
2. Press the (P) button once to switch off the electronic parking brake *(→ Electronic parking brake)*.
3. On vehicles with a manual gearbox, depress the clutch pedal fully.
4. Select first gear or selector lever position D.
5. Pull the (P) button and hold it in this position to hold the vehicle and trailer with the electronic parking brake.
6. Release the brake pedal.
7. Pull away slowly.
8. To do this, slowly release the clutch pedal in the case of a manual gearbox.

9. Release the Ⓟ button only when the engine has sufficient power to move off.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious injuries.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always pay attention to the road ahead and drive carefully. Brake earlier than usual.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take particular care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion using counter steering assistance.

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control and traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

⚠ WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Ease off the accelerator if a system is performing a control intervention.

⚠ WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

Swivelling out the ball coupling

The ball coupling of the towing bracket is located in the bumper. The electrically released ball coupling is swivelled out mechanically for use and cannot be removed.



Fig. 1 On the right of the luggage compartment: button for releasing the ball coupling.

Releasing and swivelling out the ball coupling

1. Park the vehicle .
2. Open the boot lid.
3. Briefly press the button → *Fig. 1* in the luggage compartment. The ball coupling is released electrically and swivels out automatically. The indicator lamp in the button flashes.
4. Continue swivelling the ball coupling until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
5. Close the boot lid.

Swivelling in the ball coupling

1. Park the vehicle .
2. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapters from the trailer socket.
3. Open the boot lid.
4. Briefly press the button → *Fig. 1* in the luggage compartment. The ball coupling is released electrically.
5. Swivel the ball coupling under the bumper until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
6. Close the boot lid.

Meaning of indicator lamp in the button

— If the indicator lamp in the button → *Fig. 1 lights up continuously* when the boot lid is open, the ball coupling is correctly engaged in the extended or retracted position.

— If the indicator lamp in the button *flashes*, the ball coupling has either not engaged properly or it is damaged → ⚠.

— The indicator lamp in the button goes out approximately 1 minute after the boot lid is closed.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

Observe the country-specific regulations on using a safety cable.

1. Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling.
2. Guide the cable through the eye and hook in the snap hook → ⚠.

⚠ WARNING

Improper use of the towing bracket can cause injury and accidents.

- Use the ball coupling only if it is correctly engaged in position.
- Make sure that no people, animals or items are in the path of the ball coupling.
- Never interrupt the swivel movement of the ball coupling with items or tools.
- Never press the button if a trailer is attached or if a luggage carrier or other add-on parts are fitted to the ball coupling.
- Do not use the towing bracket if the ball coupling is not engaged in position correctly or if there are faults in the electrical system or on the towing bracket itself. Have the ball coupling checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never use the towing bracket if the diameter of the ball at the smallest point is less than 49 mm.

⚠ WARNING

Injuries and accidents can be caused if the trailer is not secured correctly.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

Do not aim a high-pressure cleaner or steam cleaner directly at the swivelling ball coupling or the fitted trailer socket. Seals could be damaged or the grease required for lubrication could be washed off.

At extremely low outside temperatures, it may not be possible to swivel the ball coupling in or out. If this happens, it is sufficient to place the vehicle in a warmer room, e.g. a garage.

Dimensions and mounting points for retrofitting a towing bracket

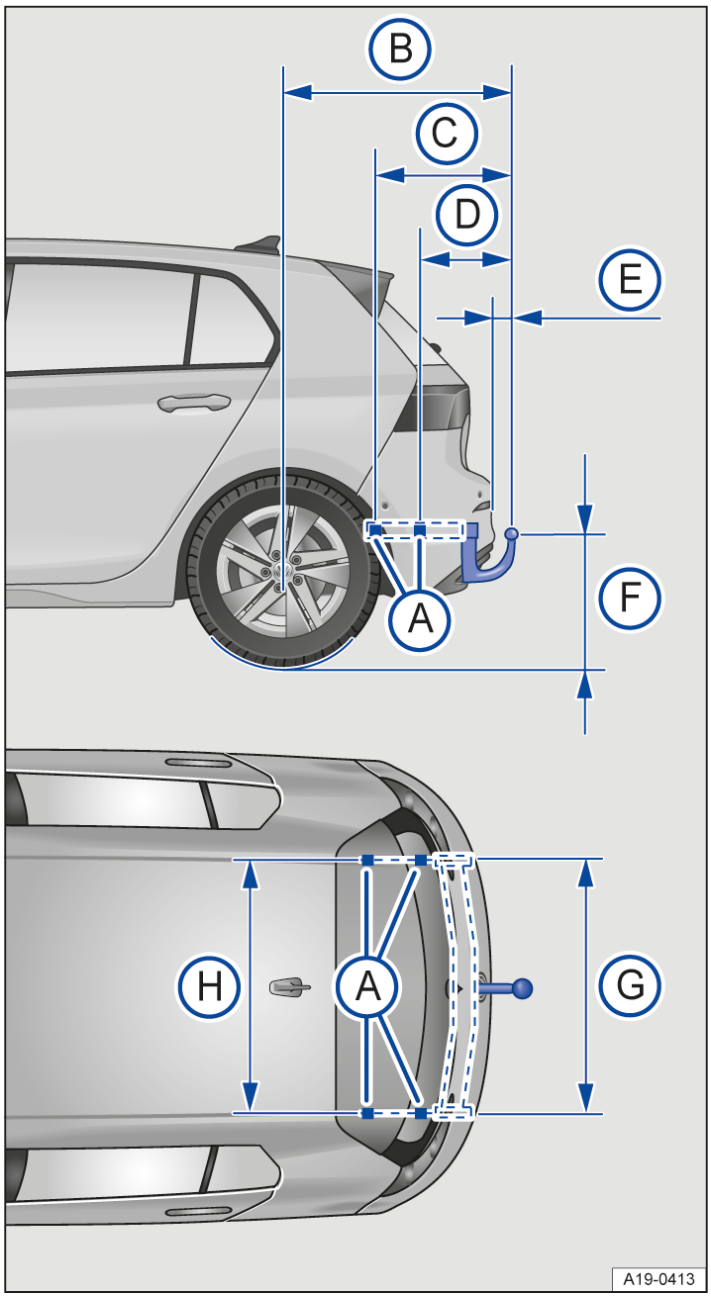


Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

The dimensions → *Fig. 1* must be adhered to when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball head (F) to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Mounting points
(B) 851 mm
(C) 532 mm
(D) 312 mm
(E) At least 65 mm
(F) 350 – 420 mm
(G) 1,043 mm
(H) 1,048 mm

Volkswagen recommends having the towing bracket retrofitted by a correspondingly qualified workshop. The cooling system may need to be modified or heat shields may need to be fitted, for example. Volkswagen recommends using a Volkswagen dealership.

Mount the towing bracket in accordance with the supplied installation instructions.

DANGER

Vehicles with a natural gas fuel tank must never be retrofitted with a towing bracket. In the event of a rear-end collision, there is a risk of an explosion that could cause serious or fatal injuries.

- Never retrofit a towing bracket on vehicles with a natural gas fuel tank.

WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources. Use only suitable connectors to connect the trailer.
- Have retrofitting of a towing bracket on the vehicle performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

Use only towing brackets that have been approved by Volkswagen for the corresponding vehicle type.

Troubleshooting

Ball coupling of the towing bracket is not locked

The indicator lamp lights up yellow.

1. Do not use towing bracket. Check the towing bracket locking mechanism *(→ Ball coupling, electric)*.
2. If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fitting a bicycle carrier on the ball coupling

Only bicycle carriers that have been approved by Volkswagen for the vehicle must be used.

Mount the bicycle carrier in accordance with the manufacturer's assembly instructions.

A maximum of three bicycles may be mounted on the bicycle carrier →⚠. Position heavy bicycles as close to the vehicle (ball coupling) as possible.

Maximum load

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is 75 kg. However, the model-specific maximum drawbar load of the towing bracket *(→ Trailer towing)* must not be exceeded.

⚠ WARNING

Incorrect use of a bicycle carrier mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Always read and observe the assembly instructions of the bicycle carrier's manufacturer.
- Never exceed the specified load and overhang.
- Never secure a bicycle carrier on the ball neck below the ball head. The bicycle carrier could slip due to the shape of the ball neck.

! *NOTICE*

Considerable vehicle damage could occur if the maximum permitted load specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values specified in the assembly instructions.

Volkswagen recommends that you remove all add-on parts from the bicycles before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity.

Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only 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 in the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

⚠ WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that is *not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never fit a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

NOTICE

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Fitting a roof carrier

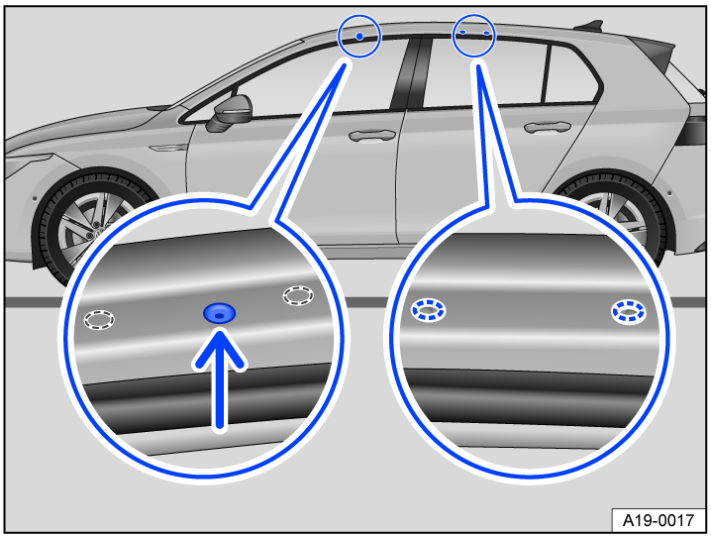


Fig. 1 Mounting points for base carriers.

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely. Suitable accessories are available from your Volkswagen dealership.

Fitting a roof carrier (vehicles without roof railings)

Fit the roof carrier in accordance with the supplied installation instructions→⚠.

The bores or markings for securing the roof carrier are visible only when the doors are open. If necessary, unscrew the plastic screw from the bore opening.

The front bores or markings are located on the undersides of the roof side members in the area of the door seal.

The rear bores or markings are located on the undersides of the roof side members in the area of the door seal or, depending on the vehicle equipment, at the top of the rear side windows.

Once you have fitted the roof carrier, you can then secure the respective load carrier on this→⚠.

Remove the roof carrier in the following situations

— The roof carrier is no longer needed.

— Before entering a car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof carrier and load must not interfere with equipment-dependent components on the vehicle roof such as a roof aerial or glass roof or impede the swivel range of the boot lid.

WARNING

Incorrectly attaching and using the roof carrier and load carrier could cause the luggage or entire structure to fall off the roof. This could cause accidents and injuries.

- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- Always fit the roof carrier and load carrier correctly. Always observe the installation instructions provided by the manufacturer.
- Attach the roof carrier only at the specified mounting points.
- Special load carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.

- Do not carry out any modifications or repairs to the roof carrier or the load carrier.

Fitting a roof carrier increases air resistance and may reduce the vehicle's range.

Loading a roof carrier

Maximum permissible roof load

The maximum permitted roof load is 75 kg (165 lbs)

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof→ ⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum roof load if you are using a roof carrier with a lower weight rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

Checking mounting

After fitting the roof carrier, drive a short distance and then check all mounting elements. Check again at regular intervals.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.
- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.
- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, make sure that it does not collide with the roof load.

Safety information on using fuel

⚠ WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Switch off the engine, ignition, your mobile phone and other radio equipment before refuelling.
- Before refuelling, switch off the auxiliary heater .
- 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 (illustration).

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker in the tank flap that indicates the required fuel type for the vehicle → *Fig. 1*.

The designation and frame indicate the fuels that are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refuelled with other fuels →.

Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels →.

Where fuel complying with the specified standards is not available, a correspondingly qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using a Volkswagen dealership for this purpose.

Petrol

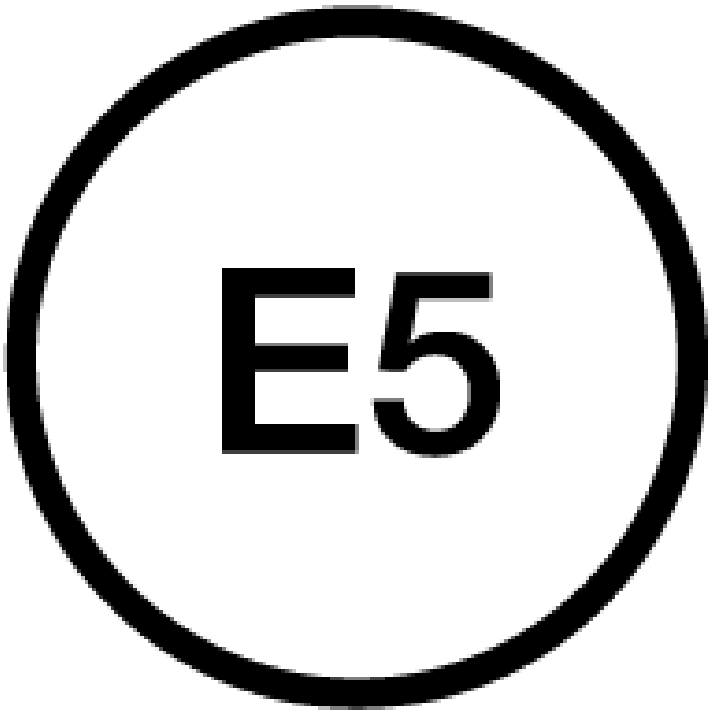


Fig. 2 Petrol fuels containing ethanol.

Petrol fuels containing Ethanol. The number specifies the maximum ethanol content in the petrol, e.g. E5 for a maximum of 5% ethanol.

Fuel standard

— EN 228

— DIN EN 228

— Resolucao ANP N° 40 (Brazil)

— Resolucion 576/2019 (Argentina)

— NOM-016-CRE-2016 (Mexico)

Diesel



Fig. 3 Diesel fuels containing biodiesel.

Diesel fuels containing Biodiesel. The figure indicates the maximum biodiesel content in the diesel, e.g. B7 for a maximum of 7% biodiesel.

Fuel standard

— EN 590

— DIN EN 590



Fig. 4 Synthetic diesel fuels.

Synthetic diesel fuels.

Fuel standard

— EN 15940

— DIN EN 15940

Natural gas (CNG)



Fig. 5 CNG - compressed natural gas.

CNG stands for Compressed Natural Gas.

Fuel standard

— EN 16723_2 (preferably CNG with maximum 10 mg sulphur per m3)

— DIN EN 16723_2 (preferably CNG with maximum 10 mg sulphur per m3)

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 also be filled with petrol that has a higher RON than the engine requires. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several petrol grades, e.g. RON 95 min. 91. The highlighted octane number, RON 95 in the example, is the preferred petrol grade for which the vehicle has been designed and optimised The petrol grade listed as an alternative, RON 91 in the example, can be used for refuelling only if the preferred grade, RON 95 in the example, is not available.

Always refuel vehicles with a petrol engine only with metal-free petrol(without lead, manganese or iron) that has a maximum ethanol content of 10% (E10) →.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives →.

Volkswagen recommends “TOP TIER Detergent Gasoline”. This fuel is available in a number of regions, e.g. North America, Central America and South America. Further information on “TOP TIER Detergent Gasoline” is available on the official website http://www.toptiergas.com.

NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only Volkswagen-approved service additives in the approved quantity if necessary.
- Refuel only with petrol that has the specified Research Octane Number(RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.

Diesel

Fill vehicles with a diesel engine only with diesel or diesel with a maximum RME fuel content of 7 %→⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Suitably qualified workshops can provide information on countries that use diesel with a high sulphur content. Volkswagen recommends using a Volkswagen dealership.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives →⚠.

Winter-grade diesel fuel and filter preheater system

Diesel fuel with improved cold flow properties (winter-grade diesel fuel) must be used during the winter months. Refuelling with winter-grade diesel fuel can prevent malfunctions in vehicle operation. Winter-grade diesel fuel is available at filling stations during the winter months.

Different climate- and time-dependent cold classes may be defined in country-specific fuel standards *(→ Fuel types and refuelling)*.

Diesel vehicles are equipped with a filter preheater system. The filter preheater system guarantees the cold flow properties of the diesel fuel when driving. Information on the cold properties of diesel is available from filling stations in the respective country.

In order to ensure that the vehicle can also be started at low outside temperatures, Volkswagen recommends parking the vehicle in a location that is protected from the whether, e.g. in a garage.

Misfuelling prevention device

The tank filler neck in diesel vehicles may be fitted with a misfuelling prevention device. This is intended to help ensure that the vehicle is refuelled only using diesel filler nozzles.

If the nozzle cannot be inserted correctly into the tank filler neck, first check whether you are using a diesel filler nozzle. When you have made sure that you are using the correct filler nozzle, move the diesel filler nozzle to and fro slightly with light pressure. This can open the misfuelling prevention device and make it possible to refuel the vehicle. If the misfuelling prevention device still remains closed, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

If it is necessary to refuel the vehicle using a spare fuel canister in the event of an emergency, the misfuelling prevention device will not open.

In order to nevertheless fill the fuel tank, pour the diesel into the tank extremely slowly in very small quantities. Use a suitable adapter for the spare fuel canister in order to make refuelling easier. The relevant adapters are available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only Volkswagen-approved service additives in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

Refuelling



Fig. 1 Behind the tank flap: tank cap (illustration).

Refuelling process

1. Unlock the tank flap with the vehicle key or the button in the driver door.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided in the tank flap → *Fig. 1*.
4. Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.
5. The fuel tank is full when the filler nozzle clicks off for the first time → ⚠.
6. Screw the tank cap onto the tank filler neck.
7. 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.

NOTICE

If possible, every six months, drive the fuel tank empty until the indicator lamp lights up and then refuel. This is necessary to maintain the required system function for petrol mode and fuel quality.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

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 is available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 .

⚠ 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.
- Seek assistance from a qualified professional and have faults rectified.

Safety notes on the natural gas system

Regular checks of the natural gas system

External influences can damage or corrode natural gas fuel tanks →⚠. The vehicle keeper must therefore ensure that the gas system is checked (visual inspection) at least every four years by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The date for the next legally prescribed inspection of the natural gas system can be shown on the instrument cluster display . Observe any text messages, warning and indicator lamps that light up .

The vehicle owner must have the natural gas fuel tank exchanged by a suitably qualified workshop before it reaches the end of its service life. Volkswagen recommends using a Volkswagen dealership. Please contact a suitably qualified workshop for information on the service life of your natural gas fuel tanks →⚠. Volkswagen recommends using a Volkswagen dealership.

⚠ 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. Consult a suitably qualified workshop for additional information. Volkswagen recommends using a Volkswagen dealership.

⚠ 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 suitably qualified workshop and have the gas system checked. Volkswagen recommends using a Volkswagen dealership.
- Do not refuel until the gas system has been examined.

Refuelling natural gas

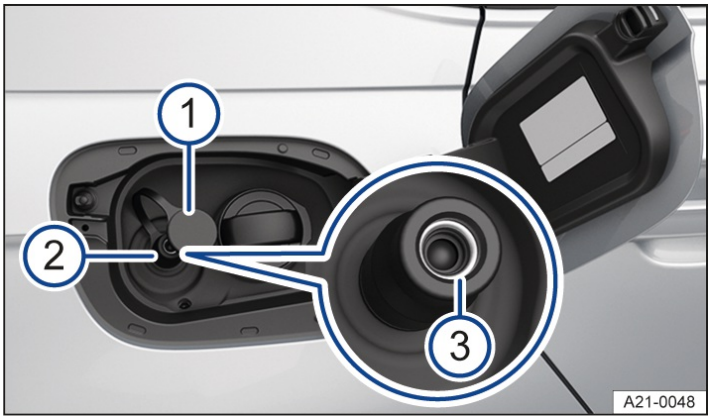


Fig. 1 Behind the tank flap: gas filler neck.

1. Closure cap.
2. Gas filler neck.
3. Seal on the gas filler neck.

The fill couplings for natural gas systems have a variety of methods of operation. Contact trained filling station personnel→ ⚠.

Refuelling process

Please refer to the relevant information in the operating manual for the natural gas system.

1. Open the tank flap.
2. Remove the closure cap from the gas filler neck.
3. Insert the filling coupling to the gas filler neck.
4. Start refuelling. The natural gas fuel tank is full when the compressor switches off automatically.
5. Press the stop button on the natural gas system to stop refuelling ahead of time.
6. After removing the filling coupling, check whether the sealing ring of the gas filler neck is present. Place the seal back in the gas filler neck.
7. Press the cap onto 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 for refuelling at small and large compressors.

Urgent natural gas system inspection

The warning lamp lights up red.

It is urgent that the natural gas system be checked!

Operation of the natural gas system may be restricted.

The CNG operation not available text message is displayed.

1. Drive immediately to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Or: the CNG operation not available in X days text message is displayed.

1. Drive to a suitably qualified workshop within the specified period. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Gas system inspection

The indicator lamp lights up white or yellow.

The natural gas system must be checked.

The CNG operation not available in X days text message is displayed.

1. Drive to a suitably qualified workshop within the specified period. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— AdBlue® *(→ AdBlue)*

— 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.

AdBlue®

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications should be made to the emission control system that could influence emission control by AdBlue®.

If you do not use only Volkswagen-approved AdBlue® as per ISO-22241-1, the vehicle will not comply with the certificate of conformity issued for that vehicle type.

It may be a criminal offence to use the vehicle without the AdBlue® specified by Volkswagen.

The emission values may be negatively affected if the emission control system is not operated as intended.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature. The remaining range and refill quantity can be checked on the instrument cluster display .

As AdBlue® freezes at -11 °C (+13 °F), refuelling may be restricted at very low temperatures. During vehicle operation, the system is heated to ensure emission control even at very low temperatures.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty .

Warning and driver inducement system for low tank level

Always refill AdBlue® when requested to do so by a corresponding message on the instrument cluster display *(→ AdBlue)*.

AdBlue® in the normal operating range. Remaining range over 2000 km or 2400 km (depending on equipment). It is possible to refill AdBlue®, but it is not necessary.

From a residual range of 2,000 km or 2,400 km (depending on equipment), a request to refill AdBlue® is made in the display of the instrument cluster. The current residual range is also displayed at this prompt.

If this warning is ignored, the yellow indicator lamp lights up in the instrument cluster display at a remaining range of 1000 km . A message is displayed on the instrument cluster with the warning that it will no longer be possible to restart the engine in XXX km.

If the yellow indicator lamp is still ignored and the displayed remaining range is 0 km, it is not possible to restart the engine. The red warning lamp lights up.

Warning and driver inducement system in the event of faults

The white or yellow indicator lamps light up if the emission control system is faulty or is not filled with standard-compliant AdBlue® according to ISO-22241-1. There is a residual range of 1,000 km from the lighting up of the yellow indicator lamps.

If the yellow indicator lamps are still ignored, the red warning lamps light up. There is a remaining range of 0 km and it is not possible to restart the engine.

⚠ CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. If you follow the instructions correctly you should not come into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.
- If AdBlue® gets into the eyes, immediately rinse the eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® gets onto the skin, immediately rinse the skin with plenty of water for at least 15 minutes and consult a doctor.

- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining distance reaches approximately 1,000 km.
- Never allow the AdBlue® tank to run empty.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Use only AdBlue® that complies with the standard ISO 22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® in the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

Refilling AdBlue®



Fig. 1 Behind the tank flap: tank cap for AdBlue (illustration).



Fig. 2 Behind the tank flap: refilling AdBlue using the refill bottle (illustration).



Fig. 3 Behind the tank flap: refilling AdBlue using the nozzle (illustration).

1. Cap for the AdBlue® filler neck.
2. Refill bottle.
3. AdBlue® filler nozzle.

Preparing for refilling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel→ *Fig. 1*.

1. Park the vehicle on a level surface and switch off the ignition.
2. Open the tank flap.
3. Remove the cap from the AdBlue® filler neck.

Only use AdBlue® that complies with the standard ISO 22241-1.

Refilling with the refill bottle

Observe the manufacturer's use-by specifications, instructions and information on the refill bottle.

1. Remove the screw top of the refill bottle.
2. Place the refill bottle on the AdBlue® filler neck and tighten the refill bottle.
3. Do not squeeze the refill bottle so as to prevent it from being damaged.
4. Press the refill bottle towards the filler neck and hold it in this position.
5. Add at least the minimum refill quantity indicated in the instrument cluster.
6. Do not squeeze the refill bottle to ensure that the tank is not overfilled →.
7. Unscrew the refill bottle.

Filling with a filler nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill fuel and AdBlue® at the same time.

The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

1. Hold the AdBlue® filler nozzle so that the handle is facing down in order to ensure optimum filling → *Fig. 3*.
2. Add at least the minimum refill quantity indicated in the instrument cluster.
3. Do not continue filling in order to avoid overfilling the AdBlue tank.
4. The AdBlue® tank is full when the filler nozzle clicks off for the first time →.

Filling with a canister

1. Remove the cap from the canister.
2. Use the integrated spout to refill the AdBlue® tank.
3. Add at least the minimum refill quantity indicated in the instrument cluster.
4. The AdBlue® tank is full when AdBlue® if filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank →.

Preparing to continue your journey

1. Screw in the cap on the AdBlue® filler neck until it engages.
2. Close the tank flap.
3. Switch on the ignition only for at least 30 seconds so that refilling can be detected by the system.
4. Then start the engine afterwards.

NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of cold water.
- Remove any crystallised AdBlue® with warm water and a sponge.

Dispose of the refill bottle in an environmentally responsible way.

Suitable AdBlue® refill bottles are available from a Volkswagen dealership.

Troubleshooting

Fault in the selective catalytic reduction system

The red warning lamps light up.

Error: AdBlue. Engine start disabled.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine. Volkswagen recommends using a Volkswagen dealership.
2. Have the system checked.

or Fault in the selective catalytic reduction system

The yellow or white indicator lamp lights up.

Error: AdBlue. No engine start in XXX km.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

1. Drive immediately to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

Please add AdBlue. Engine start disabled.

The AdBlue® level is too low. It is no longer possible to restart the engine.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue® *(→ AdBlue)*.

or AdBlue® level low

The yellow or white indicator lamp lights up.

Please add AdBlue. No engine start in XXX km.

1. Refill AdBlue® within the specified distance *(→ AdBlue)*.

AdBlue® level low

The text message Check AdBlue! appears in the instrument cluster display approximately 50 km before the or indicator lamps signal the low AdBlue® level.

1. Refill AdBlue® at the next available opportunity *(→ AdBlue)*.

Catalytic converter

To help ensure long-term functionality in the exhaust system and the catalytic converter:

— Refuel only with unleaded petrol.

— Do not run the fuel tank empty .

— Do not overfill engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle. Use jump leads *(→ Jump starting)*.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a correspondingly qualified workshop . Volkswagen recommends using a Volkswagen dealership. Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making only short journeys.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality.

1. Reduce speed immediately.
2. Drive to the nearest correspondingly qualified workshop at medium engine speeds and low loads on the engine. Volkswagen recommends using a Volkswagen dealership.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. Seek correspondingly qualified 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

1. Drive at a speed of at least 80 km/h.
2. Remove your foot from the accelerator completely for a few seconds to allow the vehicle to coast with a gear engaged.
3. Repeat this procedure (accelerate and coast) until the indicator lamp goes out.
4. If the indicator lamp does not go out after some time, go immediately to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For diesel engines

1. Drive at a speed of at least 60 km/h with an engine speed of at least 2,000 rpm. The achieved temperature increase can burn the soot off the filter.
2. End the regeneration drive only when the indicator lamp goes out.
3. Go to a correspondingly qualified workshop if the indicator lamp continues to light up after driving for approximately 40 minutes. Volkswagen recommends using a Volkswagen dealership.

Emissions-relevant fault

The yellow indicator lamp lights up.

Fault in an emissions-relevant component that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

Misfiring

The yellow indicator lamp flashes.

Misfiring is occurring that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Always observe the applicable country-specific traffic regulations.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times.

After using the jack, crank it back to its original position so that it can be stowed safely.

Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. In some countries, there may also be a tyre pressure gauge in the vehicle. The following describes the maximum content.

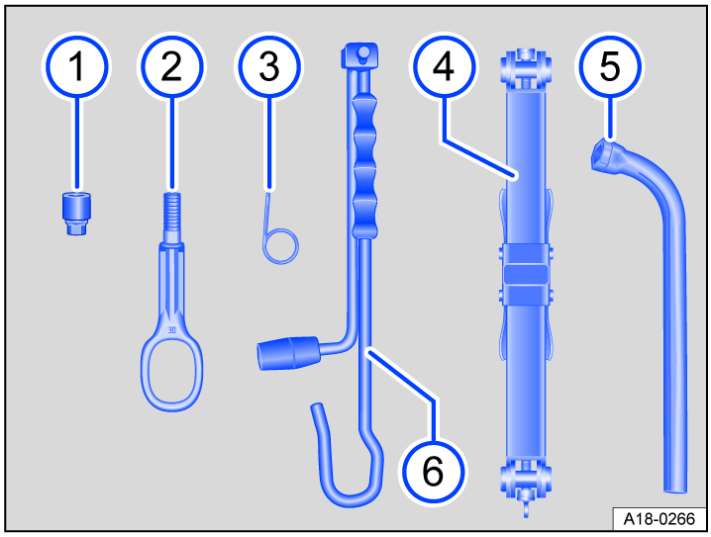


Fig. 1 Contents of the toolbox (illustration).

1. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
2. Screw-in towing eye.
3. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
4. Jack. Before you repack the jack, you must fully wind in the claw.
5. Box spanner for wheel bolts.
6. Crank.

Servicing the jack

There are no maintenance cycles for the jack.

1. Grease the jack with universal lubricant when necessary.

Service position

The wiper arms can be lifted off the windscreen when in the service position.

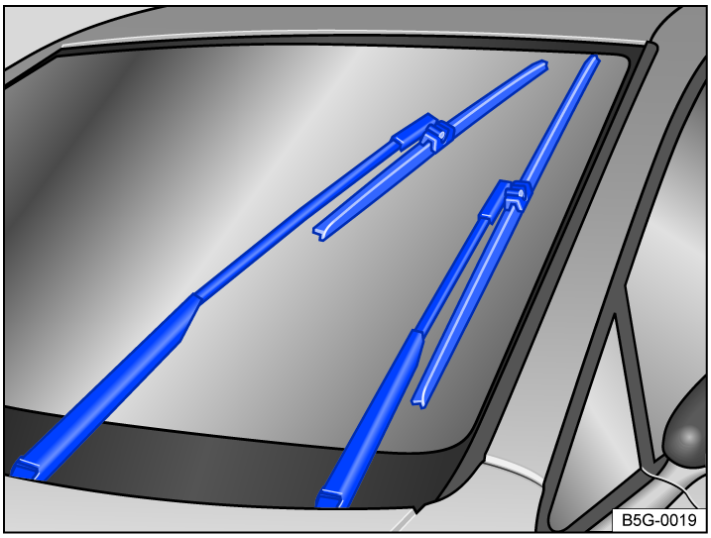


Fig. 1 Wipers in service position.

Activating the service position via the wiper lever

1. Close the bonnet *(→ In the engine compartment)* and the driver and front passenger doors.
2. Switch the ignition on and then off again.
3. Press the wiper lever briefly in flick wipe *(→ Wipers)* direction.

Activating the service position via the exit menu

The service position of the wiper blades can be activated for a limited period in the exit menu *(→ Exit menu)*. The ignition must be switched off when doing this *(→ Starter button)*.

Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting →.
2. Lift the wiper arms, making sure that you hold the wiper armsonly in the area of the wiper blade mounting.
3. Before starting your journey, place the wiper arm carefully on the windscreen, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
4. With the ignition switched on, briefly press the wiper lever inflick wipe direction to bring the wiper arms back to the original position.

NOTICE

To avoid damage to the bonnet, windscreen and wiper arms:

- Lift the wiper arms only when in service position.
- Always place the wiper arms back on the windscreen before starting a journey.

Cleaning and changing wiper blades

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis.Rubbing wiper blades should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Cleaning wiper blades

Note for the windscreen wipers: move the wiper arms to the service position before lifting them *(→ Wiper blades)*.

1. Lift the wiper arms, making sure that you hold the wiper armsonly in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge →ⓘ.
3. Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

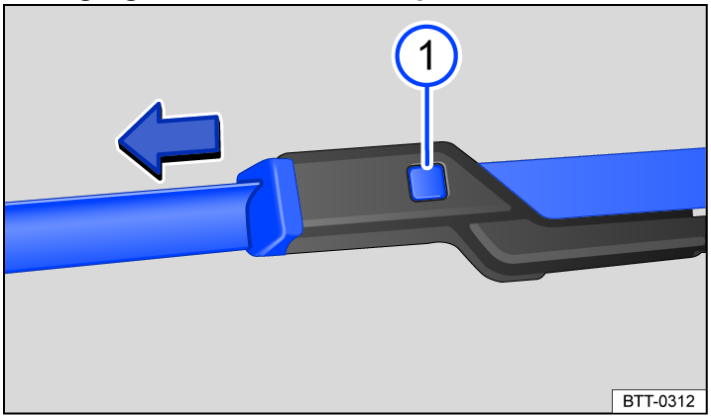


Fig. 1 Changing the windscreen wiper blades.

1. Move the wiper arms to the service position before lifting *(→ Wiper blades)*.
2. Lift the wiper arms, making sure that you hold the wiper armsonly in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* (1).
4. Insert a new wiper blade with thesame length and design onto the wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

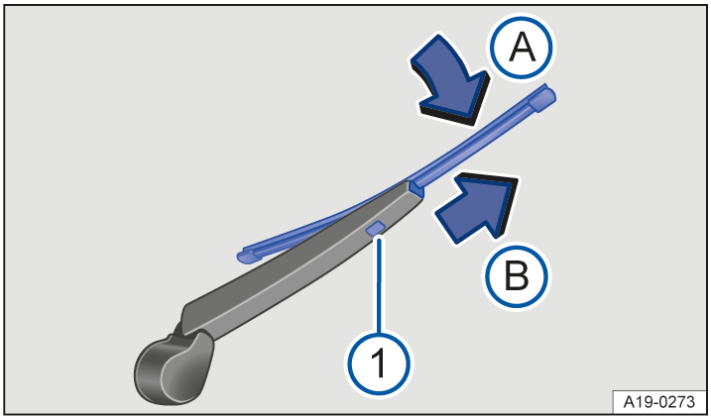


Fig. 2 Changing the wiper blade for the rear window.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (B). The wiper blade must be in folded-down position to do this → *Fig. 2* (A).
6. Carefully place the wiper arm back onto the rear window.

WARNING

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.
- Always change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Damaged or dirty wipers can scratch the windows.
- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar fluids to clean the windows.

Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs 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.
- Always read and observe the warnings before carrying out work in the engine compartment *(→ In the engine compartment)*. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only when it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to “go blind”
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order→ ⚠:

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake .
3. Switch off the lights *(→ Dipped beam)*.
4. Move the turn signal and main beam lever to neutral position *(→ Turn signals)*.
5. Automatic gearbox: move the selector lever to positionP *(→ Automatic gearbox)*.
6. Switch off the engine *(→ Switching off the engine)*.
7. Manual gearbox: select a gear *(→ Manual gearbox)*.
8. Allow the orientation lighting to go out *(→ Orientation lighting)*.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has visibly blown *(→ Fuses)*.
11. Follow the instructions to change the affected bulb →ⓘ. Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.
12. 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.
13. 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.
14. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

The instructions on the work steps are important for your safety and ignoring them can lead to accidents and severe injuries.
- Always follow the work steps in the instructions and observe the generally valid safety precautions.

NOTICE

Observe the following to avoid damage to the vehicle paint or other components:
- Always take care when removing and fitting lights.

Changing the bulb for the turn signals

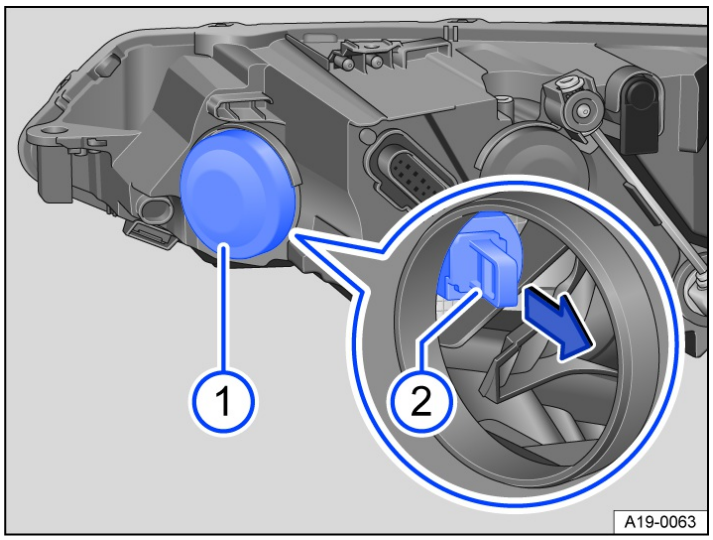


Fig. 1 In the engine compartment on the right: rear of the headlight.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.
3. Pull off rubber cover → *Fig. 1* (1).
4. Pull out bulb holder → *Fig. 1* (2) at the handle in the direction of the arrow. When doing this, alternately press the handle up and down slightly to make it easier to pull out the bulb holder.
5. Replace the defective bulb with a new bulb of the same type.
6. Carefully insert the bulb holder into the headlight and push it towards the front until you feel it click into place→ *Fig. 1*.
7. Press on the rubber cover all round.
8. Close the bonnet ⚠ *(→ In the engine compartment)*.

The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating.
- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

To avoid damage to the electrical system in the vehicle, switch off the ignition, the lights and all electrical consumers before changing a fuse.

- Make sure that it is not possible to switch on the ignition when changing a fuse.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.

NOTICE

To avoid damage to the vehicle:

- Carefully remove the fuse box covers and fit them correctly again after completing work.

There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a correspondingly qualified workshop.

Fuses in the engine compartment

Opening the fuse box in the engine compartment

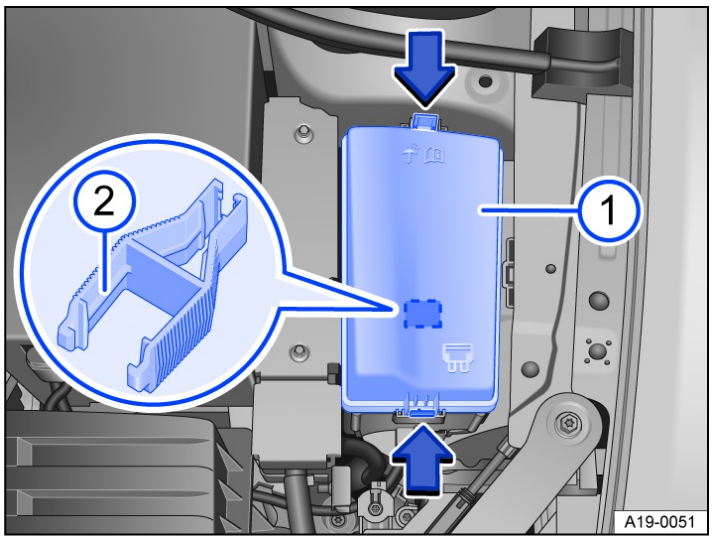


Fig. 1 In the engine compartment: fuse box with plastic grippers.

In some vehicles, a pair of plastic pliers → *Fig. 1* (2) for removing fuses is located on the inside of the cover of the fuse box or on the fuse carrier.

Removing

1. Open the bonnet ⚠ .
2. Press the catches in the direction of the arrow → *Fig. 1* (1) to release the fuse box cover.
3. Lift off the cover.

Installing

1. Place the cover on the fuse box.
2. Press the cover down until the cover audibly engages into position on both sides.

Fuse tables for fuses in the engine compartment

The list shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

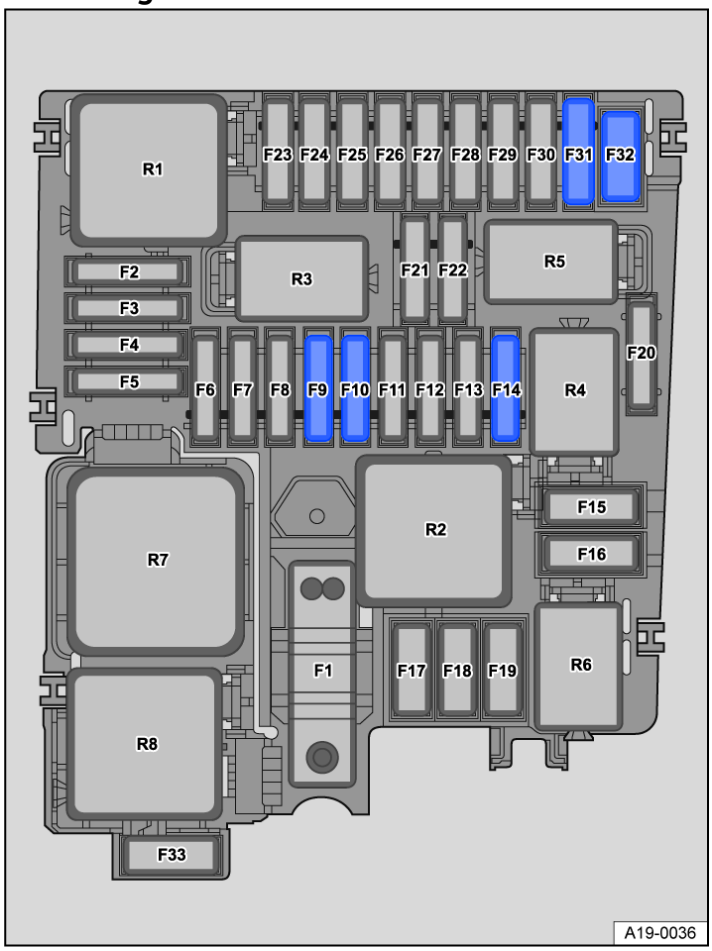


Fig. 1 In the engine compartment: fuse locations.

Fuse location → *Fig. 1*:

F9

15 amps, ATO®, horn.

F10

30 amps, ATO®, front wipers.

F14

20 amps, ATO®, auxiliary heater.

F31

7.5 amps, ATO®, brake light sensor.

Fuses in the dash panel

Opening the fuse box in the dash panel

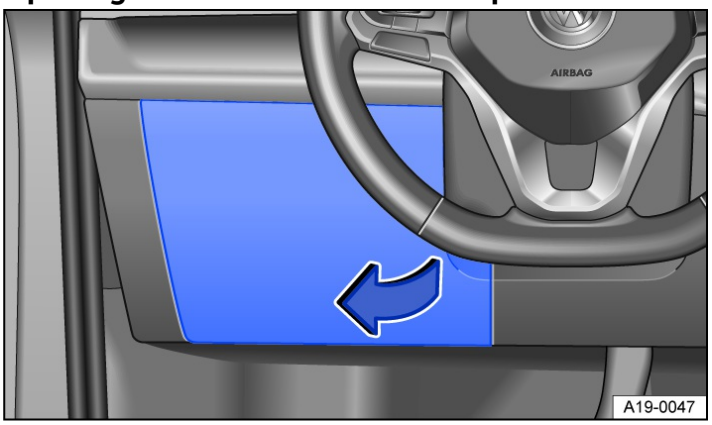


Fig. 1 In the dash panel on the driver side: fuse box cover(left-hand drive vehicle).

Removing

1. Reach behind the cover and pull off in the direction of the arrow → *Fig. 1*.

Installing

— Align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

Opening the fuse box in the dash panel

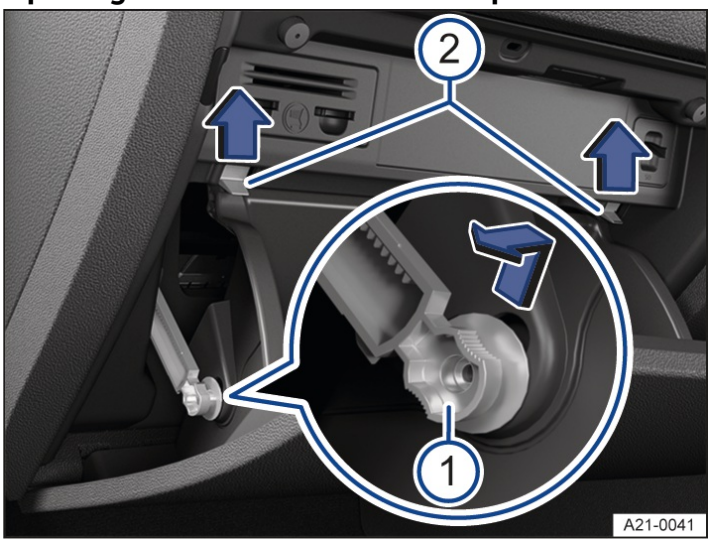


Fig. 2 In the dash panel on the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

Removing

1. Open the glove box and empty if necessary.
2. Push restrictor upwards into the opening of the holder and pull out to the side → *Fig. 2* (1).
3. Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).

Installing

1. Move stowage compartment into position.
2. Insert the restrictor into the opening in the holder and slide upwards until it engages audibly.

3. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

Fuse table for fuses in the dash panel

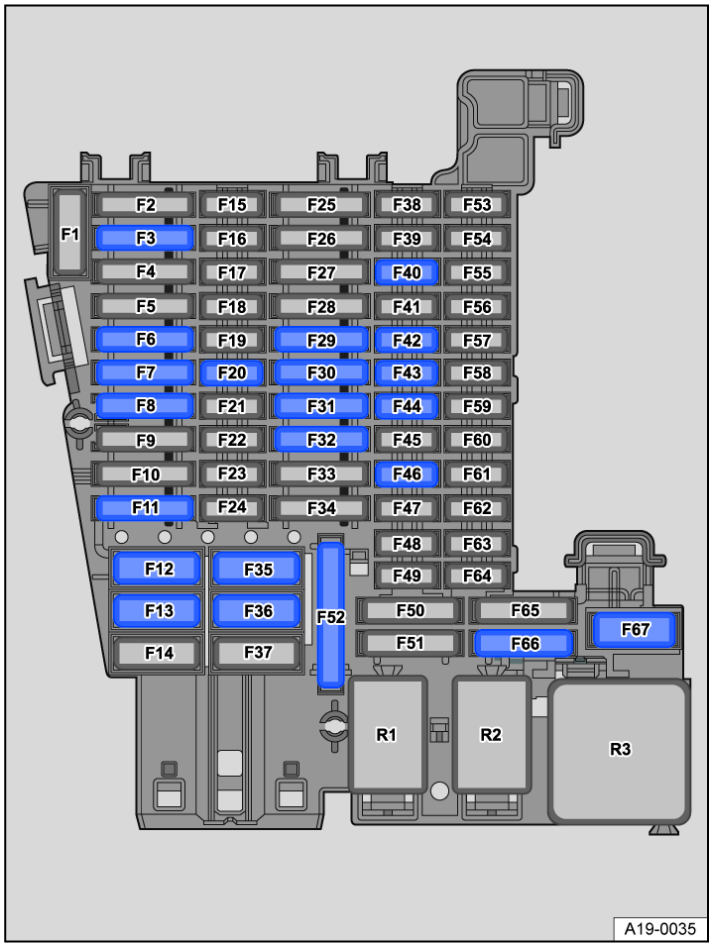


Fig. 1 In the dash panel: fuse assignment.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1*:

F6

30 amps, ATO®, interior lighting.

F7

30 amps, ATO®, seat heating.

F8

20 amps, ATO®, electric glass roof.

F12

40 amps, MAXI+®, right exterior lighting.

F13

40 amps, MAXI+®, central locking.

F20

7.5 amps, MINI®, telephone.

F30

20 amps, ATO®, parts for the Infotainment system.

F32

25 amps, ATO®, rear seat heating.

F35

40 amps, MAXI+®, left exterior lighting.

F36

40 amps, MAXI+®, blower regulator.

F40

7.5 amps, MINI®, anti-theft alarm.

F42

7.5 amps, MINI®, selector mechanism for automatic gearbox.

F43

10 amps, MINI®, air conditioning system control panel or heating and fresh air system, rear window heating relay.

F44

7.5 amps, MINI®, light switch (dipped beam), rain and light sensor, electronic parking brake.

F46

7.5 amps, MINI®, display, Infotainment system control panel.

F52

20 amps, ATO®
, cigarette lighter, sockets.

F66

15 amps, ATO®, rear window wiper.

F67

30 amps, MAXI+®, rear window heating.

Fuse locations for vehicles with factory-fitted towing bracket:

F3

25 amps, ATO®, left trailer control unit.

F11

15 amps, ATO®, trailer control unit.

F29

15 amps, ATO®, trailer charging cable.

F31

25 amps, ATO®, right trailer control unit.

Electric windows and electrically adjustable seats may be protected by circuit breakers which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

Changing blown fuses

Preparations

— Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

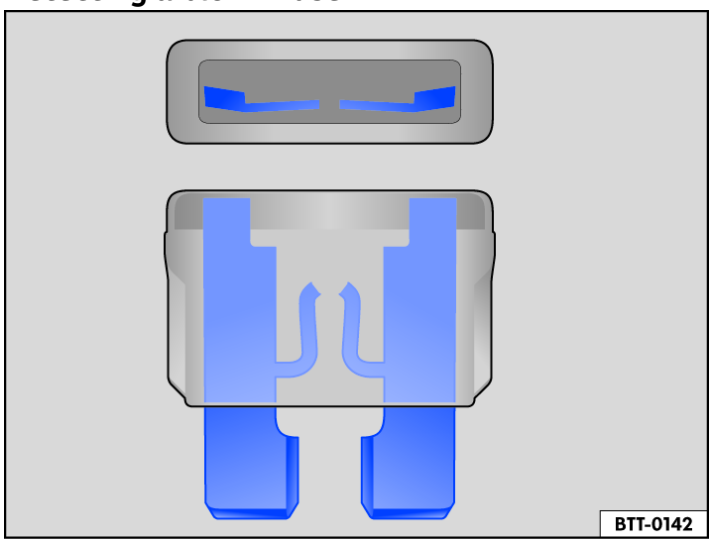


Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse box.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip→ *Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour	*Amp rating*
Black	1 amps
Purple	3 amps
Orange	5 amps
Brown	7.5 amps
Red	10 amps
Blue	15 amps
Yellow	20 amps
White or clear	25 amps
Green	30 amps
Light green	40 amps

Changing fuses

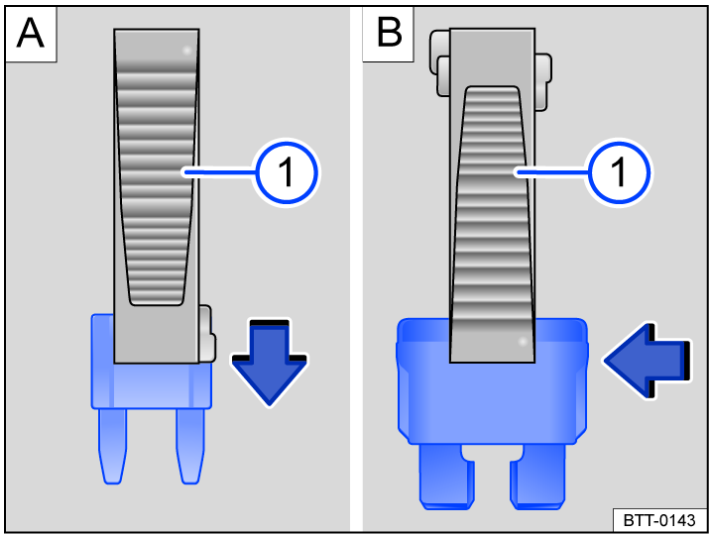


Fig. 2 Removing or inserting fuse with plastic pliers (1) (illustration).

1. If applicable, take the plastic grippers out of the fuse box or the cover of the fuse box→ *Fig. 2* (1).
2. Push the plastic grippers clip suitable for the fuse design onto the fuse from the top or the side→ *Fig. 2*.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size →ⓘ.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

Introduction to the topic

For technical reasons, your vehicle may not be push-started →ⓘ.

If the engine 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).

— For vehicles with a diesel engine at least 35 mm2 (0.054 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:

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Please note that the vehicle battery providing assistance must have the same voltage(12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.
- Position the jump leads so that they never come into contact with any moving parts in the engine compartment.
- Observe the operating instructions provided by the jump lead manufacturer.
- Observe the owner's manual of the vehicle providing jump starting assistance.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Never use a mobile telephone when the jump leads are being connected or disconnected.

NOTICE

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

NOTICE

Please note the following in order to avoid considerable damage to the vehicle electrical system:

- A short circuit can be caused if the jump leads are wrongly connected.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive battery terminals are connected.
- Use only jump leads with fully insulated terminal clamps.

NOTICE

Tow-starting the vehicle can cause damage.

Jump-start connection point (earth connection)

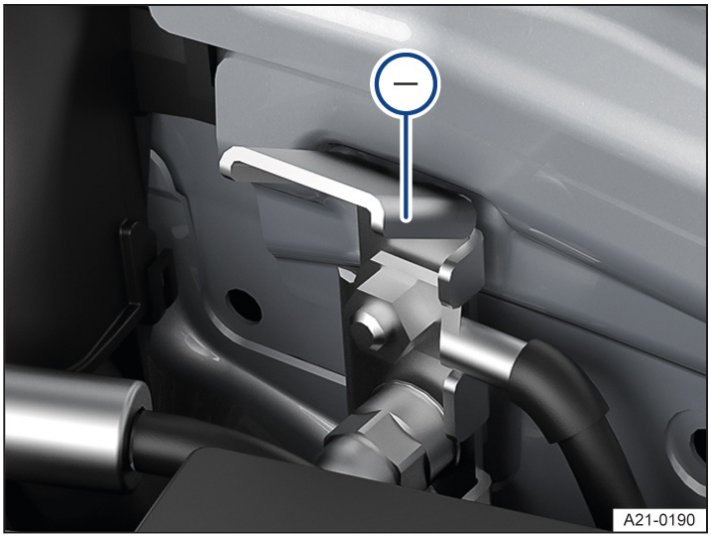


Fig. 1 In the engine compartment: jump-start connection point (earth connection).

(–) The jump-start connection point (earth connection) is used for connecting the *black* jump lead → *Fig. 1*.

The vehicle can only be jump started via this jump-start connection point (earth connection).

Jump starting the vehicle

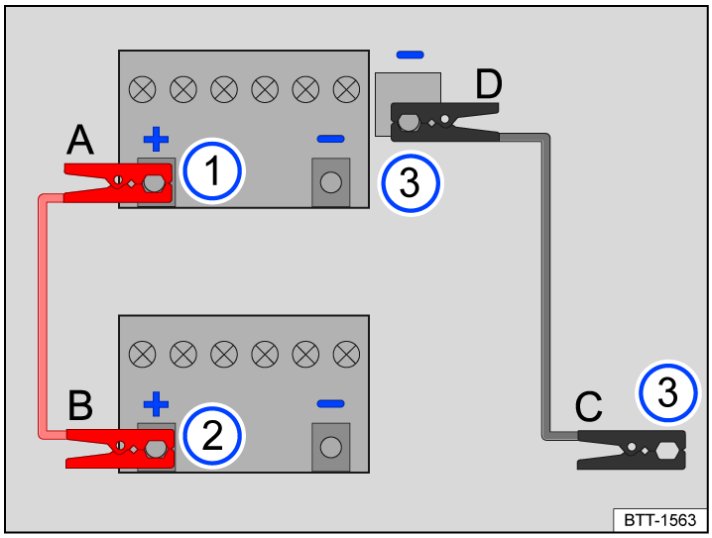


Fig. 1 Schematic diagram of how to connect the jump leads.

(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.

NOTICE

Observe the instructions for jump starting in the owner's manual of the other vehicle.

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 battery 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, switch off the starter after about 10 seconds and try again after about 1 minute.

Please seek assistance from a correspondingly qualified workshop if the engine still cannot be started. Volkswagen recommends using a Volkswagen dealership.

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.

1. Switch off the ignition in both vehicles .
2. If necessary, open the cover of the positive battery terminal on the 12-volt vehicle battery.
3. Connect one end of the *red* jump lead A to the positive terminal + of the battery on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (1) → *Jump starting the vehicle*.
4. Connect the other end of the *red* jump lead B to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2).
5. Connect one end of the *black* jump lead C preferably to a suitable jump start connection point(earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance → *Fig. 1* (3).
6. On the vehicle with the flat 12-volt battery, connect the other end of the *black* jump lead D preferably to the jump lead

connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* (3) → *Jump starting the vehicle*.

7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

1. Start the engine of the vehicle providing assistance and let it run at idle.
2. 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

1. Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.
2. Turn on the blower of the air conditioning system or the heating and fresh air system and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. When the engines are running, the jump leads should be removed only in the orderD – C – B – A → *Fig. 1*.
4. If necessary, close the cover of the positive battery terminal on the 12-volt vehicle battery.
5. After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:
- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Do not allow the uninsulated parts of the terminal clamps to touch each other.
- Do not allow leads attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not perform jump starting if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

! *NOTICE*

After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope:

— The maximum permitted towing speed is 50 km/h (30 mph).

— The maximum permitted towing distance is 50 km (30 miles).

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive

Automatic gearbox

Front axle

Manual gearbox

Front axle

All-wheel drive 4Motion

Automatic gearbox

Front axle

Manual gearbox

Front axle

In the case of R models, the vehicle must not be towed with a raised axle and must be transported standing on all four wheels on a recovery vehicle in case of damage →.

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never switch off the ignition using the starter button when the vehicle is being towed. Otherwise the electronic steering column lock could engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

NOTICE

Towing vehicles with 4MOTION all-wheel drive and sport differential with a raised axle can damage the vehicle.

- Have the broken-down vehicle transported only on a recovery vehicle standing on all four wheels.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle transported by a recovery vehicle.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.

NOTICE

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The 12-volt vehicle battery is discharged.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 kilometres (30 miles).

— In vehicles with a manual gearbox, the clutch cannot be depressed *fully* and neutral selected.

— The selector lever of the automatic gearbox cannot be moved to neutral (N position).

— The electronic parking brake cannot be released.

— The steering column lock cannot be released.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek the assistance of a correspondingly qualified workshop and have the vehicle transported on a recovery vehicle if necessary. Volkswagen recommends using a Volkswagen dealership.

Towing

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye

— Towing bracket

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.
5. Vehicles with manual gearbox: engage the clutch particularly gently when moving off.

Pulled vehicle (rear)

1. Make sure that the ignition is switched on so that the steering wheel is not locked and you can indicate and operate the wipers if necessary.
2. Release the electronic parking brake.
3. The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
4. Ensure that the tow-rope is always taut.
5. Disengage the gear.
6. Select the N selector lever position.

⚠ WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- Seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

NOTICE

The vehicle can be towed only if the 12-volt vehicle battery is adequately charged, so that the electronic parking brake and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the electronic parking brake and the steering column lock.

Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether the mounting with screw thread is available for the towing eye.
2. Otherwise seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

The towing eye must always be kept in the vehicle.

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the towing eye at front

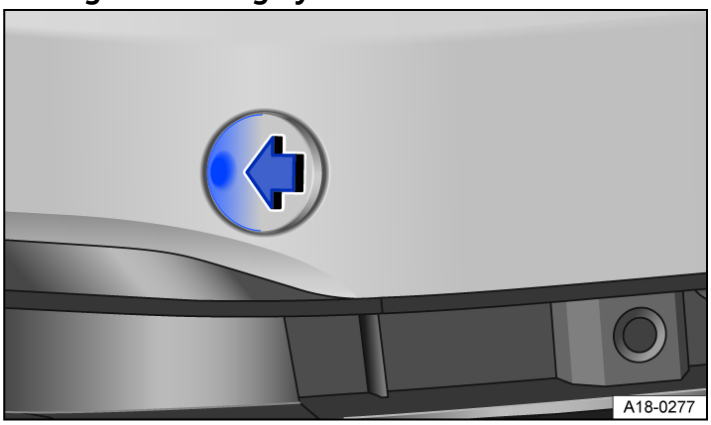


Fig. 1 In the front bumper on the right: removing the cover.

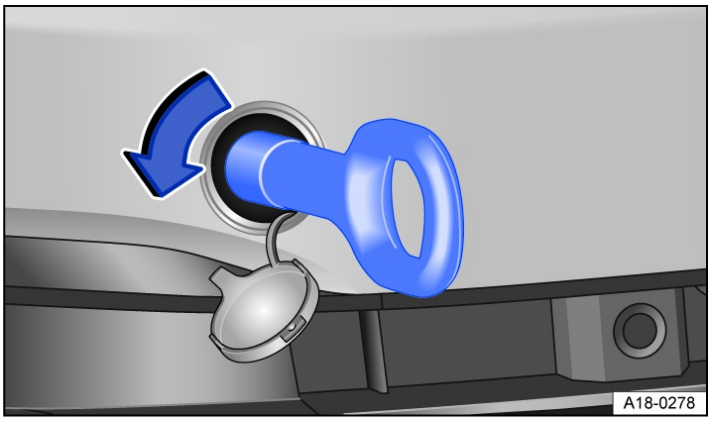


Fig. 2 In the front bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.
2. Press in the direction of the arrow on the marked part of the cover to release the cover → *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by thearrow into the threaded hole and tighten as far as possible → *Fig. 2* , →. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in theopposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether the mounting with screw thread is available for the towing eye.
2. Otherwise seek assistance from a correspondingly qualified workshop and have the vehicle transported on a recovery vehicle if necessary. Volkswagen recommends using a Volkswagen dealership.

The towing eye must always be kept in the vehicle.

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the rear towing eye

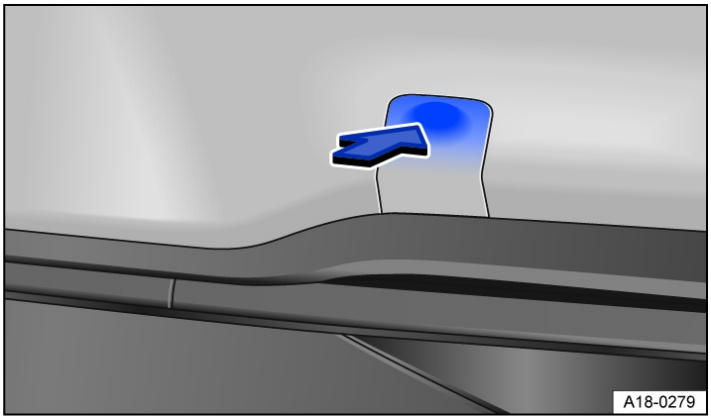


Fig. 1 In the rear bumper on the right: removing the cover.

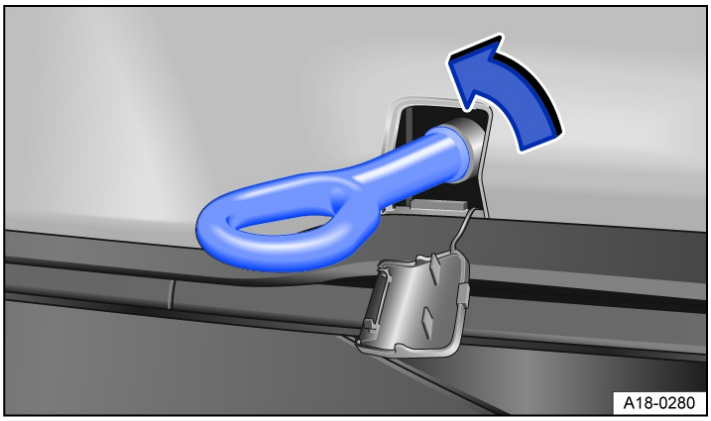


Fig. 2 In the rear bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.
2. Press in the direction of the arrow on the marked part of the cover to release the cover → *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by thearrow into the threaded hole and tighten as far as possible → *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in theopposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

Vehicles with towing bracket

In *vehicles with a factory-fitted towing bracket* there is no mounting for the screw-in towing eye behind the cover.

1. In order to tow the vehicle, use the ball coupling. You will first have to swivel it out or fit it .

NOTICE

Vehicles with a factory-fitted towing bracket can be used to tow other vehicles only with a tow-bar that is specially designed to be fitted to a ball coupling. If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged.

- Use a tow-rope instead of a tow-bar for towing.

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 →⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface and the wheels must be blocked.
- If you are working under the vehicle, use suitable stands to provide support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

⚠ WARNING

The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- Always work with extreme care and caution and observe the general safety precautions. Never take any personal 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, have the work carried out by a correspondingly qualified workshop. Serious injuries can result from work that has not been carried out properly. Volkswagen recommends using a Volkswagen dealership.
- Never open or close the bonnet if steam or coolant is escaping. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the 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:
  - Switch on the electronic parking brake and move the selector lever to positionP or move the gear lever to the neutral position.
  - Switch off the ignition and store the vehicle key in a safe place far enough away from the vehicle to prevent any risk of the ignition being switched on accidentally and the engine started.
  - Always keep children away from the engine compartment and never leave children unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.
  - Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids onto engine components or onto the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical wiring in the ignition system.

- Never touch the electrical wiring and connections of gas discharge bulbs.

WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and could start automatically - even when the ignition is switched off.
- If any work has to be performed when the engine is started or with the engine running, there is 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 take extreme care.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always take due care and attention when depressing the accelerator. The vehicle 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 objects left behind can cause malfunctions, damage to the engine, 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

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Any spilt service fluids must be disposed of properly. Volkswagen recommends using a Volkswagen dealership.

Preparing the vehicle for working in the engine compartment

The following steps should always be carried out in the specified order before working in the engine compartment→⚠:

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the engine has stopped.
3. Switch on the electronic parking brake *(→ Electronic parking brake)*.
4. Move the selector lever to position P *(→ Automatic gearbox)*.
5. Switch off the engine.
6. If necessary, remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally.
7. Allow the engine to cool sufficiently.
8. Always keep other persons away from the engine compartment.

9. Secure the vehicle against rolling away.

WARNING

Ignoring any of the operating guidelines listed for your personal safety can lead to accidents and severe injuries.

- Always follow the actions in the operating guidelines and observe the general safety precautions.

Opening and closing the bonnet

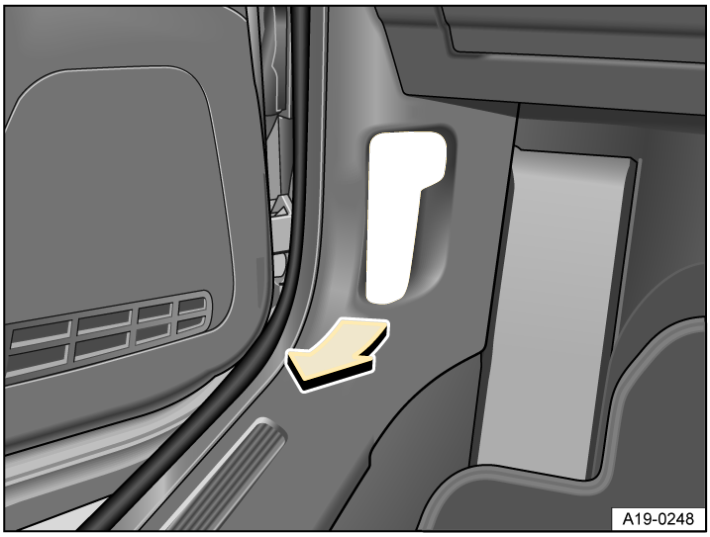


Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

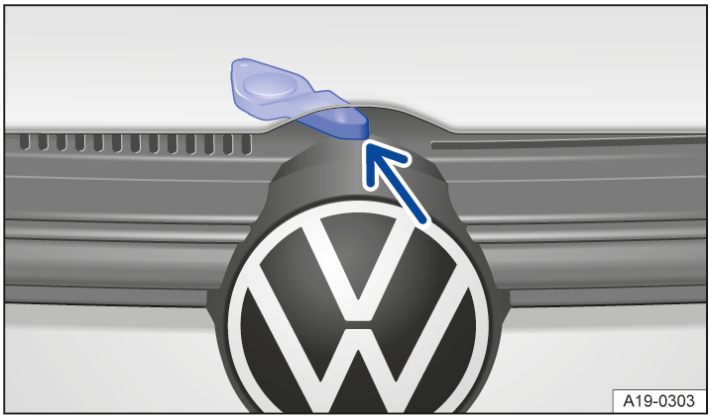


Fig. 2 Above the radiator grille: bonnet control lever.

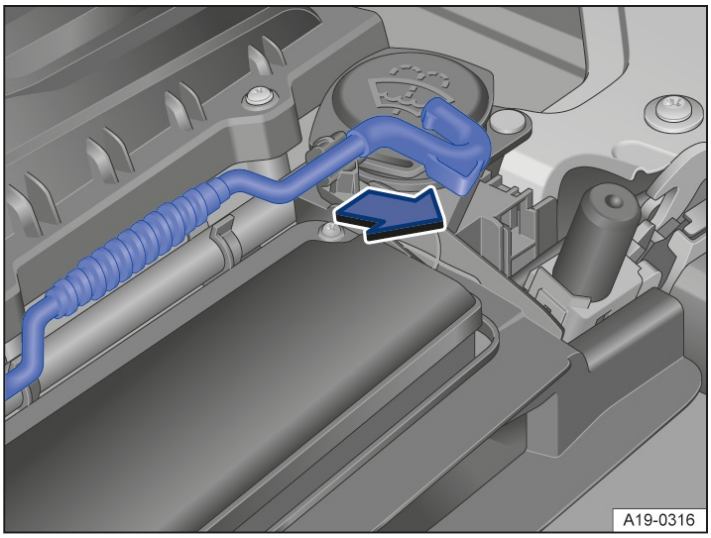


Fig. 3 In the engine compartment: bonnet stay in the holder.

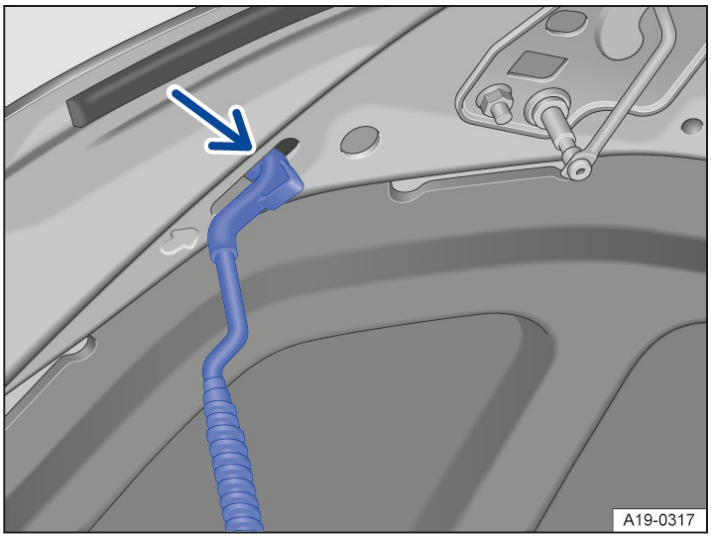


Fig. 4 On the bonnet: holder for bonnet stay.

Opening the bonnet

1. Open the driver door and pull the release lever in the direction of arrow → *Fig. 1*. The bonnet is released from the lock carrier catch by spring force →ⓘ.
2. Raise the bonnet slightly and at the same time press the control lever in the direction of arrow → *Fig. 2* to fully open the bonnet.
3. Take the bonnet stay in the direction of arrow out of its holder → *Fig. 3* and push it into the opening → *Fig. 4*.

Closing the bonnet

1. Lift the bonnet slightly and hold.
2. Unhook the bonnet stay from the opening → *Fig. 3* and push it into its holder → *Fig. 2*.
3. Let the bonnet drop into the catch from a height of about 20 cm(8 in) – *do not* press it down!

If the bonnet has not closed properly, open it once more and then close it again.

The bonnet is flush with the body parts around it when it is closed properly →⚠.

⚠ WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you establish while driving that the bonnet is not closed properly, switch on the hazard warning lights, brake carefully, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

- The bonnet should only be opened when the wiper arms are flush to the windscreen and when they are switched off in order to avoid damage to the bonnet and the wiper arms.

Display



Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

Do not drive on!

1. If necessary, lift the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.

The symbol can differ depending on the version of the instrument cluster.

Service fluids and consumables

All service fluids and consumables, e.g. coolant and batteries, are being constantly developed. This also applies to engine oils in the case of combustion engines. For this reason, service fluids and consumables should be replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.

Washer fluid



Fig. 1 In the 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.

1. Open the bonnet ⚠ *(→ In the engine compartment)*.
2. The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.
3. Check that there is enough washer fluid in the reservoir.
4. To refill, mix clean water, not distilled water, with a commercially available windscreen washer fluid → ⚠. Observe the mixture instructions on the packaging.
5. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze → ⚠.

The filling quantity of the washer fluid reservoir is approx. 3.0–7.5 litres (3.1–7.9 quarts) depending on the vehicle and equipment.

⚠ WARNING

Never mix coolant additive or other unsuitable additives into the washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

NOTICE

Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.

Introduction to the topic

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.

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. Always store engine oil out of the reach of children.
- Store engine only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

Vehicles with an engine oil sticker

If you need to fill up the engine oil, use an oil that complies with the engine oil standard on the sticker→ *Fig. 1*.

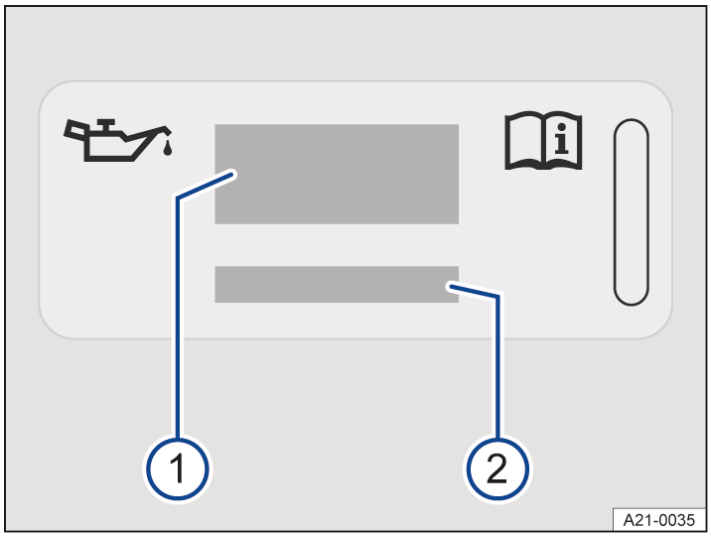


Fig. 1 Sticker showing engine oil standard and engine oil viscosity (illustration).

1 Information about the engine oil standard.

2 Information about the engine oil viscosity.

The sticker showing the prescribed standard is located at the front of the engine compartment, on the side next to the bonnet release → *Fig. 2* (1).

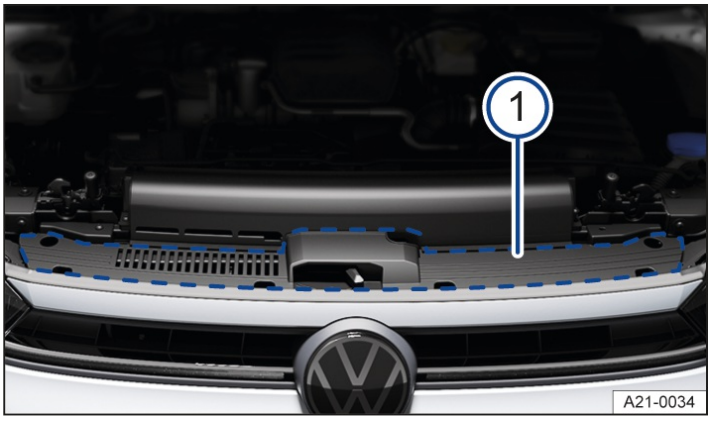


Fig. 2 Location: on the side next to the bonnet release (illustration).

When using this engine oil, you can correct the engine oil level as often as you like *(→ Engine oil)*.

Vehicles without an engine oil sticker

Information on the prescribed engine oil standard for your vehicle can be obtained from a qualified workshop. Use this oil if you need to refill the engine oil. When using the prescribed engine oil, you can correct the engine oil level as often as you like *(→ Engine oil)*.

If you do not have access to engine oil that complies with the prescribed standard, in anemergency you may top up with a maximum of 0.5 litres of the following oils once before the next regular oil change:

— Petrol engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.

— Natural gas engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.

— Diesel engines: standards VW 507 00 and ACEA C3, viscosity 0 W-30.

Volkswagen recommends having the oil change carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

NOTICE

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.

Volkswagen recommends Volkswagen genuine oil.

Changing engine oil

The engine oil must be changed on a regular basis. Always observe the service intervals applicable to your vehicle. More details on the service intervals can be found in the chapter on service *(→ Service)*.

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil. You should therefore always have the engine oil and filter changes performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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 unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.
- 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 litre(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

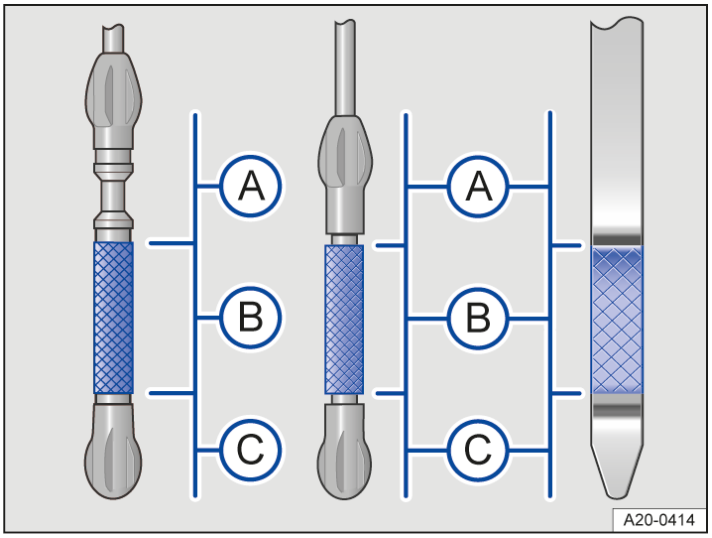


Fig. 1 Engine oil level markings on the oil dipstick (variants).

(A) Engine oil level too high – observe the messages on the instrument cluster display or contact a suitably qualified workshop, if necessary. Volkswagen recommends using a Volkswagen dealership.

(B) Engine oil level in the normal range.

(C) Engine oil level too low – observe any messages on the instrument cluster display and add engine oil if necessary.



Fig. 2 In the engine compartment: engine oil filler cap (illustration).

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 for at least 5 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 *→ Fig. 2*, and the oil dipstick has a coloured handle *→ Fig. 1*. If you cannot find the cap and oil dipstick, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
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) Engine oil level is too high. Follow any messages that are shown on the instrument cluster display and inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

   (B) Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, e.g. if the engine is operated at 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. Fill engine oil gradually in small quantities, not more than 0.5 litres (0.5 qt). Volkswagen recommends the use of approved engine oils in accordance with the relevant VW standard *(→ Engine oil)*.
11. In order to avoid overfilling, wait for at least 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. Check the engine oil level on 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). The engine oil level must not be in area → *Fig. 1* (A).
14. If too much engine oil has been added unintentionally and the engine oil level is in area → *Fig. 1* (A), do not start the engine. Notify a correspondingly qualified workshop and seek expert assistance if necessary. Volkswagen recommends using a Volkswagen dealership.
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*

- If too much engine oil has been added unintentionally and the engine oil level is in area → *Fig. 1* (A), do not start the engine. Notify a correspondingly qualified workshop and seek expert assistance if necessary. The catalytic converter and the engine could otherwise be damaged.
- When refilling 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.

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 warning lamp flashes red. A message is shown on the instrument cluster display.

STOP Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. Do *not* drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct.
5. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 litres (0.5 qt) in total, or observe the filling recommendation on the instrument cluster.
5. Do *not* drive on or leave the engine running if the indicator lamp is lit up, even though the engine oil level is correct. The engine could otherwise be damaged.
6. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Engine oil level too low

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 litres (0.5 qt) in total, or observe the filling recommendation on the instrument cluster.
5. Do *not* drive on or leave the engine running if the indicator lamp is lit up, even though the engine oil level is correct. The engine could otherwise be damaged.
6. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Engine oil level too high

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do *not* drive on or allow the engine to run. The engine could otherwise be damaged.
5. After checking the level, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

or Fault in engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

1. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Coolant is toxic.

- Keep coolant only in the sealed original container and in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Always store coolant out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% G 12 evo coolant additive (TL-VW 744 L).

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G 12 evo coolant additive must be used in order to obtain the optimum corrosion protection →.

WARNING

Insufficient anti-freeze in the cooling system 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, the suitable coolant has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the 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

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down → ⚠.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. The coolant expansion tank is identified by the red symbol on the cap → *Fig. 1*.



Fig. 1 In the engine compartment: coolant expansion tank cap (illustration).

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting some downwards pressure on the cap.
  - Always protect your face, hands and arms from hot coolant or steam by placing a large and thick cloth on the cap of the coolant expansion tank.

Warning lamp

The warning lamp for the coolant will light up if the coolant level is too low.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
3. Check coolant level and add coolant if the coolant level is too low and there is no correspondingly qualified workshop in the near vicinity.

Checking the coolant level

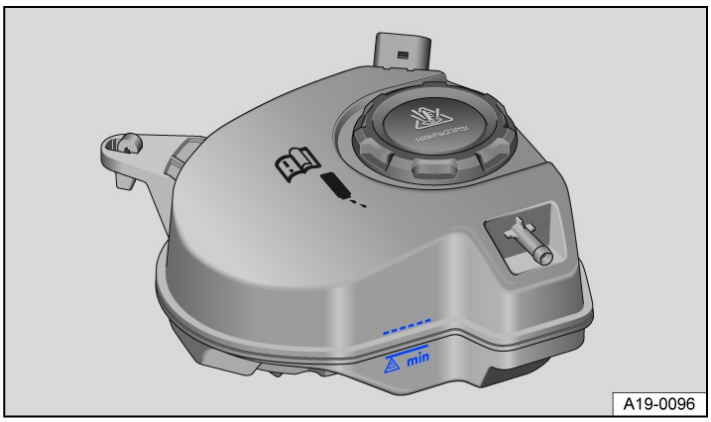


Fig. 2 In the engine compartment: markings on the coolant expansion tank.

The engine coolant may be above the marked area upon delivery of new vehicles. This is normal. It is not necessary to remove coolant.

1. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank→ *Fig. 2*. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking “min”. When the engine is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank →ⓘ.

Adding coolant

1. Unscrew the lid carefully →⚠.
2. Refill only new coolant according to the Volkswagen specification *(→ Coolant)*.
3. Add coolant up to the upper level marking.

   After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → *Fig. 2*.
4. Close the cap tightly.
5. Check the coolant level after one day.

   If the level drops below the minimum marking “min”again, please visit a correspondingly qualified workshop and have the cooling system checked. Volkswagen recommends using a Volkswagen dealership.
6. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive →ⓘ.

NOTICE

- Do not fill coolant above the top edge of the marked area Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If in an emergency you do not have access to coolant of the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.
- Refill only with distilled water! All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any type of water other then distilled water is used, the fluid in the cooling system should be completely replaced immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Do not top up with coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on. Seek assistance from a suitably qualified workshop. Failure to do so can result in engine damage. Volkswagen recommends using a Volkswagen dealership.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Coolant

The warning lamp flashes red.

Engine coolant temperature too high or coolant level too low.

Cooling system

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Allow the engine to cool down.
4. Check the engine coolant level at thecoolant expansion tank *(→ Coolant)*.
5. Do not drive on or leave the engine running if the warning lamp does not go out even though the coolant level is correct.
6. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Coolant

The indicator lamp lights up blue.

Engine coolant temperature low, and the engine has not warmed up.

1. 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→⚠.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

1. STOP Do not drive on!
2. Check the brake fluid level.

If the brake fluid level is too low:

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the brake system checked.

Changing the brake fluid

The brake fluid should be changed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership. Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable. Heavy use of the brakes with old brake fluid can cause a vapour lock due to the absorbed moisture. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.

- Have the brake system and brake fluid level checked regularly or have the brake fluid changed.
- Have the brake system filled only with new brake fluid.
- Make sure that the correct brake fluid is used. Use only brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6, but only in exceptional circumstances.

⚠ WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.

- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.
- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. All work should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the 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!

Always read the following warnings and safety information before carrying out any kind of work:

WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never smoke and work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

NOTICE

The 12-volt battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

When you start the engine after the 12-volt battery has been totally discharged or after jump starting, you may find that system settings, such as time, date, personal convenience settings and programming, have been changed or deleted. Check and correct the settings once the 12-volt vehicle battery has recharged sufficiently.

Checking the electrolyte level of the 12-volt vehicle battery

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

The electrolyte level of 12-volt vehicle batteries that are marked as **AGM** cannot be checked for technical reasons. The battery can be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Preparations

1. Preparing the vehicle for working in the engine compartment .
2. Open the bonnet ⚠ *(→ In the engine compartment)*.

Checking the electrolyte level (12-volt vehicle batteries with battery window)

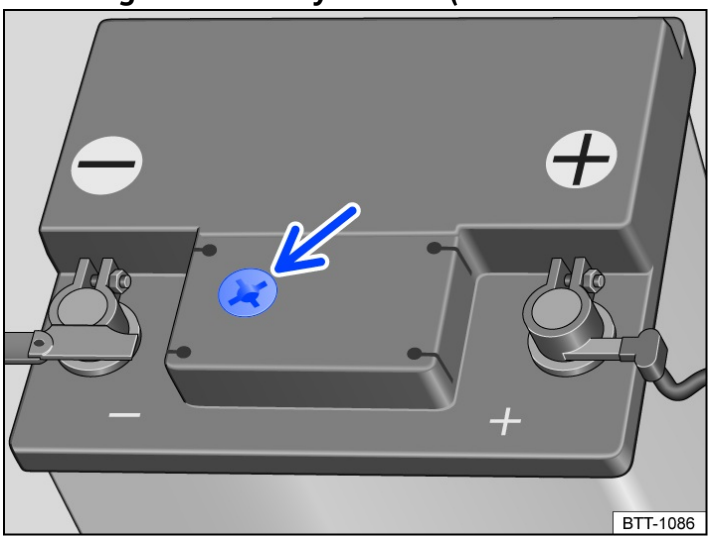


Fig. 1 Battery window on the top of the 12-volt vehicle battery (illustration).

1. Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose.
2. 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. Volkswagen recommends using a Volkswagen dealership.

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 splashed onto your skin or into your eyes, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using a Volkswagen dealership.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠. Volkswagen recommends using a Volkswagen dealership.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. Volkswagen recommends using a Volkswagen dealership for this purpose. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using a Volkswagen dealership. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only workshops qualified to do this have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries can render the type approval invalid.

Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch off all electrical consumers and the ignition.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

1. Switch off all electrical consumers and the ignition before reconnecting the 12-volt vehicle battery.
2. First reconnect the positive cable and then the negative cable →⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps 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 able to calculate or correctly display the time when the next service is due *(→ Service interval display)*. Observe the maximum permissible service intervals .

Vehicles with Keyless Access:: if the ignition cannot be switched on after connecting the 12-volt vehicle battery.

1. Lock and unlock the vehicle from the outside.
2. Try to switch on the ignition again.
3. Please go to a suitably qualified workshop if the ignition cannot be switched on. Volkswagen recommends using a Volkswagen dealership.

Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

— The 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.

— When the auxiliary heater is being used *(→ Auxiliary heater and auxiliary ventilation)*.

⚠ WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

⚠ WARNING

Incorrectly connected cables can cause a short circuit.

- First connect the positive cable and then the negative cable.

! *NOTICE*

- Never connect or disconnect 12-volt vehicle batteries 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

12-volt vehicle battery

The indicator lamp lights up red. The following text messages may be displayed: 12 V battery not charging. Stop vehicle safely!

The 12-volt vehicle battery will not be charged while the vehicle is in motion.

There is a fault in the 12-volt supply.

STOP Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off any electrical consumers that are not required.
3. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
4. Have the electrical system checked.

The start/stop system cannot start the engine.

12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Error: 12 V battery. Unable to restart. Please visit workshop!

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

If the engine is switched off in this situation, it cannot be started again. Jump-start the vehicle if necessary or seek expert assistance.

12-volt vehicle battery

The indicator lamp lights up yellow. The following text messages may be displayed: Error: 12 V battery diagnosis. Please visit workshop.

Fault in the system for monitoring the 12-volt vehicle battery.

Or:

Error: 12 V supply. Please visit workshop.

Fault in the 12-volt supply.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Error: Please replace 12 V battery. Visit workshop.

The 12-volt vehicle battery has almost reached the end of its service life.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

1. ~~Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.~~
2. Have the 12-volt vehicle battery checked and replaced if necessary *(→ 12-volt vehicle battery)*.

12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: Please have the 12 V battery checked. Visit workshop.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

1. Inform a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the electrical system checked.

12-volt vehicle battery

The indicator lamp lights up yellow. The following text message is displayed: 12 V supply is currently restricted. Please drive carefully.

Limited energy supply from the 12-volt vehicle battery, e.g. due to a discharged 12-volt vehicle battery.

1. Drive carefully until the warning disappears.
2. If the warning does not disappear, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
3. Have the electrical system checked.

Troubleshooting

48V vehicle electrical system. Stop vehicle safely! Consult vehicle wallet.

During the journey, the warning lamp lights up red.

The charge level of the 48-volt vehicle battery is too low.

1. Park the vehicle safely.
2. Switch off the ignition.
3. Switch on the ignition again. The indicator lamp lights up yellow.
4. Let the engine run while the vehicle is stationary until the warning lamp goes out.
5. Move off only when the warning lamp is no longer lit up.

Go to a suitably qualified workshop if the red warning lamp does not go out. Volkswagen recommends using a Volkswagen dealership.

48V vehicle electrical system. Please do not move off. Consult vehicle wallet.

When the vehicle is stationary, the indicator lamp lights up yellow.

The charge level of the 48-volt vehicle battery is too low.

1. Do not move off.
2. Let the engine run while the vehicle is stationary until the warning lamp goes out.
3. Move off only when the warning lamp is no longer lit up.

Go to a suitably qualified workshop if the yellow warning lamp does not go out. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Monitors various parameters, including rolling circumference, of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. This adjusts the reference pressure to the current tyre pressure.

The Tyre Pressure Loss Indicator (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System(TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The tyre monitoring system additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the warning lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) warning lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)* .

⚠ WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check the tyre pressure regularly and always maintain the specified pressure *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker *(→ Tyre pressure)*.
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

⚠ WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the (!) indicator lamp lights up, stop immediately and check all tyres *(→ Tyre pressure)*.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*. Volkswagen recommends using a Volkswagen dealership.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

The rolling circumference can change:

— If the tyre pressure has been changed.

— If the tyre pressure is too low.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) warning lamp in the

instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The Tyre Pressure Loss Indicator can also display a malfunction in conjunction with the (!) warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the (!) warning lamp lights up for about 1 minute after the ignition was switched on and then stays continuously lit.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. The malfunctioning of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacing a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) warning lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been changed.

— If one or more wheels have been changed.

— If the wheels are swapped over, e.g. from front to rear.

The Tyre Pressure Loss Indicator may only be re-synchronised if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap Vehicle in the Infotainment system.
4. Tap Vehicle (left).
5. Tap Tyres.
6. Tap (!) SET.
7. When all four tyre pressures correspond to the required values, tap OK.

   After an extended driving time (at least 20 minutes) with driving at different speeds, the system will automatically learn the new values and monitor them.

   Or: to cancel the operation, tap Cancel.

   The current tyre pressure is not saved and the system will not be re-synchronised.

Troubleshooting for Tyre Pressure Loss Indicator

(!) Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. STOP Do not drive on!

2. Check and adjust all tyre pressures *(→ Tyre pressure)*.
3. Damaged tyres should be replaced.
4. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
5. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1. Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.
- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- You must run in new tyres as they will initially have reduced grip and braking efficiency. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If the tyre is not fitted correctly on the wheel rim, this can lead to the tyre suddenly losing air when driving or bursting and the wheel rim being damaged as a result. This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Handling wheels and tyres

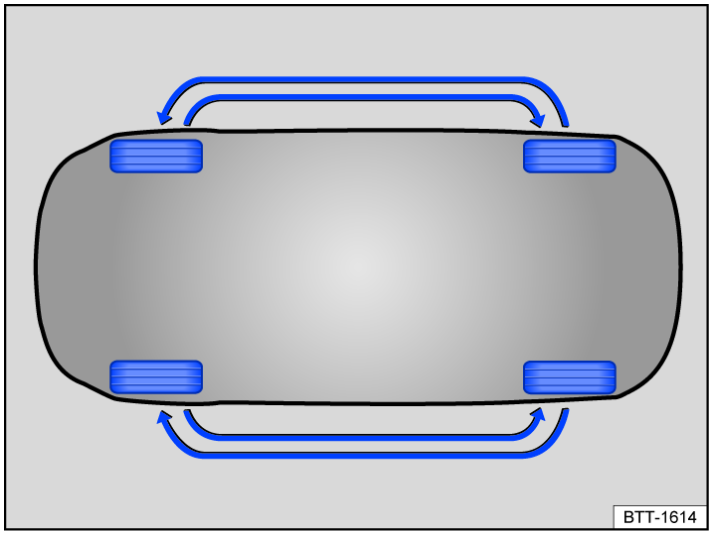


Fig. 1 Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration→ *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Avoiding damage to the wheel rims and tyres

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Check the tyre pressure regularly.

— Check the tyres for damage such as cuts at regular intervals.

— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.

— Damaged or worn tyres must be replaced immediately .

— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid→ ⚠.

— Replace missing dust caps on the valves immediately.

— Remove foreign bodies that have not yet penetrated to the inside of the tyre .

— Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)* .

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an

extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre pressure)*.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place.

— Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

New tyres

— Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip →⚠ and braking efficiency →⚠.

— All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

Volkswagen Genuine tyres

The vehicle may be fitted with Volkswagen Genuine tyres at the factory. These tyres are marked with the ⊕ symbol and have been especially matched to this vehicle. When used correctly Volkswagen Genuine tyres meet the highest standards with respect to safety and vehicle handling.

Replacing tyres

— The vehicle may be fitted with optimised rolling resistance tyres at the factory. Only with these tyres can the indicated fuel consumption values be achieved. Make sure that any new tyres purchased have optimised rolling resistance *(→ Driving economically)*.

— Seek advice at a correspondingly qualified workshop before purchasing new optimised rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership.

— Always replace tyres at least on an axle-by-axle basis →⚠.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

— Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

NOTICE

Avoid strong impacts and drive around obstacles if possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of properly and as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. *(→ Wheel bolts)*.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

— Seal of conformity.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- Have all work on wheel rims with bolted-on rings carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Tyre pressure

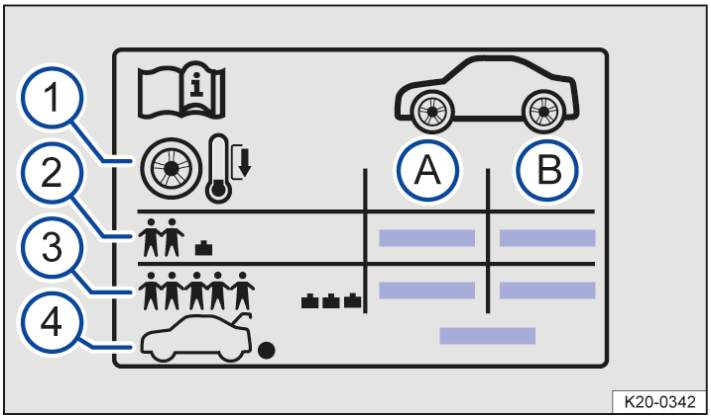


Fig. 1 Symbols on the tyre pressure sticker.

(A) Tyre pressure for the tyres on the front axle.

(B) Tyre pressure for the tyres on the rear axle.

(1) Note: check the tyre pressure when the tyres are cold.

(2) Tyre pressure for partial load.

(3) Tyre pressure for full load.

(4) Tyre pressure level for the spare wheel, collapsible spare wheel or temporary spare wheel.

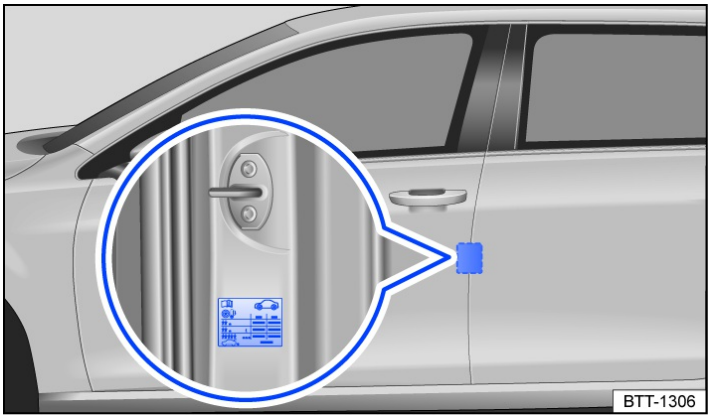


Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the tank flap).

The 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*. 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*.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

⚠ WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure that all valve caps are fully screwed on while driving.

Underinflated tyres 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. The tyres should have the same tread depth, at the minimum on each axle →⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm(1/16 inches), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-dependent legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 inch) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

⚠ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to “float” along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

Tyre damage

Damage to tyres and wheel rims is often hidden →⚠.

1. If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.
2. Check the tyres and wheel rims for damage.
3. Do not drive on if a tyre is damaged.
4. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
5. If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Embedded foreign bodies in the tyres

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
5. *Vehicles with mobility tyres:* leave the foreign body in the tyre and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Instead, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Tyre lettering and tyre type

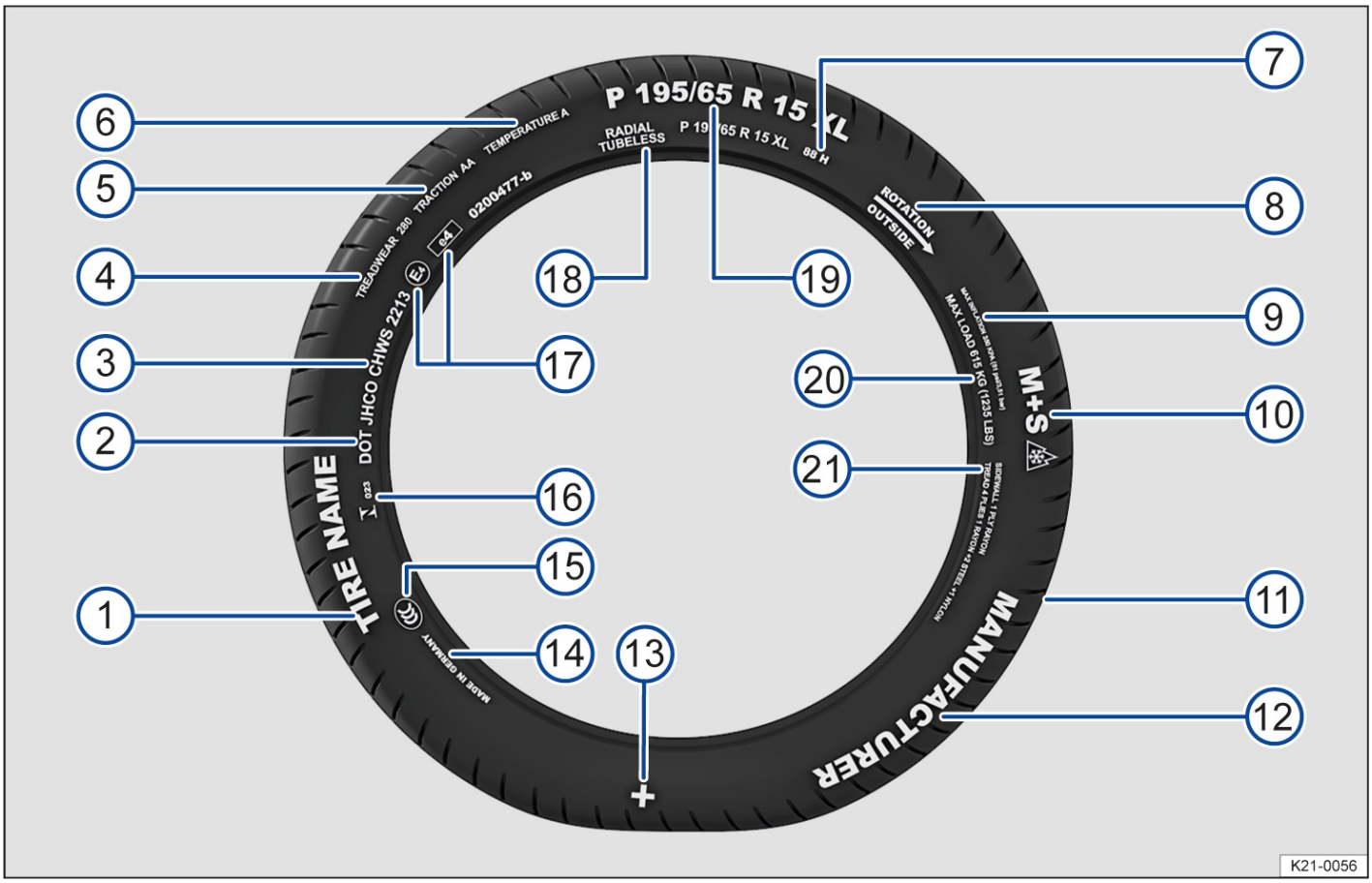


Fig. 1 International tyre lettering.

→ *Fig. 1* Tyre lettering (example), meaning			
(1)	*Product name*	Individual tyre designation of the manufacturer.	
(2)	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
(3)	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres(standardised test procedure) :			
(4)	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	
(5)	TRACTION AA	Wet braking performance of the tyre (*AA*, *A*, *B* or *C*). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked *C* have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.	

→ *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 → *Tyre load* and speed index → *Speed index*.
8	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	Or: Outside	Denotes outside of tyres → *Asymmetrical tyres*.
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.
10	M+S *or* M/S *or*	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an *E* after the *S*.
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
12	*Brand name*, *logo*	Manufacturer.
13	⊕	Marking for Volkswagen Genuine tyres *(→ Handling wheels and tyres)*.
14	Made in Germany	Country of manufacture.
15		Country-dependent identification for China (China Compulsory Certification).
16	023	Country-dependent identification for Brazil.
17	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*, tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.
18	RADIAL TUBELESS	Tubeless radial tyre.
19	P 195 / 65 R 15 XL	Size designation:
		P — Identification for passenger vehicle.
		195 — Tyre width from wall to wall in mm.
		65 — Aspect ratio in %.
		R — Tyre construction: radial.
		15 — Rim diameter in inches.
		XL — Heavy-duty tyres (extra load tyres).
20	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
21	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tread components: In the example there are 4 plies under the tread surface: 1 ply of rayon(artificial silk), 2 steel belt plies and 1 nylon ply.

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations *(→ Handling wheels and tyres)*. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

101

825 kg

102

850 kg

103

875 kg

104

900 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a maximum permitted speed of over 240 km/h (149 mph).

Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC Certificate of Conformity.

— If there is no type plate, or no row marked “Permit” the vehicle does not have an EC Certificate of Conformity.

Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm(3/16 inches).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index → *Winter tyres*.

Speed limitation

Winter tyres have a speed limit depending on the speed index *(→ Tyre lettering and tyre type)*.

You can set a speed warning using the Vehicle settings and the Tyres menus in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a correspondingly qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using a Volkswagen dealership.

All-wheel drive (4MOTION)

Thanks to its all-wheel drive, the vehicle will have plenty of traction in winter conditions, even with the standard tyres. Nevertheless, Volkswagen still recommends that winter tyres or all-year tyres should be fitted *on all four wheels* in winter, above all because this will give improved *braking efficiency*.

Observe information on snow chains *(→ Snow chains)*.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after wheels are changed *(→ Tyre Pressure Loss Indicator)*.

Ask a correspondingly qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using a Volkswagen dealership.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel combinations:

Golf		
Tyre size	Wheel rim	Type of snow chains to use
195/65 R 15	6 J x 15 ET 43	Only fine-linked snow chains that add no more than about15 mm.
205/55 R 16	6 1/2 J x 16 ET 46	Only fine-linked snow chains that add no more than about12 mm.
205/50 R 17	6 1/2 J x 17 ET 46	Only fine-linked snow chains that add no more than about9 mm.

Golf GTD, Golf GTI		
Tyre size	Wheel rim	Type of snow chains to use
205/50 R 17	6 1/2 J x 17 ET 46	Only fine-linked snow chains that add no more than about9 mm.
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than about7 mm.

Golf GTI Clubsport		
Tyre size	Wheel rim	Type of snow chains to use
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than about7 mm.

Golf R		
Tyre size	Wheel rim	Type of snow chains to use
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than about7 mm.

Volkswagen recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using a Volkswagen dealership.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel.

1. In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Observe the fitting instructions of the snow chain manufacturer.
- Never drive faster than permitted when snow chains are fitted.

NOTICE

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling,

damage the tyres and wear out very quickly.

- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Centre wheel trim

Removing the centre wheel trim by pulling off



Fig. 1 Removing the centre wheel trim by pulling off.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

1. *To remove:* take the puller from the vehicle toolkit *(→ Vehicle toolkit)* and insert it into a hole (alloy wheel) or fit it on the edge (steel wheel) of the trim → *Fig. 1*.
2. Pull off the trim in the direction of the arrow → *Fig. 1*.
3. *Fitting:* place the centre wheel trim centrally on the wheel rim and press against the wheel rim until you feel the trim engage in position.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

Removing wheel covers



Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the puller from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this *→ Fig. 1*.

Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

NOTICE

The wheel cover can be firmly fixed and should not be removed using force.

Wheel bolt caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

Removing and fitting the caps

1. *Removing:* take the puller from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the puller through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.
3. *Fitting*: press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - Select a gear on vehicles with a manual gearbox in order to reduce the risk of unintended vehicle movement.
- Apply the electronic parking brake.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. Automatic gearbox: move the selector lever to positionP .
4. Stop the engine and switch off 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. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
10. Remove any items of luggage from the luggage compartment.
11. If necessary, remove the subwoofer *(→ Subwoofer)*.
12. Remove the collapsible spare wheel, spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
13. Remove the hubcaps .

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Wheel bolts

Loosening wheel bolts



Fig. 1 Changing a wheel: loosening the wheel bolts.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

1. Fit the box spanner over the wheel bolt as far as it will go→ *Fig. 1*.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ ⚠.

   Or: if one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening the anti-theft wheel bolt

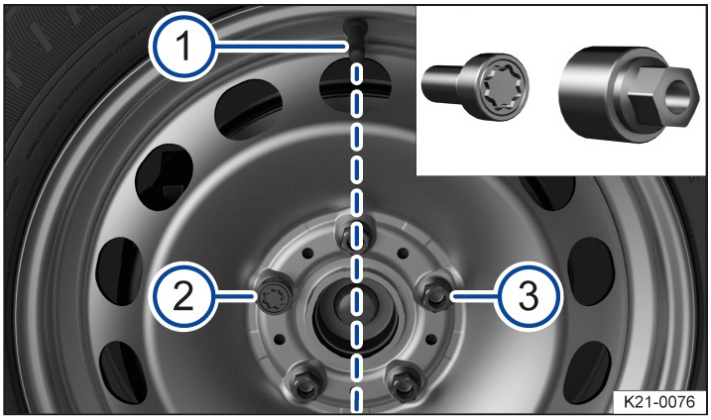


Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Insert the adapter into the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ ⚠.

Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position→ *Fig. 2* (2) or (3) according to the

position of the tyre valve (1). The wheel cover can otherwise not be fitted.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 140 Nm (103 ft-lbs).

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- Regularly check the tightening torque with a torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Use only wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.

Subwoofer

The subwoofer must be removed before the spare wheel can be taken out.

Removing the subwoofer (type 1)

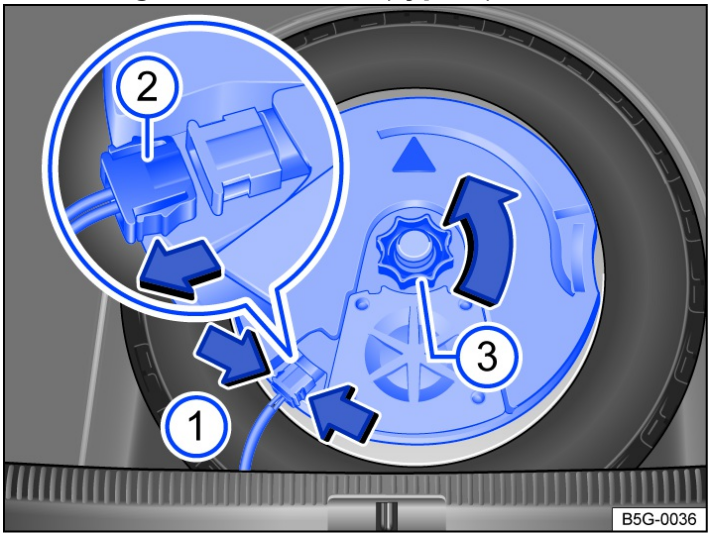


Fig. 1 In the luggage compartment: removing subwoofer (type 1).

1. Fold up or remove the variable luggage compartment floor *(→ Luggage compartment floor (variable))*.

2. To release the connector → *Fig. 1* (2), press the lugs together (arrows (1)).
3. Pull off the connector → *Fig. 1* (2) as shown by the arrow, and place the disconnected electrical cable to one side.
4. Unscrew handwheel → *Fig. 1* (3) in the direction of the arrow.
5. Lift out the subwoofer carefully.

Installing the subwoofer (type 1)

1. Place the subwoofer carefully in the rim base. The tip of the arrow symbol “FRONT” on the subwoofer must face forwards.
2. Plug in connector → *Fig. 1* (2) until it audibly engages.
3. Screw the handwheel → *Fig. 1* (3) onto the threaded pin in the opposite direction to the arrow until the subwoofer is secured in place.
4. Place the variable luggage compartment floor on the floor covering.

Removing the subwoofer (type 2)

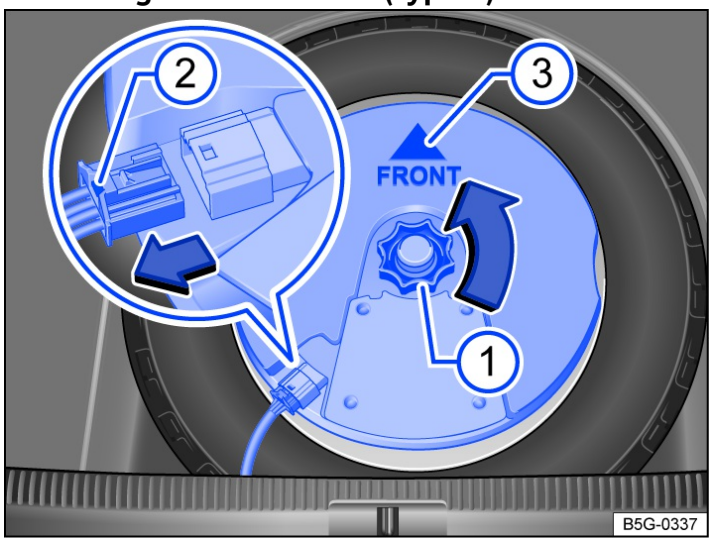


Fig. 2 In the luggage compartment: removing subwoofer (type 2).

1. Lift up the variable luggage compartment floor until it is held in position by the side restraints.
2. Unscrew handwheel → *Fig. 2* (1) in the direction of the arrow.
3. To unlock the connector, press the catch on the end of the plug→ *Fig. 2* (2).
4. Pull off the connector as shown by the arrow, and place the disconnected electrical cable to one side.
5. Lift out the subwoofer carefully.

Installing the subwoofer (type 2)

1. Place the subwoofer carefully in the rim base. The tip of the arrow symbol “FRONT” → *Fig. 2* (3) on the subwoofer must face forwards.
2. Plug in connector → *Fig. 2* (2) until the catch audibly engages.
3. Screw the handwheel → *Fig. 2* (1) onto the threaded pin in the opposite direction to the arrow until the subwoofer is secured in place.

4. Place the variable luggage compartment floor on the floor covering.

Spare wheel or temporary spare wheel

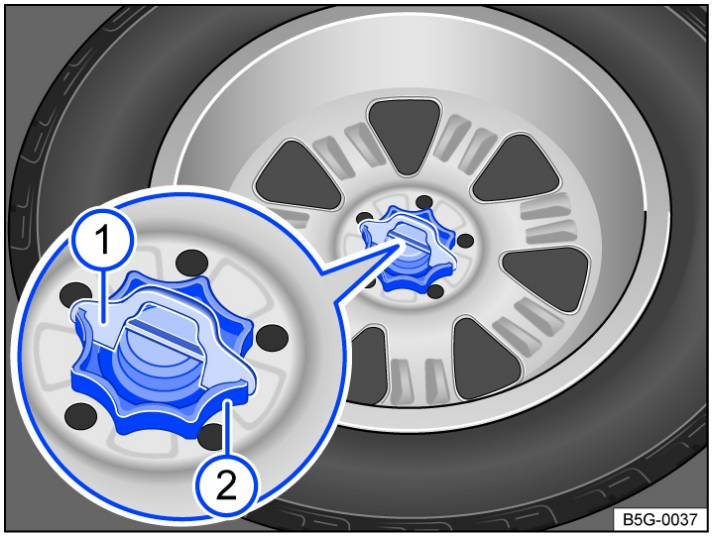


Fig. 1 In the luggage compartment: handwheel for securing the spare wheel.

Removing the spare wheel, collapsible spare wheel or temporary spare wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor .
3. If necessary, lift up the floor covering and remove.
4. Remove the vehicle toolkit with the container.
5. If necessary, remove the subwoofer *(→ Subwoofer)*.
6. Pull out the wedge of the locating element → *Fig. 1* (1) in upward direction.
7. Fully unscrew the handwheel in middle of the spare wheel → *Fig. 1* (2) in an anticlockwise direction.
8. Remove the spare wheel, collapsible spare wheel or temporary spare wheel.

Stowing the removed wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor .
3. If necessary, lift up the floor covering and remove.
4. Place the removed wheel into the spare wheel well with the rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.
5. Screw the handwheel clockwise onto the threaded pin until the replaced wheel is firmly secured.
6. Insert the wedge of the locating element → *Fig. 1* (1) into the slot of the threaded pin so that the handwheel can no longer be turned.
7. Return the vehicle toolkit to the container and stow safely.
8. Place the floor covering in the luggage compartment if necessary.
9. Replace the luggage compartment floor .
10. 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→ *Spare wheel or temporary spare wheel*.

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)*.

Fitting the temporary spare wheel on R models

For technical reasons, the temporary spare wheel must not be fitted on the front axle. In the event of tyre failure on a front wheel:

1. Remove the rear wheel on the side of the damaged front wheel.
2. Fit the temporary spare wheel on the rear axle.
3. Replace the damaged front wheel with the removed rear wheel.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other accidents and cause serious injuries.

- Do not use the spare wheel or temporary spare wheel under any circumstances if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. Do not cover the sticker during use of the wheel.
- Never drive faster than 80 km/h (50 mph).
- Never drive further than 200 km (125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Replace the temporary spare wheel with a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- Always secure the temporary spare wheel with the wheel bolts supplied from the factory.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, check the tyre pressure as quickly as possible *(→ Tyre pressure)*.
- Do not use snow chains on the temporary spare wheel.
- On R models: fit the temporary spare wheel only on the rear axle.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer .

Lifting the vehicle with the jack

Jacking points

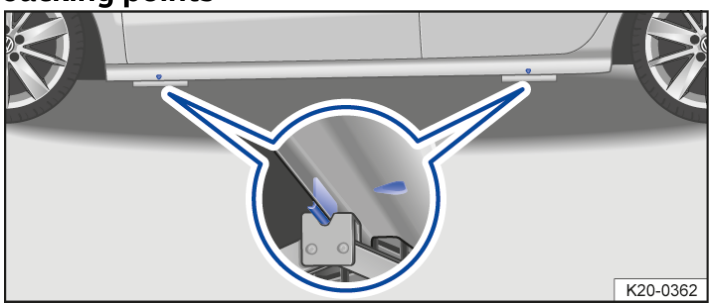


Fig. 1 Jacking points.

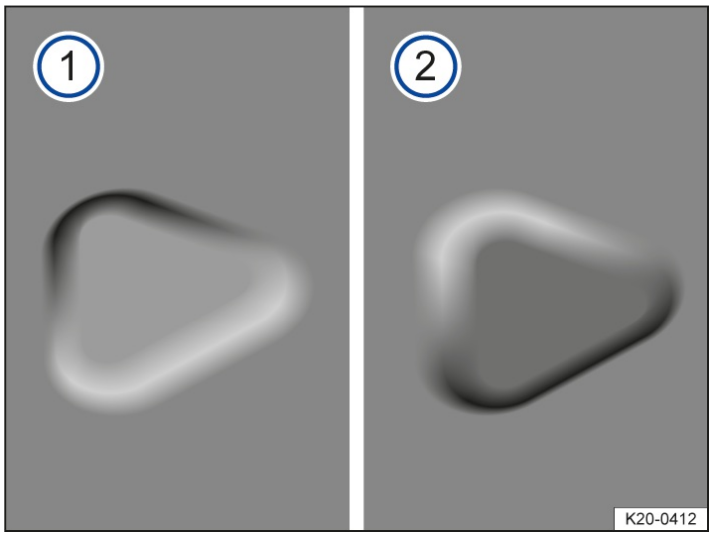


Fig. 2 Jacking points for the jack: (1) stamped marking, (2) raised marking.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. The marking can be stamped → *Fig. 2* (1) or raised (2). Do not confuse the jacking points for the jack with other components, e.g. retaining clips. Always use the jacking point closest to the wheel you are working on →⚠.

Applying the jack

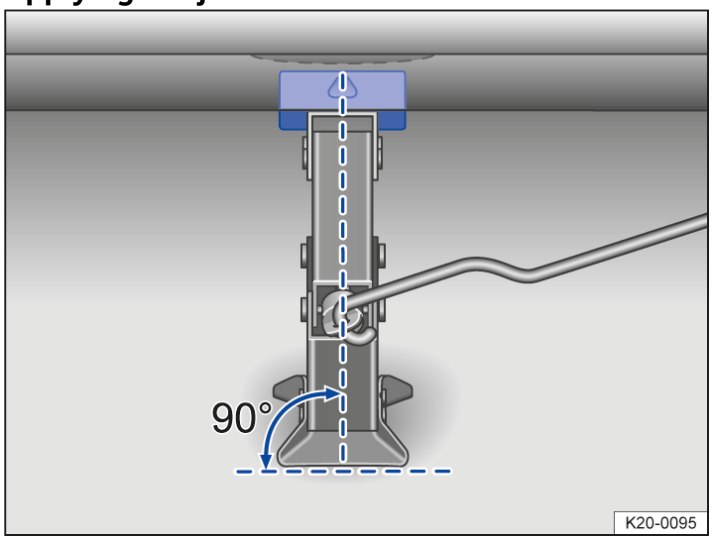


Fig. 3 Correct alignment of the jack.

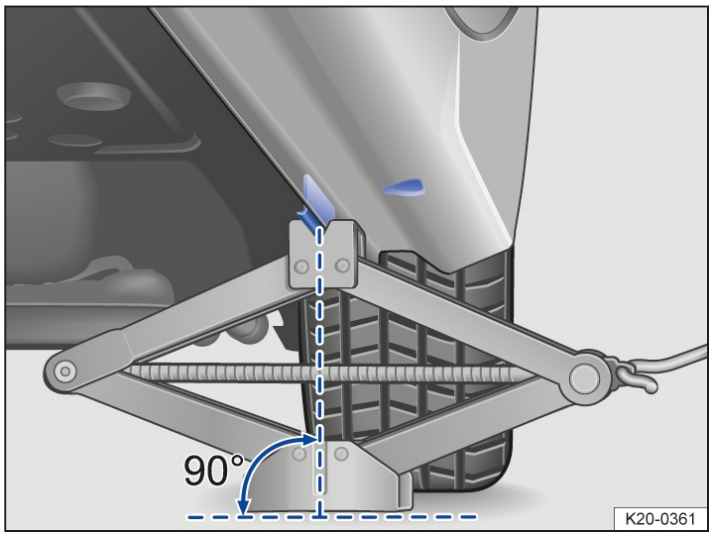


Fig. 4 Jack applied at the rear left-hand side of the vehicle.

For your own safety, carry out the following points in the specified order → ⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Adjust the steering wheel so that the wheels point straight forwards.
3. Switch off the engine.
4. Move the automatic gearbox selector lever to position P.

   Or: engage a gear on vehicles with manual gearbox.
5. Switch on the electronic parking brake.
6. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
7. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it properly.
8. Loosen the wheel bolts *(→ Wheel bolts)*.
9. Insert the hand crank into the opening on the jack.
10. Find the jacking point under the vehicle → *Fig. 1* which is closest to the wheel that is being changed.
11. Crank up the jack until it just fits under the jacking point of the vehicle.
12. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the jacking point → *Fig. 3* and → *Fig. 4*.
13. Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle → *Fig. 4*.
14. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Do not jack up the vehicle if more than one tyre is damaged.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the jack.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the side member securely → *Fig. 4*.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- To prevent the jack from slipping, place the jack on an anti-slip surface such as a rubber mat when it is used on a slippery surface such as tiles.
- Never place any part of your body, such as an arm or leg, underneath the vehicle if the latter is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always follow the actions in the checklist and observe the generally valid safety precautions.

Changing a wheel

Removing the wheel



Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Jack up the vehicle *(→ Jack)*.
4. Using the wheel wrench → *Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Fitting the spare wheel or temporary spare wheel

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. R models: fit the temporary spare wheel to the rear axle only *(→ Spare wheel and temporary spare wheel)*.
3. Put the wheel in place.
4. Use the adapter to screw the anti-theft wheel bolt clockwise to the correct position and tighten it slightly *(→ Wheel bolts)*.
5. Screw in all the other wheel bolts in clockwise direction and tighten them slightly.
6. Lower the vehicle with the jack.
7. 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.
8. Fit the caps, wheel centre trim or wheel cover .

After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked immediately *(→ Wheel bolts)*.
4. The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek assistance from a suitably qualified workshop if more than one vehicle tyre is damaged. Volkswagen recommends using a Volkswagen dealership. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The tyre sealant must not be used:

— If the wheel rim is damaged.

— If the outside temperature is below -20°C (-4°F).

— If there are cuts or punctures in the tyre that are larger than 4mm.

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word “Seal” is visible on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

⚠ WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To inflate the tyre, park the vehicle at a safe distance from moving traffic *(→ In an emergency)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- If your skin comes into contact with the sealant, wipe it off immediately. The sealant poses a health hazard.
- Keep the breakdown set out of the reach of children.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

⚠ WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Contents of the breakdown set

The breakdown set is located underneath the floor covering in the luggage compartment.

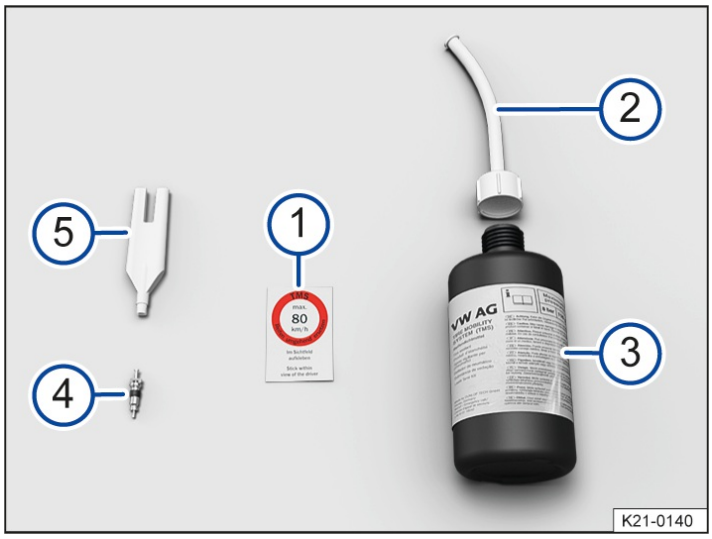


Fig. 1 Illustration: components of the breakdown set.

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Tyre sealant tube with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot on the lower end of the valve core extractor → *Fig. 1* (5) for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core (4).

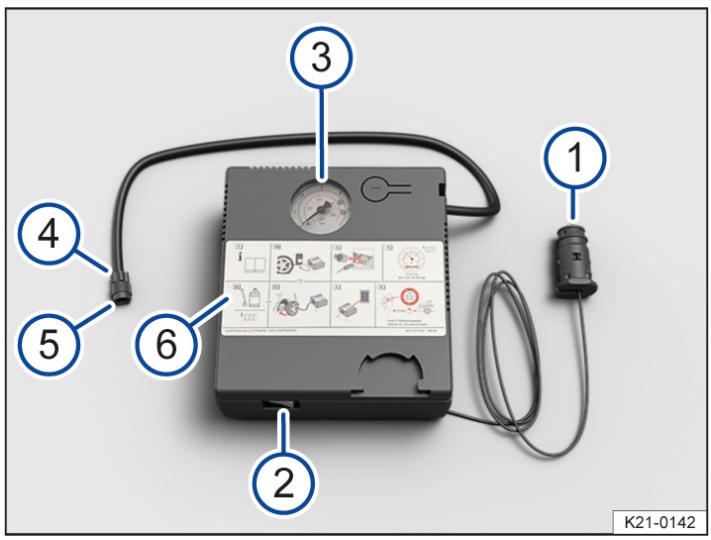


Fig. 2 Illustration: compressor from the breakdown set.

1. 12-volt plug.
2. ON/OFF switch.
3. Tyre pressure display.

(4) Air bleed screw → *Contents of the breakdown set*.

(5) Tyre filler hose.

(6) Air compressor.

The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

There may also be a button on the air compressor instead of the air bleed screw.

Preparations

Checklist

Always carry out the following actions in the given order → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. Automatic gearbox: move the selector lever to positionP .
4. Stop the engine and switch off 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. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
10. Remove any items of luggage from the luggage compartment.
11. Take the breakdown set out of the luggage compartment.
12. Take the sticker from the breakdown set *(→ Breakdown set)* and stick it on the dash panel within the driver's field of vision.
13. Do not remove the foreign object, e.g. a screw, from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always follow the actions in the checklist and observe the generally valid safety precautions.

Sealing and inflating tyres

Sealing a tyre

1. Unscrew the cap from the tyre valve.
2. Use the valve core extractor→ *Fig. 1* (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.
3. Shake the tyre filler bottle → *Fig. 1* (3) vigorously several times.
4. Screw the tyre filler hose → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
5. Remove the plug from the tyre filler hose→ *Fig. 1* (2) and place the open end fully on the tyre valve.
6. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
7. Remove the empty tyre filler bottle from the valve.
8. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

1. Screw the tyre filler hose → *Fig. 2* (5) of the air compressor tightly onto the tyre valve.
2. Make sure that the air bleed screw → *Fig. 2* (4) is closed.
3. Start the engine and let it run.
4. Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
5. Use the ON/OFF switch → *Fig. 2* (2) to switch on the air compressor.
6. Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa) →⚠. Maximum running time: 8 minutes →⚠.
7. Switch off the air compressor.
8. If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
9. Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.
10. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
11. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →⚠. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
12. Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
13. Drive the vehicle no faster than 80 km/h(50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (3)

1.3 bar (19 psi/130 kPa) and lower:

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1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set →⚠. Seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

1.4 bar (20 psi/140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using a Volkswagen dealership.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

The tyre filler hose and the air compressor can become hot during inflation.
- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down before stowing it.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.
- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Instead, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or less after driving for 10 minutes. Instead, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating.
- Let the air compressor cool down for a few minutes before switching it on again.

Service work and digital service schedule

Recording the service work performed (“digital service schedule”)

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using a Volkswagen dealership.

Service work

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

— When which service was carried out.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Ether the fixed service interval or flexible service interval will be used for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

The engine code can be accessed via the Service menu *(→ Driving data display (multifunction display))*.

How do I know which type of service applies to my vehicle?

Information on the service type that applies to the vehicle can be obtained from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Point to note for the flexible service interval

With the flexible service interval, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service interval is the use of LongLife engine oil instead of the conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service interval, you can opt for the fixed service interval instead. However, a fixed service interval can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Depending on the vehicle equipment, scheduled services for your vehicle may be displayed in the service interval display in the instrument cluster display *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

— Fuels containing sulphur.

— Regular short trips.

— Long periods of engine idling, e.g. taxis.

— Use in areas with high levels of dust.

— Regular trailer towing.

— Mainly stop-and-go operation, e.g. in the city.

— Driving mainly in winter conditions

This applies particularly to the following components (depending on the vehicle equipment):

— Enhanced air filter with activated carbon

— Air Care enhanced air filter with activated carbon.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all inspection work and maintenance work that is required to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). A suitably qualified workshop can provide details of the work that is required for your vehicle. Volkswagen recommends using a Volkswagen dealership. Or you can find this out using the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

For example, the systems listed below can be tested.

Electrics

— 12-volt vehicle battery: replace if necessary.
— Lighting.
— Horn.
— Headlight setting.
— Reset service interval display.

Engine and gearbox

— Exhaust system.
— Gearbox and final drive.
— Natural gas system.
— Poly V-belt.
— Cooling system.
— Engine and components in the engine compartment.
— Engine oil level.

Running gear

— Swivel joints and track rods.
— Tyres.
— Brake system.
— Drive shaft boots.
— Coupling rod and stabiliser mountings.
— Breakdown set.
— Steering.
— Shock absorbers and coil springs.

Body

— Roof systems.
— Windscreen.
— Body corrosion.
— Windscreen wiper system and window washer system.
— Door arrester.
— Underbody.
— Water drains.

1. Perform a road test.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the

operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

— Additives.

— Enhanced air filter with activated carbon

— Brake fluid.

— Diesel filter.

— Natural gas fuel tank and lines.

— Natural gas system filter.

— Gearbox oil filter and, if necessary, gearbox oil filter.

— Air filter.

— Engine oil and, if necessary, engine oil filter.

— Oils in the final drive and differential.

— Particulate filter.

— Toothed belt and tensioning roller.

— Spark plugs.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes. Volkswagen recommends using a Volkswagen dealership.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Follow the application instructions on the packaging.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic

and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint work.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information →ⓘ, →⚠.

WARNING

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at doors or the boot lid in cold weather. The components could freeze up.

Removing stubborn dirt on matt paint

— Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.

— Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.

— Spray grease and fingerprints with matt paint finish spray and rub off with a soft microfibre cloth.

— Rinse off petrol residue immediately with plenty of water.

Automatic car washes

— Never select a wash program with wax or a drying agent formatt paint.

— Use only textile car washes and never brush car washes formatt paint.

— Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

— Preferably use car washes without brushes.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned →ⓘ.

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash(wash tunnel), the steering column must not unlock *(→ Steering)*.

✓ The windscreen wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

✓ The Auto Hold function *(→ Auto Hold function)* is switched off.

✓ If present: the roof aerial was unscrewed and removed.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle, e.g spoiler.

High-pressure cleaner

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Use water up to a maximum temperature of +60 °C (+140 °F) only.

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from all the vehicle components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.

— Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.

   In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibe cloth at short intervals.
4. Clean wheels and side members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

NOTICE

The matt paint effect can be destroyed if the vehicle is not washed correctly.

- Never use wash programs with wax preservation.
- As a general rule, only cleaning agents that do not contain solid matter or abrasives, such as cleaning shampoos or insect remover, must be used.
- Do not use insect sponges, rough kitchen sponges or similar. These could damage the surface.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

Caring for and cleaning the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

— Wiper blades: *(→ Wiper blades)*.

Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

— Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

— Remove overflowing fuel or service fluids immediately.

— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.

— Have corrosion removed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

— In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired. Volkswagen recommends using a Volkswagen dealership for this purpose.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

— In the case of matt paint, apply a special wax for matt paints to the cleaned vehicle with a soft sponge. Remove excess wax with a microfibre cloth.

— Even if a preservative wax is used regularly in the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.

— Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

Never polish matt-painted surfaces. The surface will be irreparably damaged by polishing the paint.

Plenum chamber, engine compartment



Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

— Remove leaves and other loose objects with a vacuum cleaner or by hand →*Fig. 1* , →ⓘ.

— Always have cleaning of the engine compartment performed by a correspondingly qualified workshop→⚠. Volkswagen recommends using a Volkswagen dealership for this purpose.

Water that has entered the plenum chamber via a manual process(e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned regularly by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Vehicle interior cleaning and care

Sensors, camera lenses



Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge (illustration).

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

1. Switch on the ignition.
2. Set the selector lever position R.
3. Switch on the electronic parking brake.
4. Clean the camera lens.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way aswindows and glass surfaces (depending on vehicle equipment).

— Remove snow with a hand brush.
— Never use warm or hot water.
— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

Decorative films, protective films

— Remove soiling the same way as for paint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner for matt decorative films.
— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.
— Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Trim parts made of chrome-plated plastic, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.
— Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of

neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Clean dirty alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary go to qualified workshop.

— Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

Door lock cylinders

1. Thaw door lock cylinders with a suitable door lock de-icer or with Volkswagen Genuine de-icer.

   Do not use door lock de-icer containing degreasing substances.

⚠ WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Have the work performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

Windows

— Clean windows with a glass cleaner.

— Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.
— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh contamination using a cotton cloth with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow fluids to seep into the seams.
— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.
— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.
— For grease-based soiling such as oil, remove fresh stains with an absorbent cloth.
— Apply leather care agent for seating furniture regularly and each time after the leather is cleaned. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.
— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water in a dust-free environment.
— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Control elements

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls.

Displays and screens

Do not clean the instrument cluster display and Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.
— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.

2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

⚠ WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.
- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim which leaves stains on the seat cushion, then this is not due to the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Accessories and replacement parts

Seek advice from a qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. The qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids. Volkswagen recommends using a Volkswagen dealership.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A qualified workshop is also qualified to install them correctly. Volkswagen recommends using a Volkswagen dealership.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in

your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Unsuitable accessories and spare parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

⚠ WARNING

Objects in the deployment zone of the airbags can cause serious or fatal injuries if the airbags are deployed.

- Never secure or position objects in the deployment zones of the airbags.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications →⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Have all repairs and technical modifications carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership for this with Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Or register on the internet portal erWin (electronic repair and workshop information):

https://erwin.volkswagen.de

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register online in the erWin internet portal:

https://erwin.vw.com

Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories (OBD

). Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units →⚠.

The diagnostic interface (OBD

) is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release lever.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from suitably qualified workshops. Volkswagen recommends using a Volkswagen dealership.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle .

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Further information:

— Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.

— On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions, accidents and fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Incorrectly performed repairs and modifications can damage the vehicle and cause accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

⚠ WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic interface.
- The event memory should be read only by a suitably qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership for this purpose.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications→⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

Regulations must be observed to ensure that the effectiveness of the airbags is not reduced and that removed parts do not cause any injuries or environmental pollution. Qualified workshops are familiar with these requirements.

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

— A three-year warranty on paint defects.
— A twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside(cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.
— Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European markets, Volkswagen dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen 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.

Please ask your Volkswagen dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or additional functions of the Infotainment system.

Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

— Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
— Ambient conditions, e.g. temperature, rain and light sensor, adaptive cruise control.

As a rule, this data is volatile and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data storage devices. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

— Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.

— Faults or malfunctions in important system components, e.g. lights, brakes.

— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.

— Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the vehicle's OBD

connection ("on-board diagnosis") that is required by law *(→ Repairs and technical modifications)*. The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. This data, in particular information on component load-levels, technical events, operating errors and other faults, is transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. This data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Have the reprogramming entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Suitably qualified workshops are informed about this type of reprogramming. Volkswagen recommends using a Volkswagen dealership.

Convenience functions

You can store convenience settings (personalisation) in the vehicle and change or reset them at any time.

Depending on the equipment in the vehicle, this includes, for example:

— Settings of the seat and steering wheel positions.

— Running gear and air conditioning settings.

— Personalised settings such as mirror adjustment or background lighting.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations entered.

— Data on the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephone, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Integration of mobile telephones

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to

your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables you to use selected mobile telephone apps in the vehicle, e.g. navigation or music player. The mobile telephone and vehicle do not interact in any other ways than those described here; in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can adjust here depend on the app you are using and the operating system on your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile end devices, e.g. mobile telephones. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence over the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

Event data recorder

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint system for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

— How various systems in your vehicle have functioned.

— Whether the driver and front passenger seat belts were fastened/secured.

— The extent to which the driver pressed the brake or accelerator pedal(if at all).

— How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— Adaptive Cruise Control.

— lane keeping system.

— Park Assist.

— emergency braking function.

EDR data is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition,no personal data, e.g. name, gender, age or accident location, is recorded. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle owner(or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

High-voltage warning sticker

There are stickers on the high-voltage components of the 48-volt system which contain warning information relating to the high voltage of the vehicle electrical system →ⓘ.

⚠ WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

NOTICE

Ventilation openings on the covers of the high-voltage components of the 48-volt system must not be covered.

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.

Warning: the air conditioning system must always be serviced by trained specialists.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for Volkswagen dealerships).

The air conditioning system must always be serviced by trained specialists.

Flammable refrigerant.

Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. The label on the air conditioning compressor states the type and amount of refrigerant oil used *(→ Repairs and technical modifications)*.

WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by specialists who are qualified to perform this task.

NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.

Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the inside of the rear window.

— On the inside of the rear side windows.

— On the inside of the windscreen.

— On the roof of the vehicle.

Aerials on the interior of the windows can be identified as thin wires.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- Do not affix any stickers over metal wires, e.g. in the area of the rear window.
- Never clean the aerials with corrosive or acidic agents.

NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a correspondingly qualified workshop to legitimately install or replace components and control units. Volkswagen recommends using a Volkswagen dealership.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

https://reachinfo.volkswagen.com

Disposal of used batteries and electronic devices

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin . As the end user, you are subject to the legal obligation to return used batteries.

Batteries that contain heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment. In order to avoid these consequences, you must ensure separate collection and proper return of used batteries.

Special care must be taken when handling batteries containing lithium, e.g. they must never be heated to high temperatures or become physically damaged. If gases or fluids escape, they can pose a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion.

— Used batteries can be returned to the Volkswagen dealership in EU member states and other countries.

— Further information on return and recycling can be obtained from your Volkswagen dealership.

Old electrical/electronic devices

Your vehicle contains electrical and electronic devices such as the SD card in the navigation system and remote controls. These devices are marked with a symbol showing a crossed-through waste bin .

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems.

— Batteries or rechargeable batteries contained in the devices that are not a fixed part of the device in question must be removed first and disposed of separately as batteries.

— You are responsible for deleting any personal data that is stored on the old devices.

Further information on return and recycling can be obtained from your Volkswagen dealership.

Declaration of conformity

The respective manufacturers declare herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

Radio-based equipment

— Electronic immobiliser.

— Vehicle key.

— Remote control for the auxiliary heater

— Keyless locking and starting system Keyless Access.

— Adaptive Cruise Control (ACC).

— Autonomous Emergency Braking (Front Assist) incl. City Emergency Braking System.

— Lane change system (Side Assist).

— Pedestrian Monitoring.

— Emergency Assist.

— Driving assistant (Travel Assist).

Electrical equipment

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts *(→ Sockets)*.

Third party copyright law information

http://www.volkswagen.com/softwareinfo

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

Vehicles with two seats: there is no floor covering in the rear of the vehicle interior because there is no rear bench seat→⚠.

Vehicles with four seats: the centre seat on the rear bench seatcannot be used →⚠.

Transporting children safely

As in vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats .

Trailer towing

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the 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 local speed limits. These may be lower for vehicles with trailers than for vehicles without trailers.

Any permitted excess loads for the vehicle are entered in the vehicle documents. If no excess load has been entered, it is possible to drive up to 100 km/h, although local regulations must be observed.

Technical data

Technical data can be found in the vehicle documents.

⚠ WARNING

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

⚠ WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never drive with an adult or child sitting in the middle of the rear bench seat. The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

⚠ WARNING

Risk of severe and fatal injuries.

- Never transport people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items .

Simplified declaration of conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

The Radio Equipment Regulations 2017

This vehicle has various radio equipment devices installed. The following acts as importer of the radio equipment devices for the United Kingdom market within the meaning of The Radio Equipment Regulations 2017:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Ukraine

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive TR-355 where required by law.

The complete text of the declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

Door handle with NFC radio technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)

Digades GmbH

Äußere Weberstraße 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Tyre pressure sensors

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Mapping tables

What the two letters in the tables mean(e.g. BX) *(→ Radio Equipment Directive (RED))*.

Safety

This section contains the certificate numbers of the following components:

— Garage door opener, Keyless Access, vehicle key, instrument cluster, ID. Cockpit, electronic immobiliser.

Garage door opener:

ADHL5D, EHL2	BH
ADHL5D, EHL2	BI

Keyless Access:

Kessy MQB-A, 5ZA 010 176, MQB-B B, MQB-B H, RSB19, 013854	
Kessy MQB37W	BX
VWTOUA PKETOUA	CS

Remote control key (vehicle):

FS09, FS12PM, FS125C, FS1744, FS1744M	
FS19	BW
FS12A	BV
FS12P	BU
FS94	BG
FS14K, FS14T, FS14TK	
FS14	BT
VWTOUA RKETOUA	CS
VK2	BS

Instrument cluster:

Instrument cluster 1, Instrument cluster 2, Instrument cluster 3	BK
BNF_HL, BNF_LL, NSF_HL, NSF_LL1, NSF_LL3	BJ
eNSF	CR
COLOUR5C, MEDIUM 5C	BL
EFAS-4.10	
DTCO 1381	BM

Electronic immobiliser:

	Frequency band, maximum transmission power
Immobilizer integrated in dashboard module instrument cluster, 17101001, 17101002, 17101010, 17101021, 17101022, 17101023, 17101031, 17101032, 17101033, 17101034, 17101041, 17101042, 17101043, 17101051, 17101052, 17101053, 17101054, 17101055, 17101056, 17101057, 17101071,. 17101072, 18020501, 18020531, 18020532, 18020533, 18020534, 18031410, 18100931	AB
EZS-VW-Touareg	AB
LCW05-VWE1, LCW05-VWE5, LCW05-SEE5	AB

Air Conditioning

This section contains the certificate numbers of the following components:

— *Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit).*

Remote control (auxiliary heater):

STH VW - 50000884,	AT
STH VW D- 50001194	BP
EasyStart R	
Telestart	BO

Auxiliary heater (transmitter and receiver unit):

50000864 D208L VW	BN
50001219 D208L VW	

Tyres

This section contains the certificate numbers of the following components:

— *Tyre pressure sensors.*

Tyre pressure sensors:

TSSRE4Dg, TSSRE4Uf, TSSSG4G5, TSSSG4G5b	AA
AG2FW4	AA

Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, valet keycard, wireless charging function, wireless seat belt warning system*

Central control unit:

BR11	
BCMevoC, BCM MQB27, BCM PQ25, BCM PQ35, BCM PQ37H, 5WK50248, 5WK50474	
5WK50254	BY
MQB37W	BX
BC-Module, BCM2, BCM2R, BCMevo, BCMevo5	
KFG: Max	
BCM PQ26 ROW (502N1xFOx)	
MEDIUM 5C	

Door control unit:

HUF71110, HUF71254,	AP
NFCTGS	BF
3G0.837.205, 3G0.837.206	BE
Mobile Key 4K0.959.754.xx	AD
DHA20	AC

Wireless charging function:

WCH-185, WCH-186
WPC003-1

Wireless seat belt warning system:

wSBR F-SG, wSBR S-SG	AI

Driver assist systems

This section contains the certificate numbers of the following components:

— Radar sensors for assistance systems, V2X communication

Radar sensors for assist systems:

Approval numbers

LCA 2.0A	BC
RSB19	BD
BSD 3.0	BB
RS4	AW
ARS4-B	AU
ARS5-B	AV
FR5CPEC	BA
LRR3, MRR1Plus	AZ
LRR4, MRR1Rear	AY
LRR4R, MRRe14FCR, MRRevo14F	AX
R3TR	AZ

V2X communication:

CM01TN–VWW	AO

Infotainment system and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

General information on the data

7C0.035.153, 7LA.035.153.A	
New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB	CP
New Radio Ultra Low SBT	CN
Radio Ultra Low Touch	CC
L41VW2, L42VW2, L56VW2, L69VW2, MIB2, MIB2 PQ MIN	
L40VW2	CM
L53VW2	CL
L62VW2	CA
MIB3 OI	CE
MIB3 OI (LGE)	CD
L73VW2, L77VW2	CA
MEB ICAS3	BZ
MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT	CF
MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN	CG
MIB Global Entry/Standard	CO
MIB HS	CQ
MIB3TOP	
MIB2STD	CH
MIB2STD Nav, MIB2STD Radio	CG
A473/A476/A750	CB
A580/A270	CK
, A475/A754, , MMI3G, MMI3G RU	
RRVW402B	XX
RRVW401*, RRVW402*	
MIB3E_MQB_BTWIFI	CJ
MIB3E_MQB_BT	CI

Bluetooth:

HT-5

Wi-Fi hotspot:

HT-5
CCU4

Mobile phone interface:

Vehicle identification number

HT-5

Online connectivity unit (OCU):

DataPlug	CV
HT-6d, HT-6e	
TLAHW3IU-E, TLAHW3IU-R, TLVHM3IU-E, TLVHM3IU-R, TLVHW3IU-E, TLVHW3IU-R, TLVLM3IU-E, TLVLM3IU-R, TLVHE4IU-E, TLVHE4IU-R	BQ
TUVM01IU-G, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E	BR

Aerials

This section contains the certificate numbers of the following components:

— Aerials, aerial amplifier, connection to the external aerial.

Connection to the external aerial:

UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3, LTE-MBC-EU, LTE-MBC-EU2
CM01TN-VWW

Aerial amplifier:

Type plate

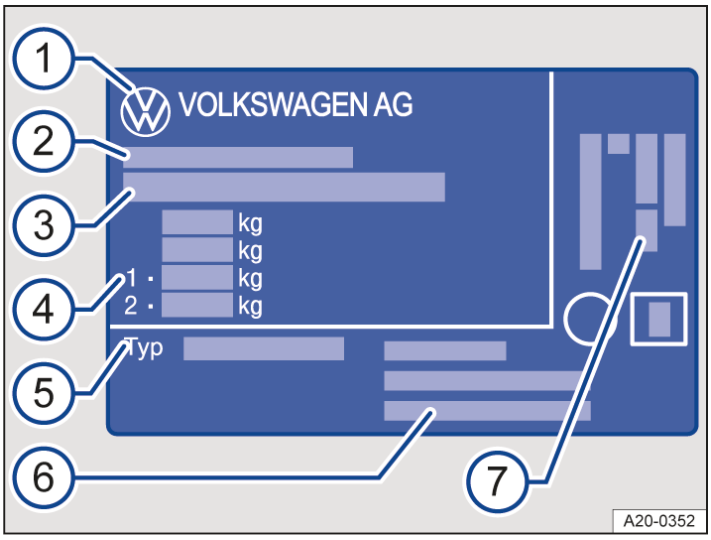


Fig. 1 Type plate (illustration): variant 1.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle identification number.
4. Gross vehicle weight rating.

   Gross combination weight rating (vehicle plus trailer).

   Gross front axle weight rating.

   Gross rear axle weight rating.

5 Vehicle type. CSA-1	CT
6 Manufacturer's address. 575.035.225.B	
7 Engine code. 10A.035.577.A, 10A.035.577.B, 10A.035.577.C, 10A.035.577.D, 11A.035.577.A, 11A.035.577.B, 11A.035.577.C, 11A.035.577.D, 11A.035.577.F, 11A.035.577.M, 11E.035.577.A, 11E.035.577.D, 11E.035.577.B11E.035.577.C, 2GA.035.577, 2GA.035.577.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 575.035.225, 575.035.225.A,	XX
0-07-26-1912-00	
DDAECE01, 4N0.035.503.AB, 4N0.035.503.AC, 4N0.035.503.E, 4N0.035.503.F, 4N0.035.503.J, 4N0.035.503.L, 4N0.035.503.M, 760.035.577, 760.035.577.A, 760.035.577.S, 8S7.035.503.B	
4N0.035.503.AF, 4N0.035.503.AG	XX
4N0.035.503.Q	CU
6C0.035.577, 6R0.035.501.F	
6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.L, 7H0.035.507.E	XX
3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G7.035.577.A, 3G7.035.577.D, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 510.035.577, 510.035.577.A, 510.035.577.B, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 756xxxx	
4S0.035.225.A, 5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552.A, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 6V6.035.577.A, 6V9.035.577.A, 7N0.035.552.K, 7N0.035.552.J, 7P6.035.552.A,	
4S0.035.225.D, 5C5.035.552, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 6V6.035.577.B, 6V9.035.577.B, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.M	XX
920 105 105, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 301 030, 920 301 041, 920 355 001, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 554 002, 920 554 011, 920 554 012, 920 554 013, 920 554 014, 920 611 002, 920 627 A, 920 627 B	
920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 031, 920 301 042, 920 304 022, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 554 001, 920 554 003, 920 554 004, 920 611 001, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 011, 920 627 013, 920 627 017, 920 627 018, 920 627 023, 920 627 024, 920 627 048, 920 627 049, 920 627 051, 920 627 054, 920 627 055, 920 627 056, 920 639 001, 920 639 002, 920 639 003, 920 639 011	XX
3V5.035.577.B	XX

Aerials:

AM/FM1/DAB2/TV ECE (Impedance Converter)	
DSRC CAN Module / EFAS-4 DU(200046-8)	
, 7540xxx, 7542xxx, 6R0.035.501.F	
754xxxx, 76xxxxx, 77xxxxx, 790xxxx	XX
3789.01	XX
1K8.035.552.C, 4G5.035.225.A, 4G8.035.225.A, 4G9.035.225.A,	
1K8.035.552.F, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 760.035.577.T	XX
5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 7N0.035.507.A, 7N0.035.507.B	
2GA.035.577.B, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.AH, 5WA.035.507.E,	XX
2GC.035.577.A, 2GC.035.577.S, 565.035.577.C, 3V5.035.577.A, 3V5.035.577.F, 6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 7C0.035.501.F, 7C0.035.501.G	XX
7C0.035.501, 7C0.035.501.C, 7C0.035.501.D	
920 336 003, 920 417 007, 920 417 010, 920 481 002,	
920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014,	XX
2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A	
2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.526.AD, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.532.S, 2K5.035.540.A	XX
5QD.035.507.AG, 5QD.035.507.AH, 5QG.035.507.AG, 5QG.035.507.AH, 5Q0.035.507.A, 5WA.035.507.T, 5WD.035.507.A, 5WD.035.507.B, 5WD.035.507.E, 5WD.035.507.F, 5WG.035.507.A, 5WG.035.507.B, 5WG.035.507.E, 5WG.035.507.F	
5Q0.035.507.AG, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.F,	XX
6C0.035.501.5FQ	XX

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system. In certain countries, the activation of, or permission to use, radio technology may be restricted, not possible, or only possible when additional requirements have been fulfilled.

Referenced radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

µW = Microwatt, mW = Milliwatt, W = Watt.

Ref.	Frequency band	Maximum transmission power
AA	433.92 MHz	10 mW
AB	125 kHz +/- 10 kHz	5.4 dBµA/m
AC	13.56 MHz	0.67 mW
AD	13.56 MHz	0.0004 mW
AE	105 – 115 kHz	6 W
AF	111 kHz	42dBµA/m
AG	2402 – 2480 MHz	6.1 mW
AH	2402 – 2480 MHz	0.05 W

Ref.	Frequency band	Maximum transmission power
AI	2400 – 2483.5 MHz	10 mW
AJ	2408 – 2480 MHz	10 mW
AK	21.13 – 22.75 kHz	
AL	21.13 – 22.75 kHz	34.2 dBµA/m @10 m
AM	21.13 – 22.75 kHz	72 dBµA/m @10 m
AN	5855 – 5925 MHz	2 W EIRP
AO	5860 – 5920 MHz	30.77 dBm EIRP
AP	125 kHz	22.7 dBµA/m
AQ	434.42 MHz	32 µW
AR	868.000 – 868.600 MHz	25 mW
AS	6.52 GHz, 7.04 GHz, 7.56 GHz	0 dBm
AT	868.7 – 869.2 MHz	0.24 mW
AU	76.0 – 77.0 GHz	35 dBm EIRP
AV	76.0 – 77.0 GHz	33 dBm EIRP
AW	24.075 – 24.250 GHz	15.1 dBm EIRP
AX	76.0 – 77.0 GHz	32 dBm EIRP
AY	76.0 – 77.0 GHz	20 dBm EIRP
AZ	76.0 – 77.0 GHz	30 dBm EIRP
BA	76.0 – 77.0 GHz	31.66 dBm EIRP
BB	24.05 – 24.25 GHz	0.05 W
BC	24.05 – 24.25 GHz	16.6 dBm EIRP
BD	6.0 – 8.5 GHz (6.52 GHz, 7.04 GHz, 7.56 GHz)	-6.2 dBm EIRP
BE	13.56 MHz	20 µW
BF	13.56 MHz	11.53 dBm EIRP
BG	434.42 MHz	13.93 dBm EIRP
BH	433.92 MHz	0.04 mW EIRP
BI	868.00 – 868.60 MHz 868.70 – 869.20 MHz	1.05 mW EIRP
BJ	125 kHz	40 dBµA/m
BK	125 kHz	5.5 dBµA/m
BL	116 – 134 kHz	148.70 dBµV/m
BM	5.795 - 5.815 GHz (DSRC) 1599 - 1610 MHz (GNSS)	-19.9 dBm EIRP
BN	868.7 – 869.2 MHz	23.5 mW
BO	868.0 – 868.6 MHz	3.1 mW
BP	868.7 – 869.2 MHz	25 mW
BQ	WCDMA band 1: 1922.4 – 1977.6 MHz WCDMA band 3: 1712.4 – 1782.6 MHz	22.64 dBm 22.89 dBm

Ref.	Frequency band	Maximum transmission power
	WCDMA band 8: 882.4 – 912.6 MHz	23.35 dBm
BQ	LTE band 1: 1920 – 1980 MHz	22.15 dBm
	LTE band 3: 1710 – 1785 MHz	21.82 dBm
	LTE band 7: 2500 – 2570 MHz	21.63 dBm
	LTE band 8: 880 – 915 MHz	21.98 dBm
	LTE band 20: 832 – 862 MHz	22.47 dBm
	LTE band 28A: 703 – 718 MHz	22.03 dBm
	LTE band 32: 1452 – 1496 MHz	--
BQ	GSM 900: 880.2 – 914.8 MHz	31.99 dBm
	DCS 1800: 1710.2 – 1784.8 MHz	29.98 dBm
	GNSS: 1559 – 1610 MHz	--
BR	GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	0.25 W
	WCDMA FDDVIII (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	0.25 W
BS	433.05 – 434.79 MHz	14 dBm EIRP
BT	434.42 MHz	10 dBm EIRP
BU	434.42 MHz	4.43 dBm EIRP
BV	434.42 MHz	11.77 dBm EIRP
BW	433.05 – 434.79 MHz	15 dBm EIRP
BX	433.05 – 434.79 MHz	10 dBm EIRP
BY	433.92 MHz, 434.42 MHz	
BZ	Bluetooth: 2402 – 2480 MHz	1.2 dBm EIRP
	Wi-Fi 2.4 GHz: 2412 – 2472 MHz	16.4 dBm EIRP
	Wi-Fi 5 GHz: 5150 – 5250 MHz	13.46 dBm EIRP
	Wi-Fi 5 GHz: 5725 – 5850 MHz	13.77 dBm EIRP
CA	2402 – 2480 MHz	4.86 dBm EIRP
CB	2402 – 2480 MHz	2.4 dBm EIRP
CC	2402 – 2480 MHz	4.3 dBm EIRP
CD	Bluetooth: 2402 – 2480 MHz	2.30 dBm EIRP
	Wi-Fi 2.4 GHz: 2412 – 2472 MHz	16.80 dBm EIRP
	Wi-Fi 5 GHz: 5150 – 5250 MHz	12.17 dBm EIRP
	Wi-Fi 5 GHz: 5725 – 5850 MHz	13.48 dBm EIRP
	GNSS: 1559 – 1610 MHz	--
CE	Bluetooth: 2402 – 2480 MHz	8.94 dBm EIRP
	Wi-Fi 2.4 GHz: 2412 – 2472 MHz	16.63 dBm EIRP
	Wi-Fi 5 GHz: 5745 – 5825 MHz	13.66 dBm EIRP
CF	2402 – 2480 MHz	4.63 dBm EIRP
CG	Bluetooth: 2402 – 2480 MHz	4.63 dBm EIRP
	Wi-Fi 2.4 GHz: 2412 – 2472 MHz	17.70 dBm EIRP
CH	2402 – 2480 MHz	4 dBm EIRP
CI	2400 – 2483.5 MHz	1.6 dBm EIRP
CJ	Bluetooth: 2400 – 2483.5 MHz	4.9 dBm EIRP
	Wi-Fi 2.4 GHz: 2400 – 2483.5 MHz	13.8 dBm EIRP
	Wi-Fi 5 GHz: 5150 – 5250 MHz	5.6 dBm EIRP

Ref.	Frequency band	Maximum transmission power
	Wi-Fi 5 GHz: 5725 – 5850 MHz	7.81 dBm EIRP
CK	Bluetooth: 2402 – 2480 MHz	0.9 dBm EIRP
	WLAN: 2400 – 2483.5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP
	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
CL	2402 – 2480 MHz	4.35 dBm EIRP
CM	2402 – 2480 MHz	0.36 dBm EIRP
CN	2402 – 2480 MHz	8 dBm EIRP
CO	2402 – 2480 MHz	-4.07 dBm EIRP
CP	2402 – 2480 MHz	5.6 dBm EIRP
CQ	Bluetooth: 2402 – 2480 MHz	10 dBm EIRP
	WLAN: 2400 – 2483.5 MHz	20 dBm EIRP
CQ	GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	30 dBm EIRP
CQ	WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	24 dBm EIRP
CQ	LTE FDD1 (uplink: 1920 – 1980 MHz / downlink: 2110 – 2170 MHz)	23 dBm EIRP
	LTE FDD3 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 – 2570 MHz / downlink: 2620 – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 – 862MHz / downlink: 791 – 821 MHz)	23 dBm EIRP
CR	125 kHz	5.4 dBuA/m
CS	433.47 – 434.37 MHz	-17dBm
	868.00 – 868.60 MHz	-17dBm
CT	5855 – 5925 MHz	33 dBm EIRP
CU	2402 – 2480 MHz	0 dBm
CV	2400 – 2483.5 MHz	0 dBm
XX	No transmission power; reception only	

Egypt

TAC.07021815923.WIR, TAC.24061918671.WIR,
TAC.24061918672.WIR

Algeria

31.AF/528/DT/DG/ARPT/18

Argentina



Fig. 1

C-13277, C-13393, C-13823, C-14387, C-15807, C-16345, C-17908, C-18053, C-20288, C-20323, C-21797, C-22036, C-22292, C-22394, C-23301, C-24233, C-24447, C-25101, C-25102.

H-15700, H-16681, H-17001, H-17562, H-17563, H-17567, H-17568, H-20369, H-20370, H-20497, H-20731, H-20732, H-20733, H-21049, H-21050, H-21796, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22301, H-22302, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H-22855, H–22856, H-22961, H-23129, H-23480, H-23481, H-24442, H-24559, H-24598, H-24931.

Australia

ACN/ARBN 004 528 778 / 58004528778, ABN 81 145 810
206, N11042, RCMA020050903, 2150-01, 2152-01

Bahrain

Ref_3002, Ref_3003, DLM_1405, DLM_1416, Ref_3489

Benin

AGREE PAR L'ARCEP BENIN : Numéro d'agrément, Date d'agrément

016ARCEPSEDJPCDARGU2021_2021_02_04

069ARCEPSEDRDAJRCGU2019_2019_04_16

115ARCEPSEDRDAJRCGU2019_2019_07_03

123ARCEPSEDRDAJRCGU2018_2018_06_27

124ARCEPSEDRDAJRCGU2018_2018_06_27

124ARCEPSEDRDAJRCGU2019_2019_07_12

173ARCEPSEDRDAJRCGU2018_2018_09_12

Botswana

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941. 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196, 2019/2174, 2019/4311, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046, 2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470.

Brazil

02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745.

0263-16-9946, 0456-15-9946, 0716-15-3745, 0850-13-3745, 0918-14-53640939-14-2856, 0940-14-2856, 1140-12-2856, 1140-14-2856, 1497-14-9946, 1498-14-9946, 1690-15-5364, 1711-12-5364, 2220-14-3745, 2230-14-3745, 2294-15-3616, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068.

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

00231-20-09215, 00720-19-05364, 00939-19-06673, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 0716-15-3745, 07084-18-03745, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.
Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

Brunei

AA-000081,

DTA-001794, DTA-001795, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307, DTA-004928, DTA-004929, DTA-005273, DTA-005532

DRQ-D-MAJU-02-2011-111083:

DTA-001793, DTA-001981, DTA-001982, DTA-002433, DTA-003220, DTA-005975

LPD-37256

Chile

3458/DO Nº45141/f26, 12190/DO Nº 48994/F26
58798, 58799

Dominican Republic

DE-0000320-Cc-17445, DE-0001203-19, DE-0001204-19, 183507

Europe and countries that approve radio equipment according to European Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems

Ghana

NCA APPROVED: BR3-1M-GE2-...

X72, X69, 087, 088, 089, 09E, 0AF, 0BA, 0BB, 0BC, 0B0, 0B3, 0B4, 0B7, 0D2, 0BA, 0BC, 0EC, 0ED, 0EE, 10A, 10B, 130.

NCA APPROVED:

1R3-1M-7E1-0B7, 1R3-1M-7E1-160, 2R9-1H-7E0-XAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-0DA, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR.

BRE-1M-GE2-15A, EX6-6M-GE2-17B, SRO-1M-7E4-2A9, ZRO-M8-7E3-X43, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZR0-M8-7E3-20B, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E.

Hong Kong

US0031800001, HK0011902060, HK0011902061, HK0022000048

India

ETA-920/2016/ERLO, ETA-1609/17-RLO(NE), ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20200503318.

NR-ETA/1215, NR-ETA/2015, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

Indonesia

Certificates are available at the following Internet address www.volkswagen.com/generalinfo.

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

- 57027/SDPPI/2018, PLG ID: 7696
- 57482/SDPPI/2018, PLG ID: 2208
- 61642/SDPPI/2019, PLG ID: 4334
- 61855/SDPPI/2019, PLG ID: 4334
- 61981/SDPPI/2019, PLG ID: 4334
- 62404/SDPPI/2019, PLG ID: 4334
- 64520/SDPPI/2019, PLG ID: 4334
- 67149/SDPPI/2020, PLG ID: 4334
- 72586/SDPPI/2021, PLG ID: 4334
- 72663/SDPPI/2021, PLG ID: 4334
- 73094/SDPPI/2021, PLG ID: 4334

32143/SDPPI/2013, PLG ID:3073, 32144/SDPPI/2013, PLG ID:3073, 32221/SDPPI/2013, PLG ID:3073, 33651/SDPPI/2017, PLG ID: 2181, 33652/SDPPI/2017, PLG ID: 2181, 34468/I/SDPPI/2017; PLG ID: 2879, 34539/I/SDPPI/2017, PLG ID: 4211, 34691/SDPPI/2014, PLG ID: 4604, 38132/I/SDPPI/2017, PLG ID: 2130, 38296/I/SDPPI/2017, PLG ID: 4976, 44153/SDPPI/2016, PLG ID: 4211, 47817/SDPPI/2016, PLG ID: 6094, 50459/SDPPI/2017, PLG ID: 6051, 53856/SDPPI/2017, PLG ID: 4211, 55438/SDPPI/2018, PLG ID: 6051, 55776/SDPPI/2018, PLG ID: 7205, 56625/SDPPI/2018, PLG ID: 7708, 57406/SDPPI/2018, PLG ID: 7708, 57647/SDPPI/2018, PLG ID: 7708, 57687/SDPPI/2018, PLG ID: 7708, 58206/SDPPI/2018, PLG ID: 5834, 62361/SDPPI/2019, PLG ID: 8837, 67688/SDPPI/2020, PLG ID: 3813

57059/SDPPI/2018, PLG ID: 7696

PLG ID: 4334:

58849/SDPPI/2018, 60924/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/SDPPI/2019, 63076/SDPPI/2019, 63077/SDPPI/2019, 63078/SDPPI/2019, 63079/SDPPI/2019, 63080/SDPPI/2019, 63081/SDPPI/2019, 63082/SDPPI/2019, 63128/SDPPI/2019, 63129/SDPPI/2019, 63130/SDPPI/2019, 63131/SDPPI/2019, 63132/SDPPI/2019, 63133/SDPPI/2019, 63134/SDPPI/2019, 63135/SDPPI/2019, 63136/SDPPI/2019, 63137/SDPPI/2019, 63138/SDPPI/2019, 63139/SDPPI/2019, 63140/SDPPI/2019, 63147/SDPPI/2019, 63160/SDPPI/2019, 63161/SDPPI/2019, 63162/SDPPI/2019, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 67154/SDPPI/2020, 67359/SDPPI/2020, 67495/SDPPI/2020, 67512/SDPPI/2020, 71563/SDPPI/2020, 72556/SDPPI/2021, 72557/SDPPI/2021,

62443/SDPPI/2019

Israel

51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-54730, 51-55347, 51-63653, 51-69416, 51-69417, 55-02626, 63-63304, 63-66687

Jordan

TRC/LPD/...

2010/91, 2014/9, 2014/241, 2014/248, 2014/258, 2014/274, 2015/387, 2016/252, 2016/538, 2016/584, 2016/591, 2017/63, 2017/254, 2018/1, 2018/162, 2018/381, 2019/152, 2019/153, 2019/155, 2019/233, 2019/234.

TRC/31/7615/2020, TRC/SS/2014/127, TRC/SS/2016/476, TRC/SS/2019/212

TRC No.: T/4/11/11/...

3680, 3681, 4387, 4555, 5621, 5649, 5653, 5896, 5898, 9851

Columbia

2018300044, 2019802791, 2019802792

Kuwait

Ref 2410, Ref 3399, Ref 3421, Ref 3437.

Lebanon

2665/E&M/2018, 11372, 04/12-1234

Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/57A/0111/S(10-2112), RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RALM/69A/1018/S(18-3829),

RDDC/72A/0518/S(18-1697), RDDK/22A/1016/S(16-3306, RDDK/72A/0518/S(18-1697)

RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810),

RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/33A/0619/S(19-2422), RFCL/35A/0719/S(19-2874), RFCL/34A/0619/S(19-2421), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385)

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

MR 5835 ANRT 2010, MR 7906 ANRT 2013, 06/03/2013, MR 9102 ANRT 2014, MR 9107 ANRT 2014, 18/03/2014MR 9778 ANRT 2014, 11/11/2014, MR 9918 ANRT 2014, 22/12/2014, MR 11030 ANRT 2015, MR 12089 ANRT 2016, 15/06/2016, MR 12123 ANRT 2016, 22/06/2016, MR 12623 ANRT 2016, 11/10/2016, MR 12901 ANRT 2016, 30/11/2016, MR 13255 ANRT 2017, 09/02/2017, MR 13576 ANRT 2017, MR 13900 ANRT 2017, 04/05/2017, MR 14830 ANRT 2017, 2017/09/28, MR 15669 ANRT 2018, 31/01/2018, MR 15674 ANRT 2018, 31/01/2018, MR 15675 ANRT 2018, 31/01/2018, MR 16263 ANRT 2018, 06/04/2018, MR 16606 ANRT 2018, 17.05.2018, MR 16657 ANRT 2018, 23.05.2018, MR 16726 ANRT 2018, 30.05.2018, MR 16794 ANRT 2018, 05.06.2018, MR 16860 ANRT 2018, 18.06.2018, MR 16861 ANRT 2018, 18.06.2018, MR 16905 ANRT 2018, 21.06.2018, MR 16906 ANRT 2018, 21.06.2018, MR 16907 ANRT 2018, 21.06.2018, MR 16908 ANRT 2018, 21.06.2018,

MR 17015 ANRT 2018, 03.07.2018, MR 17016 ANRT 2018, 03.07.2018, MR 17079 ANRT 2018, 11.07.2018, MR 17080 ANRT 2018, 11.07.2018, MR 17201 ANRT 2018, 06.08.2018, MR 17202 ANRT 2018, 06.08.2018, MR 17203 ANRT 2018, 06.08.2018, MR 17204 ANRT 2018, 06.08.2018, MR 17505 ANRT 2018, 2018/09/14, MR 17528 ANRT 2018, 19/09/2018, MR 17576 ANRT 2018, 26/09/2018, MR 17678 ANRT 2018, 11.10.2018, MR 17679 ANRT 2018, 11.10.2018, MR 18103 ANRT 2018, 30.11.2018, MR 18928 ANRT, 2019_02_25

MR 19106 ANRT 2019, 14.03.2019, MR 19108 ANRT 2019, 14.03.2019, MR 19315 ANRT 2019, 04.04.2019, MR 19338 ANRT 2019, 09.04.2019, MR 19339 ANRT 2019, 09.04.2019, MR 19767 ANRT 2019, 15.05.2019, MR 19768 ANRT 2019, 15.05.2019, MR 19769 ANRT 2019, 15.05.2019, MR 20859 ANRT 2019, 11.09.2019, MR 21473 ANRT 2019, 28.11.2019, MR 21807 ANRT 2019, 23.12.2019, MR 23231 ANRT 2020, 26.05.2020

Mauritius

TA/2018/0084, TA/2019/0509, TA/2019/0510

Mexico

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015

RCPAPR318-2005, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPCOAR18-1800, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMM17-1053, RLVBHTS19-1995, RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHERS17-0286, RLVMABN18-1512, RLVMABN18-1512-A1, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVWFS17-2122, RLVVWFS17-2122-A1.

RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.

RTIVWCO19-1185, RTILGTL19-0483.

La operación de este equipo está sujeta a las siguientes dos condiciones:
(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldova

24, 024, 1014, 1024, 8526, MD OC TIP 024 A674-19, MD OC TIP 024 A675-19

Mozambique

450/DECH/DRI/INCM/2020

New Zealand

R-NZ

ABN 81 145 810 206, 2151-01, 2153-01

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/:

3137/2019, 3138/2019

Oman

TRA/TA:

R/1630/13, R/1697/14, R/1733/14_D080134, R/1743/14_D090016, R/1995/14, R/2210/14_D080134, R/2289/14_D080134, R/2609/15_D100428, R/2903/15_D080134, R/3315/16_DA80134, R/3331/16_D080134, R/3370/16, R/3621/16_D080134, R/3701/16_D080134, R/3848/17_D080134, R/3957/17_D080134, R/5130/18_23/01/2018, R/5442/18_D100428, R/5443/18_D100428, R/5617/18_D100428, R/6132/18_D172249, R/6696/18, R/7145/19_D172338, R/7481/19_D172338, R/7604/19_D100428, R/7704/19, R/7752/19

R/8052/19_D090024, R/8056/19_D090024, R/8649/19_D090024, R/8749/19_D172338, R/9347/20_D172338, R/9675/20_D192564, R/9676/20_D192564.

D100428:

R/5725/18, R/5772/18, R/5774/18, R/5819/18, R/5820/18, R/5884/18, R/5885/18, R/5886/18, R/5887/18, R/6021/18, R/6022/18, R/6023/18, R/6024/18, R/6166/18, R/6366/18, R/6372/18, R/6535/18, R/6616/18, R/6695/18, R/7244/19, R/7383/19, R/7384/19, R/8171/19, R/10363/20,

TA-R/7240/19, TA-R/7604/19.

Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA...
9.1048/2018, 9.245/2020, 9.3012/2018, 9.9112/2019, 9.652/2016, 9.929/2018.

Paraguay

216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198.

1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Philippines

ESD-1408668C, ESD-1409181C, ESD-1510139C, ESD-1613057C, ESD-1816419C, ESD-1816997C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1818098C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919559C, ESD-1919803C, ESD-1919804C

Qatar

CRA/SA/2015/R-4714, CRA/SA/2016/R-5808, CRA/SA/2018/R-6820, CRA/SM/2018/R-7447, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054

Zambia

ZMB/ZICTA/TA/:

2016/11/1, 2017/9/27, 2018/5/23, 2018/6/20, 2018/8/38, 2018/8/39, 2018/8/40, 2018/8/41, 2018/9/10, 2018/10/10, 2018/10/15, 2018/10/16, 2018/10/17, 2018/10/18, 2018/10/19, 2018/10/20, 2018/10/21, 2018/10/24, 2018/10/25, 2018/10/26, 2018/10/27, 2018/12/16, 2019/3/23, 2019/3/37, 2019/04/08, 2019/5/13, 2019/6/13, 2019/7/7, 2019/11/47, 2019/11/48, 2020/2/35, 2020/10/51.

Saudi Arabia

29563, 2019-1205, 2019-1221

Serbia

P1617197200, P1619073700, P1619073800, P1619095800, P1620069300, 34540-768/18-5, 34540-1313/16-3, И005 12, И005 13, И011 13-4, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, И005 20, И011 14, И011 15, И011 17, И011 18, И011 19, ИН005 19.

Singapore

Complies with IMDA Standards:

103238, DA103787, DA104328, DA104682, DA104682 (N0688-15), DA105282, DA107248, DA107974
DB103858, DB106879, DB106879 (N3083-18), DB107220.
G1594-19, N2152-20, N2404-19, N2405-19, N3688-18, N4975-17.

South Africa

TA-2005/614, TA-2009/464, TA-2010/1235, TA-2012/1747, TA-2012/1821, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016-3407, TA-2016/3539, TA-2017/2824, TA-2018/175, TA-2018/732, TA-2018/998, TA-2018/1205, TA-2018/2868, TA-2018/3466, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/5217, TA-2020/7390.

Thailand

Class A NBTC ID:

5700619-XXXX, A57004-17-xxxx, A57019-16-xxxx.

RT 1751, RT 1752, 255.A.2560, FPK8IMMO5DMRRe14FCR.

Class B NBTC ID:

B38038-20-1814, B38166-20-1814.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

AHO-0177-18

AHO-0991-19

AHO-0278-20 (RS4)

Turkey

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems

Countries outside the US, which approve and permit radio systems in accordance with US FCC guidelines:

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010, 2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031, 2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034, 2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043, 2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053, 2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056, 2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072, 2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533, 2AOUZ18020534, 2AOUZ18100931

2AVXWWSBRC001, 2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 772C-LB1FD, BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB3OI, BEJTLVM3IU-N, BEJTUVM01IU, BEJTLVHW3IU-E, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG011719A, NBG013854, NBG01RS4, NBGBCMEVO, NBGBCMEVO5, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS93N, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG011719A, NBG013854, NF3-FR5CPEC, NF3-LRR4, NF3-MRR1PLUS, NF3-MRR1REAR, NF3MRREVO14F, NF3-LRR3SCU, NT8-VWMIBREGIO, NZLADHL5D, OAYARS4B, OAYARS5B, OYGTSSRE4UD, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD, WJLHT-5.

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3

This device complies with part 15 (and Part 18) of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15(and to Part 18) of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.

Radiation Exposure: This device (RK7185-00, QZ9-KA3) has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction.

Ukraine

Further information on radio systems

BSD 3.0	24,05 - 24,25 GHz	20 dBm
LCA 2.0	24,05 - 24,25 GHz	20 dBm
RS4	24,05 - 24,25 GHz	20 dBm

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo.

1APTV R3TR, 1BOSC0001, 1HELARS40, 1O094.007280-19, 1.001.021241-20-TE, 0848, TLAHW3IU-E, TLVHM3IU-E , TLVLM3IU-E, TLAHW3IU-W, TLVHM3IU-W

1.001.017067-18-TE, 1.001.018566-19-TE, 1.001.018601-19-TE, 1.001.018646-19-TE, 1.001.019275-19-TE, 1.001.019287-19-TE, 1.001.020220-19-TE, 1.001.020355-19-TE, 1.001.020702-19-TE, 1.001.020853-19-TE, 1.001.020929-19-TE, 1.001.021241-20-TE, 1.001.021295-20-TE

UA.R.TR.052.081-20, UA.R.TR.052.088-19, UA.R.TR.052.089-19, UA.R.TR.052.161-19, UA.R.TR.052.187-19, UA.R.TR.052.189-19, UA.R.TR.052.190-19, UA.R.TR.052.194-19, UA.R.TR.052.598-19, UA.R.TR.052.613-19

UA.TR.028: 680.13-CET, 680.14-CET, 680.15-CET, 2423.21-CET, 2423.31-CET, 2423.32-CET, 2423.33-CET, 2423.44-CET, 2423.49-CET, 2423.50-CET, 2423.51-CET, 2539.9-CET, 2539.10-CET, 2539.12-CET, 2539.13-CET, 2539.15-CET, 2539.17-CET, 2539.19-CET, 2539.20-CET, 2539.21-CET, 2539.22-CET, 2539.23-CET, 2539.30-CET, 2539.31-CET, 2580.4-CET, 2580.5-CET, 2610.2-CET

UA.TR.030.026039-19, UA.TR.030.028039-19, UA.TR.109.R.0009-18, UA.TR.109.R.0016-19, UA.TR.109.R.0021-19, UA.TR.109.R.0026-19, UA.TR.109.R.0029-19, UA.TR.109.R.0030-19, UA.TR.109.R.0032-19, UA.TR.109.R.0082-20, UA.TR.109.R.0133-19, UA.TR.109.R.0155-18, UA.TR.109.R.0162-19, UA.TR.109.R.0168-19, UA.TR.109.R.0179-18, UA.TR.109.R.0187-18, UA.TR.109.R.0201-19, UA.TR.109.R.0212-19, UA.TR.109.R.0214-18, UA.TR.109.R.0249-18, UA.TR.109.R.0259-18, UA.TR.109.R.0281-18, UA.TR.109.R.0282-18, UA.TR.109.R.0304-18, UA.TR.109.R.0305-18, UA.TR.109.R.0307-18, UA.TR.109.R.0336-19, UA.TR.109.R.0337-19, UA.TR.109.R.0344-18, UA.TR.109.R.0345-18, UA.TR.109.R.0375-18, UA.TR.109.R.0389-18, UA.TR.109.R.0394-18, UA.TR.109.R.0411-18, UA.TR.109.R.0425-18, UA.TR.109.R.0438-18, UA.TR.109.R.0467-18, UA.TR.109.R.0598-18

UA RF: 1BOSC0001, UA RF: 1CONT0001, UA RF: 1CONT0002, UA RF: 1HELABSD3, UA RF: 1HELARS40

UA.032.CT.0026-19, UA.032.CT.0030-18, UA.032.CT.0083-19, UA.032.CT.0084-19, UA.032.CT.0107-19, UA.032.CT.0188-18, UA.032.CT.0221-20, UA.032.CT.0224-19, UA.032.CT.0225-19, UA.032.CT.0226-19, UA.032.CT.0227-19, UA.032.CT.0313-19, UA.032.CT.0527-19

920697B

United Arab Emirates

TRA, REGISTERED No_DEALER No

ER0109760/13_DA0043253/10, ER0126849/14_DA0127935/14, ER34947/14_DA0043252/10, ER35423/14_DA35176/14, ER37807/15_DA38660/15, ER45520_DA44932, ER46672/16_DA38660/15, ER48223_DA44932, ER49378/16_DA38660/15, ER49719/16_DA0062437/11, ER49796/16_DA35176/14, ER50430/16, ER51643/17, ER53878/17_DA44932/15, ER54754/17_DA0043253/10, ER55421/17_DA36758/14, ER61136/18_DA40068, ER61137/18_DA0089862/12, ER62570_DA44932, ER63911_DA44932, ER66801/18_DA77281/18, ER66978/18_DA36758/14, ER68006/18_DA40068/15, ER69987/19_DA44932/15

ER70009/19_DA44932, ER70046/19_DA44932, ER70554/19_DA0043253/10, ER70659/19_DA44932, ER70659/19_DA44932/15, ER71148/19_DA0043253/10, ER71355/19_DA38660/15, ER71413/19_DA0089862/12, ER71414/19, ER73393/19, ER74095/19ER76324/19_DA56674/16, ER77956/20_DA76153/18, ER89638/20_DA36975/14, ER90294/20_DA0043253/10.

Vietnam

A0858170820AF04A3,

B1189140520AF04A2

C00082015, C0080180319AF04A2, C010121051BAF04A2, C0101230419AF04A2, C0118220519AF04A2, C0119220519AF04A2, C0163150719AF04A2, C0197111217AF04A2, C0314061219AF04A2, C0438061120AF04A3

Belarus

BY/112 11.01.TP024 020 00007
BY/112 11.01.TP024 020 00008
BY/112 11.01.TP024 020 00047
BY/112 11.01.TP024 020 00059
BY/112 11.01.TP024 030 00140
Ra.RU.21ИР01

Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and vehicles for other countries. All data in the official vehicle documents always take precedence.

The official vehicle documents show which drive and which power output your vehicle has.

Please observe the notes and information for vehicles with N1 approval *(→ N1 approval)*.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with 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

— Drawbar load when towing a trailer

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate (“safety compliance label”) on the B-pillar on the driver side *(→ Safety certificate)*.

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle *(→ Type plate)* or on the safety certificate *(→ Safety certificate)* always have priority.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (3000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (3000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

The basic structure is explained below using the example of the vehicle identification number WVWZZZCBZLE400953. This is an example.

Group	①			②			③		④	⑤	⑥	⑦					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	M	E	4	0	0	9	5	3

① Vehicle manufacturer identifier:

WVW

Volkswagen Passenger Cars

WVG

VW Touareg/Auto 5000 AMPV

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor (Indonesia)

② Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③ Vehicle class per model:

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type(7) and vehicle class (8 and 9).

(4) Filler or check character: the filler characters may differ depending on manufacturer.

(5) VIN index per model year:

M

2021

N

2022

P

2023

R

2024

(6) Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

G, K

Volkswagen Kaluga Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

V, U

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

(7) Sequential production number in a model year.

Position of the vehicle identification number



Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the engine compartment in the right water drainage channel.

— In the engine compartment on the right suspension turret.

— In the engine compartment close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

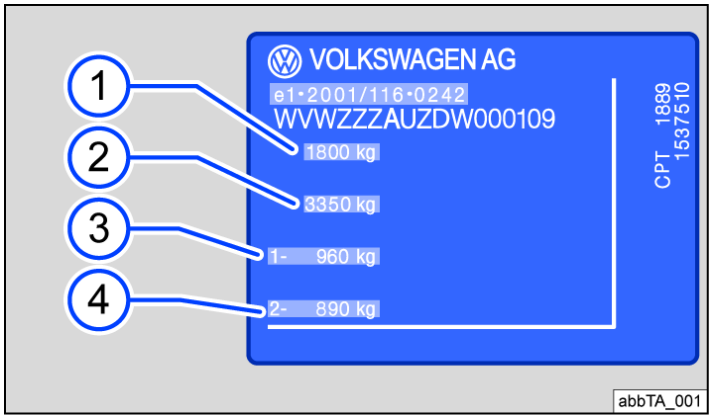


Fig. 2 Type plate (illustration): variant 2.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Gross vehicle weight rating.
2. Gross combination weight rating (vehicle plus trailer).
3. Gross front axle weight rating.
4. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

Safety certificate

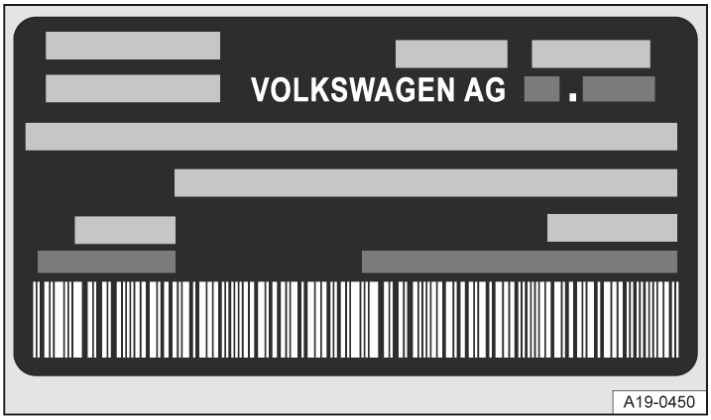


Fig. 1 Safety certificate (illustration).

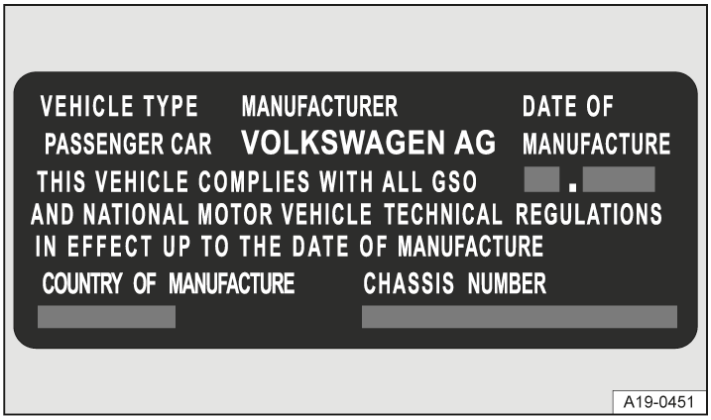


Fig. 2 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

— Vehicle type

— Manufacturer

— Date of manufacture

— Country of manufacture

— Vehicle identification number

Dimensions

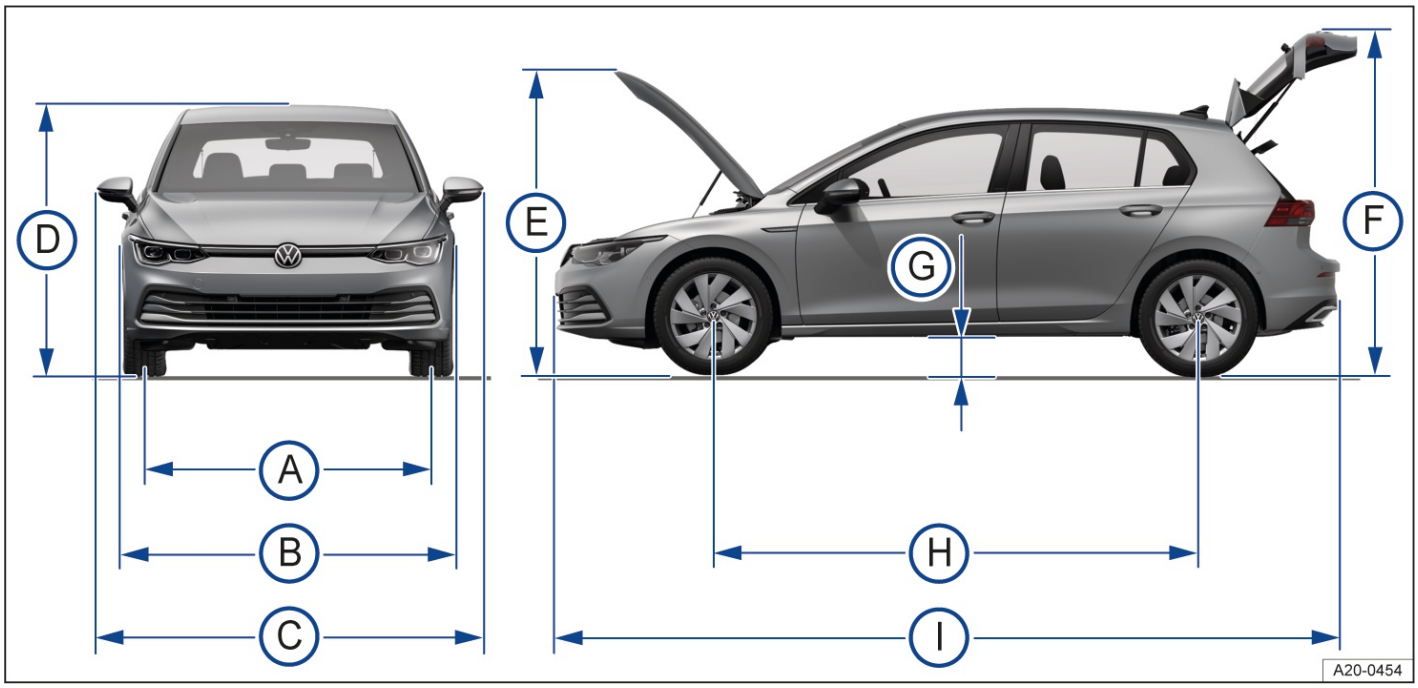


Fig. 1 Vehicle dimensions.

The data in the table apply to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Kerb weight is without driver and without payload.

Key to *Fig. 1*:		Golf	GTI	GTD	R model
A	Front track	1533 – 1549 mm	1535 – 1545 mm	1535 – 1545 mm	1539 – 1541 mm
	Rear track	1503 – 1519 mm	1513 – 1523 mm	1513 – 1523 mm	1514 – 1516 mm
B	Width	1,789 mm	1789 mm	1789 mm	1789 mm
C	Width from one exterior mirror to the other	2,073 mm	2073 mm	2073 mm	2073 mm
D	Height to the upper edge of the roof at kerb weight	1,456 mm	1444 – 1445 mm	1,443 mm	1439 mm
	Height at kerb weight with GPS aerial	1,476 mm	1463 – 1465 mm	1,463 mm	1,458 mm
E	Height with open bonnet at kerb weight	1,745 mm	1,734 – 1,735 mm	1,733 mm	1,729 mm
F	Height with open boot lid at kerb weight	2011 mm	1,999 – 2,001 mm	1,998 mm	1,993 mm
G	Ground clearance between the axles at kerb weight	134 mm	135 – 136 mm	131 mm	122 mm
H	Wheelbase at kerb weight	2,636 mm	2,631 mm	2,631 mm	2,628 mm
–	Turning circle diameter	10.9 m	10.9 m	10.9 m	11.9 m
I	Length from bumper to bumper	4284 – 4286 mm	4287 – 4295 mm	4,287 mm	4,290 mm

(l)	Length with factory-fitted towing bracket (except for R model)	4,396 – 4,398 mm	4,399 mm	4,399 mm	–

Tank capacities

The fuel tank has the following capacity:

— approx. 45 l (12 gallons) for engines up to 140 kW and R model

— approx. 50 l (13.2 gallons) for engines as from 140 kW

The fuel tank capacity includes an undefined reserve quantity which remains in the tank when the fuel gauge indicates an empty tank. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

1.0 l, 3-cylinder TSI®, 66 kW, petrol engine

Engine overview

Power output	kW	66 at 5,000 – 5,500 rpm
Engine code		DLAB
Maximum torque	Nm	175 at 1600 – 3000 rpm
Gearbox		MG5
Maximum speed	km/h	188

Weights and axle loads

Kerb weight	kg	1260
Gross vehicle weight rating	kg	1730
Gross front axle weight rating	kg	920
Gross rear axle weight rating	kg	860

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1300
Maximum trailer weight unbraked	kg	630
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	2830

1.0 l, 3-cylinder TSI®, 81 kW, petrol engine

Engine overview

Power output	kW	81 at 5500 rpm	
Engine code		DLAA	
Maximum torque	Nm	200 at 2000 – 3000 rpm	
Gearbox		MG6	DSG®7, mild hybrid
Maximum speed	km/h	202	202

Weights and axle loads

Gearbox		MG6	DSG®7, mild hybrid
Kerb weight	kg	1264	1302
Gross vehicle weight rating	kg	1750	1810
Gross front axle weight rating	kg	940	980
Gross rear axle weight rating	kg	860	880

Maximum trailer weights

Gearbox		MG6	DSG®7, mild hybrid
Maximum trailer weight braked, gradients up to 12 %	kg	1300	1300
Maximum trailer weight braked, gradients up to 8 %	kg	1,500	1500
Maximum trailer weight unbraked	kg	630	650
Maximum permissible drawbar load	kg	80	80
Maximum permissible gross combination weight	kg	3050	3110

1.6 l, 4-cylinder, 81 kW, petrol engine

Engine overview

Power output	kW	81 at 5,800 rpm
Engine code		DWYA
Maximum torque	Nm	152 at 3850 – 4100 rpm
Gearbox		AG6
Maximum speed	km/h	160

Weights and axle loads

Kerb weight	kg	1266
Gross vehicle weight rating	kg	1750
Gross front axle weight rating	kg	940
Gross rear axle weight rating	kg	860

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1200
Maximum trailer weight braked, gradients up to 8 %	kg	1,400
Maximum trailer weight unbraked	kg	630
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	2950

1.5 l, 4-cylinder TSI®, 96 kW, petrol engine

Engine overview

Power output	kW	96 at 5000 – 6000 rpm	
Engine code		DPBA	
Maximum torque	Nm	200 at 1400 – 4000 rpm	
Gearbox		MG6	DSG®7, mild hybrid
Maximum speed	km/h	214	213

Weights and axle loads

Gearbox		MG6	DSG®7, mild hybrid
Kerb weight	kg	1306	1347
Gross vehicle weight rating	kg	1800	1840
Gross front axle weight rating	kg	960	1000
Gross rear axle weight rating	kg	890	890

Maximum trailer weights

Gearbox		MG6	DSG®7, mild hybrid
Maximum trailer weight braked, gradients up to 12 %	kg	1,400	1400
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	650	670
Maximum permissible drawbar load	kg	80	80
Maximum permissible gross combination weight	kg	3200	3240

1.4 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5,000 rpm	
Engine code		DJKA	
Maximum torque	Nm	250 at 1,500 – 4000 rpm	
Gearbox		AG8	MG6
Maximum speed	km/h	160	160

Weights and axle loads

Gearbox		AG8	MG6
Kerb weight	kg	1333	1302
Gross vehicle weight rating	kg	1810	1780
Gross front axle weight rating	kg	970	940
Gross rear axle weight rating	kg	890	890

Maximum trailer weights

Gearbox		AG8	MG6
Maximum trailer weight braked, gradients up to 12 %	kg	1,500	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	660	650
Maximum permissible drawbar load	kg	80	80
Maximum permissible gross combination weight	kg	3310	3280

1.5 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DPCA
Maximum torque	Nm	250 at 1,500 – 3500 rpm
Gearbox		MG6
Maximum speed	km/h	224

Weights and axle loads

Kerb weight	kg	1331
Gross vehicle weight rating	kg	1830
Gross front axle weight rating	kg	960
Gross rear axle weight rating	kg	920

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1700
Maximum trailer weight unbraked	kg	660
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	3330

1.5 l, 4-cylinder TSI®, mild hybrid, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DFYA
Maximum torque	Nm	250 at 1,500 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	224

Weights and axle loads

Kerb weight	kg	1366
Gross vehicle weight rating	kg	1870
Gross front axle weight rating	kg	990
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1700
Maximum trailer weight unbraked	kg	680
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	3370

2.0 l, 4-cylinder TFSI®, 140 kW, petrol engine

Engine overview

Power output	kW	140 at 4200 – 6000 rpm	
Engine code		DNNA	
Maximum torque	Nm	320 at 1,500 – 4100 rpm	
Gearbox		DSG®7	DSG®7 4MOTION
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		DSG®7	DSG®7 4MOTION
Kerb weight	kg	1437	1514
Gross vehicle weight rating	kg	1930	1980
Gross front axle weight rating	kg	1050	1070
Gross rear axle weight rating	kg	930	960

Maximum trailer weights

Gearbox		DSG®7	DSG®7 4MOTION
Maximum trailer weight braked, gradients up to 12 %	kg	1600	1700
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1900
Maximum trailer weight unbraked	kg	710	750
Maximum permissible drawbar load	kg	80	80
Maximum permissible gross combination weight	kg	3530	3680

2.0 l, 4-cylinder TFSI®, 180 kW, petrol engine

Engine overview

Power output	kW	180 at 5000 – 6700 rpm
Engine code		DLBA
Maximum torque	Nm	370 at 1600 – 4300 rpm
Gearbox		DSG®7
Maximum speed	km/h	250

Weights and axle loads

Kerb weight	kg	1448
Gross vehicle weight rating	kg	1930
Gross front axle weight rating	kg	1050
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	720
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	3530

2.0 l, 4-cylinder TFSI®, 180 kW, petrol engine

Engine overview

Power output	kW	180 at 5250 – 6500 rpm	
Engine code		DNPA	
Maximum torque	Nm	370 at 1600 – 4300 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	250	250

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1429	1463
Gross vehicle weight rating	kg	1920	1950
Gross front axle weight rating	kg	1040	1070
Gross rear axle weight rating	kg	930	930

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradients up to 12 %	kg	1600	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1800
Maximum trailer weight unbraked	kg	710	730
Maximum permissible drawbar load	kg	80	80
Maximum permissible gross combination weight	kg	3520	3550

2.0 l, 4-cylinder TFSI®, 221 kW, petrol engine

Engine overview

Power output	kW	221 at 5300 – 6500 rpm
Engine code		DNFC
Maximum torque	Nm	400 at 2000 – 5200 rpm
Gearbox		DSG®7
Maximum speed	km/h	250

Weights and axle loads

Kerb weight	kg	1461
Gross vehicle weight rating	kg	1930
Gross front axle weight rating	kg	1080
Gross rear axle weight rating	kg	900

NOTICE

Trailer towing is not permitted with this engine version.

2.0 l, 4-cylinder TFSI®, 235 kW, petrol engine

Engine overview

Power output	kW	235 at 5350 – 6500 rpm
Engine code		DNFG
Maximum torque	Nm	420 at 2100 – 5350 rpm
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	250

Weights and axle loads

Kerb weight	kg	1551
Gross vehicle weight rating	kg	2,030
Gross front axle weight rating	kg	1110
Gross rear axle weight rating	kg	980

NOTICE

Trailer towing is not permitted with this engine version.

2.0 l, 4-cylinder TFSI®, 235 kW, petrol engine

Engine overview

Power output	kW	235 at 5600 – 6500 rpm
Engine code		DSFE
Maximum torque	Nm	400 at 2000 – 5600 rpm
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	250

Weights and axle loads

Kerb weight	kg	1554
Gross vehicle weight rating	kg	2,030
Gross front axle weight rating	kg	1110
Gross rear axle weight rating	kg	970

NOTICE

Trailer towing is not permitted with this engine version.

2.0 l, 4-cylinder TDI®, 85 kW, diesel engine

Engine overview

Power output	kW	85 at 3250 – 4250 rpm
Engine code		DTRB
Maximum torque	Nm	250 at 1,500 – 3250 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

Weights and axle loads

Kerb weight	kg	1385
Gross vehicle weight rating	kg	1900
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	690
Maximum permissible drawbar load	kg	80
Maximum permissible gross combination weight	kg	3400

2.0 l, 4-cylinder, TDI®, 85 kW, diesel engine

Engine overview

Power output	kW	85 at 2750 – 4250 rpm
Engine code		DTRD
Maximum torque	Nm	300 at 1600 – 2500 rpm
Gearbox		MG6
Maximum speed	km/h	202

Weights and axle loads

Kerb weight	kg	1384
Gross vehicle weight rating	kg	1880
Gross front axle weight rating	kg	1040
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1,500
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	690
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3380

2.0 l, 4-cylinder, TDI®, 105 kW, diesel engine

Engine overview

Power output	kW	105 at 3500 – 4000 rpm	
Engine code		CRVC	
Maximum torque	Nm	320 at 1750 – 3000 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	160	160

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1378	1403
Gross vehicle weight rating	kg	1,860	1890
Gross front axle weight rating	kg	1020	1050
Gross rear axle weight rating	kg	890	890

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradients up to 12 %	kg	1600	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1800
Maximum trailer weight unbraked	kg	680	700
Maximum permissible drawbar load	kg	80	80
Maximum permitted gross combination weight	kg	3460	3490

2.0 l, 4-cylinder TDI®, 110 kW

Engine overview

Power output	kW	110 at 3,000 – 4,200 rpm
Engine code		DSRB
Maximum torque	Nm	360 at 1600 – 2750 rpm
Gearbox		DSG®7
Maximum speed	km/h	223

Weights and axle loads

Kerb weight	kg	1459
Gross vehicle weight rating	kg	1960
Gross front axle weight rating	kg	1080
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	720
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3560

2.0 l, 4-cylinder, TDI®, 110 kW, diesel engine

Engine overview

Power output	kW	110 at 3,000 – 4,200 rpm
Engine code		DTTC
Maximum torque	Nm	360 at 1600 – 2750 rpm
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	–

Weights and axle loads

Kerb weight	kg	1528
Gross vehicle weight rating	kg	2000
Gross front axle weight rating	kg	1,090
Gross rear axle weight rating	kg	960

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1700
Maximum trailer weight braked, gradients up to 8 %	kg	1900
Maximum trailer weight unbraked	kg	750
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3700

2.0 l, 4-cylinder, TDI®, 110 kW, diesel engine

Engine overview

Power output	kW	110 at 3250 – 4,200 rpm
Engine code		DTSA
Maximum torque	Nm	340 at 1600 – 3000 rpm
Gearbox		MG6
Maximum speed	km/h	223

Weights and axle loads

Kerb weight	kg	1428
Gross vehicle weight rating	kg	1930
Gross front axle weight rating	kg	1050
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	710
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3530

2.0 l, 4-cylinder, TDI®, 110 kW, diesel engine

Engine overview

Power output	kW	110 at 3,000 – 4,200 rpm
Engine code		DTSB / DSRB
Maximum torque	Nm	360 at 1600 – 2750 rpm
Gearbox		DSG®7
Maximum speed	km/h	223

Weights and axle loads

Kerb weight	kg	1459
Gross vehicle weight rating	kg	1960
Gross front axle weight rating	kg	1080
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	720
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3560

2.0 l, 4-cylinder, TDI®, 147 kW, diesel engine

Engine overview

Power output	kW	147 at 3600 – 4100 rpm
Engine code		DTUA
Maximum torque	Nm	400 at 1750 – 3500 rpm
Gearbox		DSG®7
Maximum speed	km/h	245

Weights and axle loads

Kerb weight	kg	1465
Gross vehicle weight rating	kg	1950
Gross front axle weight rating	kg	1070
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	730
Maximum permissible drawbar load	kg	80
Maximum permitted gross combination weight	kg	3550

1.5 l, 4-cylinder, TGI, 96 kW, natural gas engine

Engine overview

Power output	kW	96 at 5000 – 6000 rpm	
Engine code		DHFA	
Maximum torque	Nm	200 at 1400 – 4000 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	–	211

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1372	1399
Gross vehicle weight rating	kg	1830	1,860
Gross front axle weight rating	kg	950	980
Gross rear axle weight rating	kg	930	930

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradients up to 12 %	kg	1400	1400
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	680	690
Maximum permissible drawbar load	kg	80	80
Maximum permitted gross combination weight	kg	3230	3260