

# Thank you for choosing Volkswagen

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

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

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

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

## WARNING

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

## About this owner's manual

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

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

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

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

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

## Printed owner's manual

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

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



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

# Explanations

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

## Directions and positions

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

## Dimensions and speeds

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

## Illustrations

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

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

## Form of address

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

## Terms used and their meaning:

### Glass roof

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

### Qualified workshop

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

### Volkswagen dealership

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

### Go to a qualified workshop


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

### Seek expert assistance

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

## Description of symbols



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



Indicates the end of a section.



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

TM

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



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



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



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

### DANGER

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

### WARNING

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

### CAUTION

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

### NOTICE

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



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



Texts with this symbol contain additional information.



## Front view

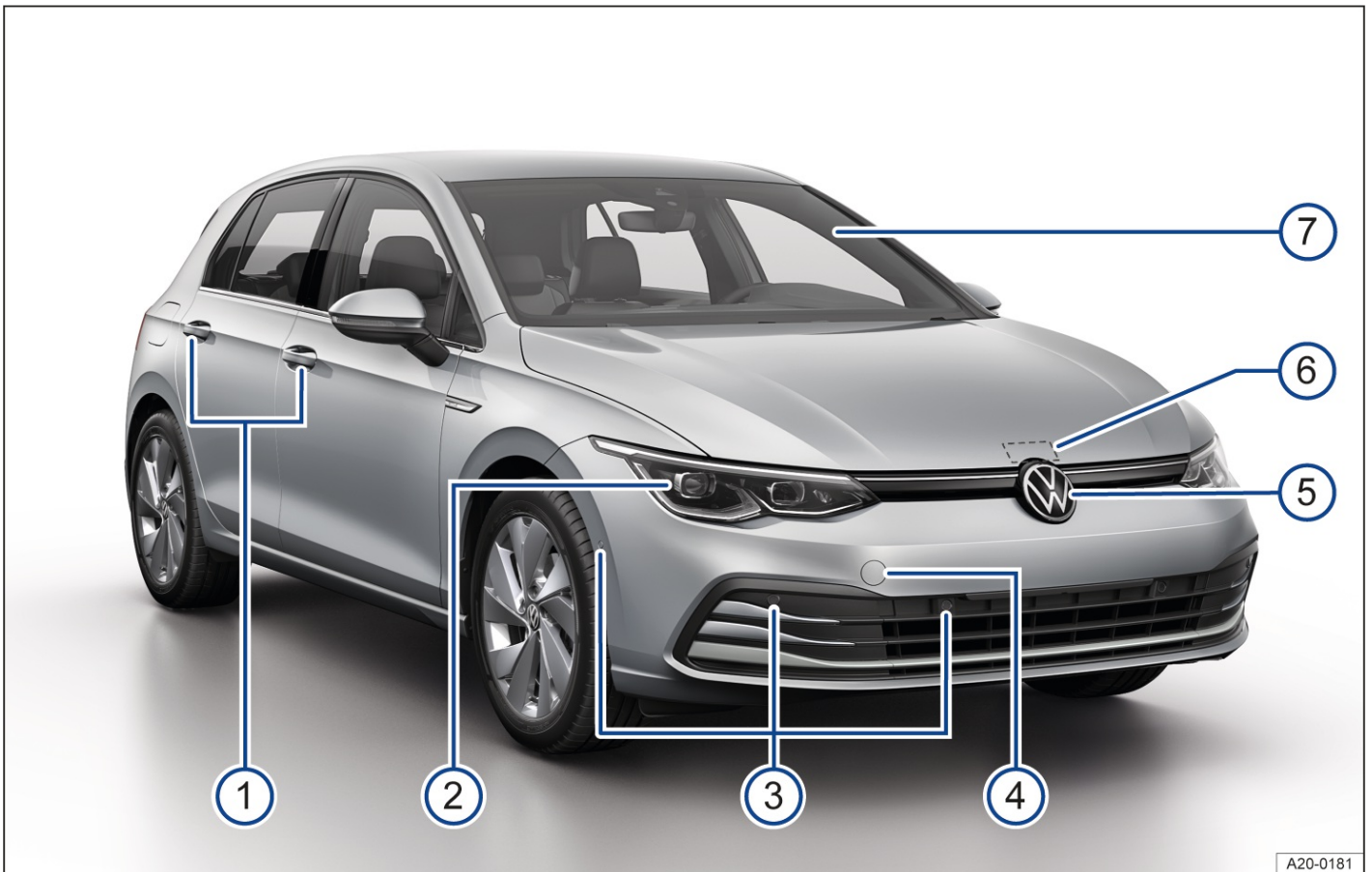
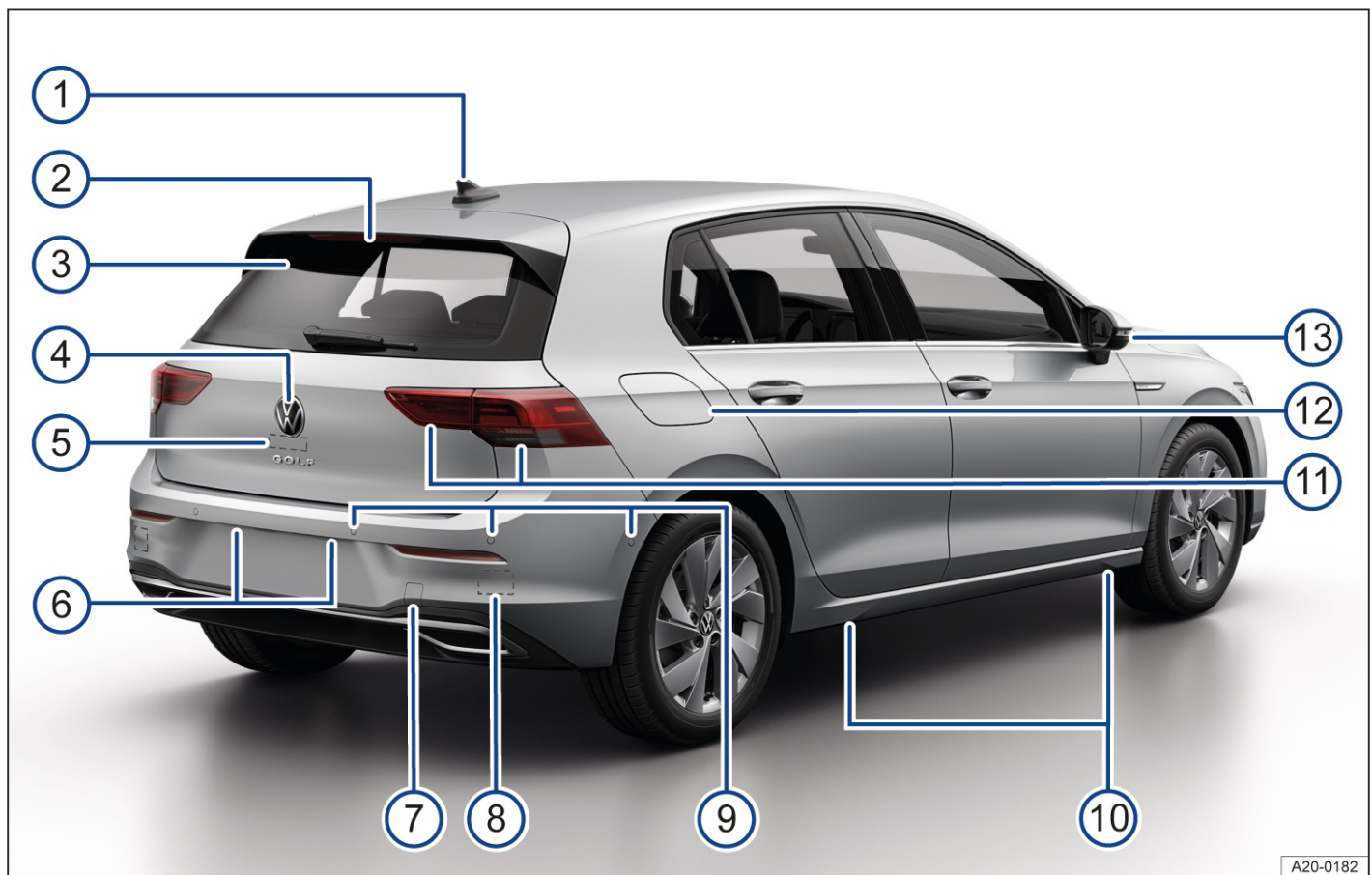


Fig. 1 Overview of vehicle from front.

- ① Door handles
- ② Headlights
- ③ 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



A20-0182

Fig. 1 Overview of vehicle from rear.

- ① Roof aerial ([→ Radio reception and aerials](#))
- ② High-level brake light
- ③ Rear window:
  - with rear window heating ([→ Rear window heating](#))
  - with rear window wiper ([→ Wipers](#))
  - 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 Behind a cover: mounting for towing eye
- ⑧ Behind the bumper: radar sensor for assist systems ([→ Vehicle care, exterior](#))
- ⑨ Sensors for assist systems ([→ Vehicle care, exterior](#))
- ⑩ Jacking points
- ⑪ Tail light clusters
- ⑫ Tank flap
- ⑬ Exterior mirrors ([→ Exterior mirrors](#))
  - With display of lane change system (Side Assist)

## Driver door

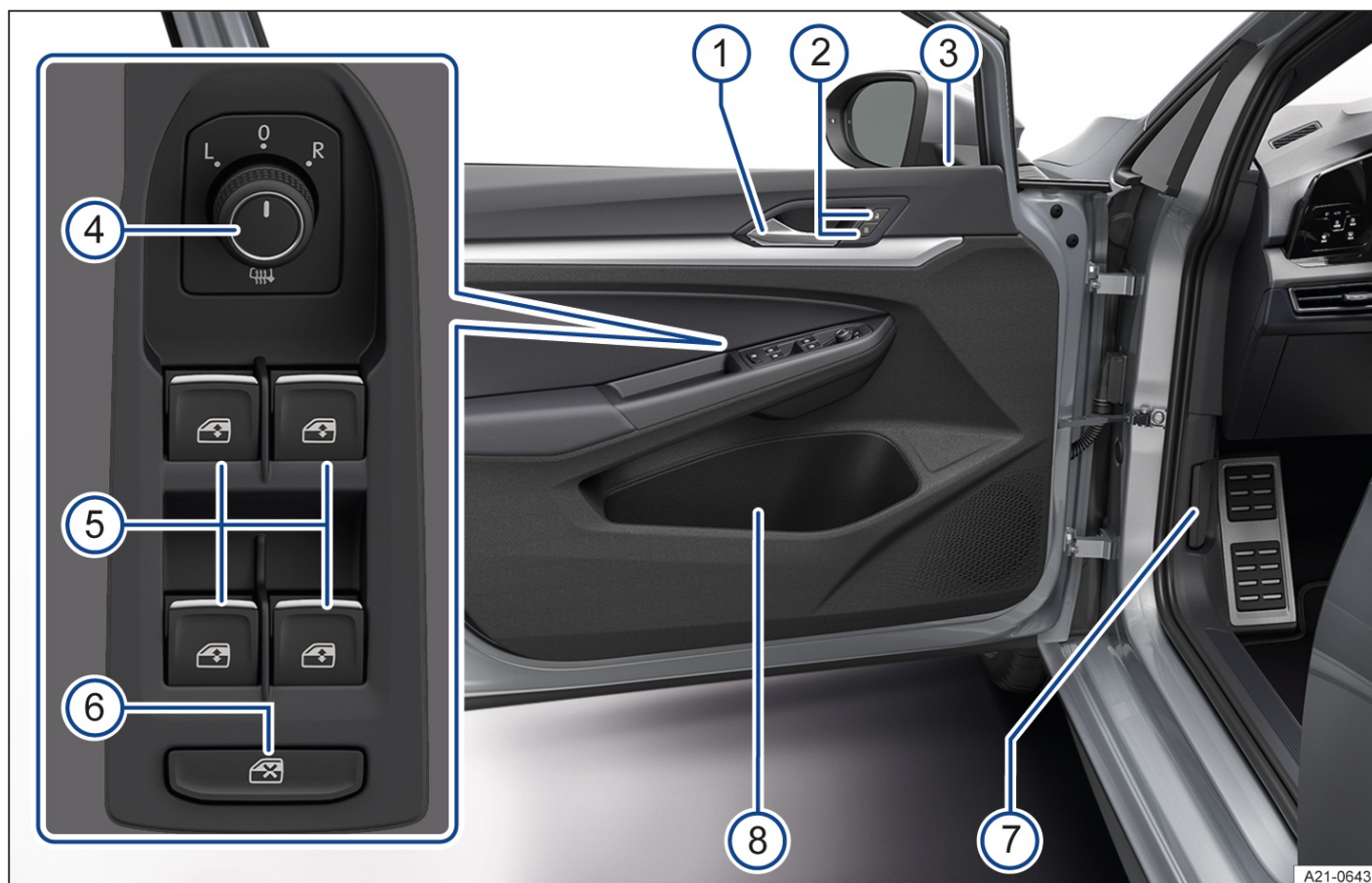


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

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



Driver side

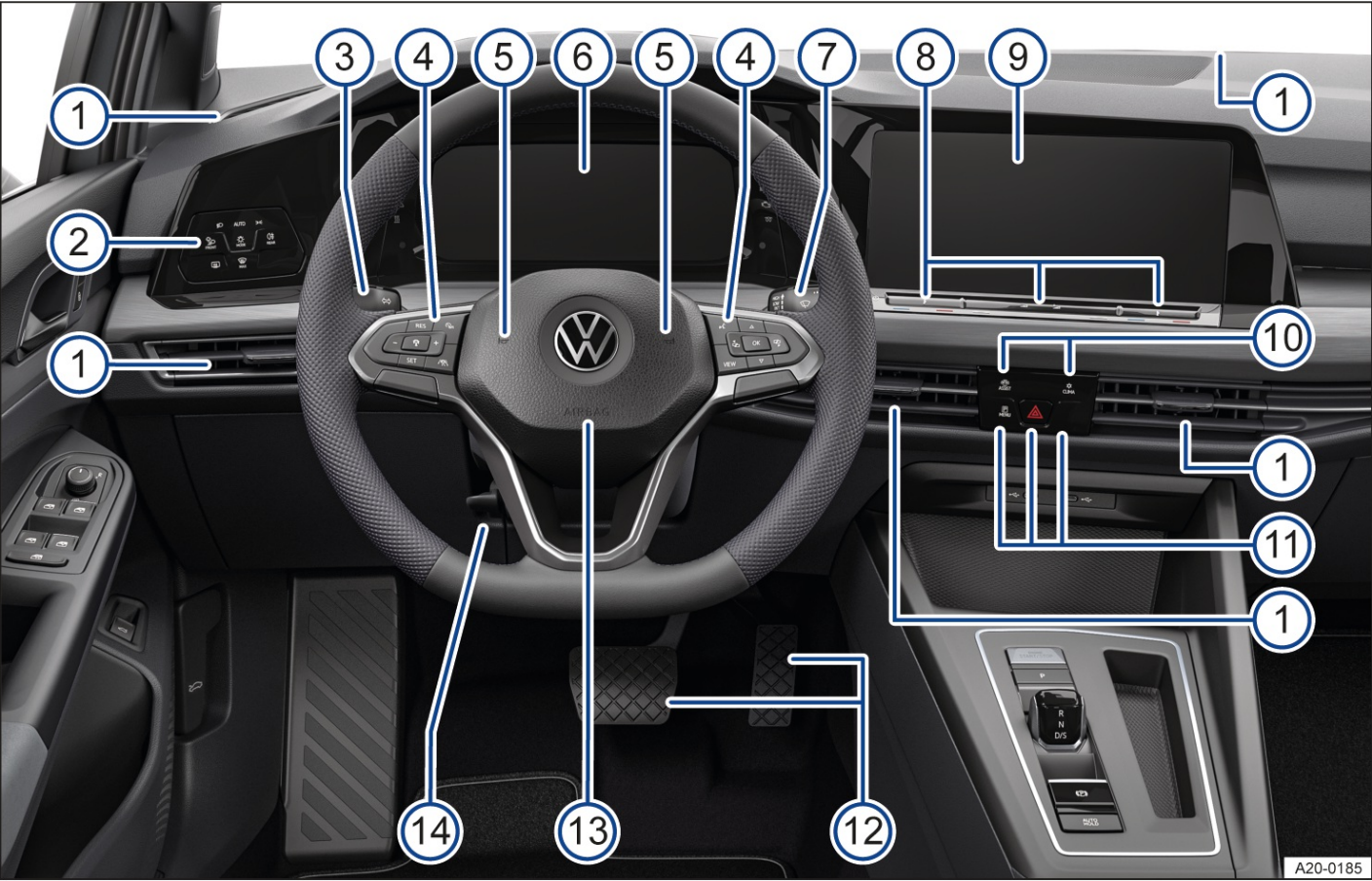


Fig. 1 Overview of the driver side(left-hand drive vehicles).

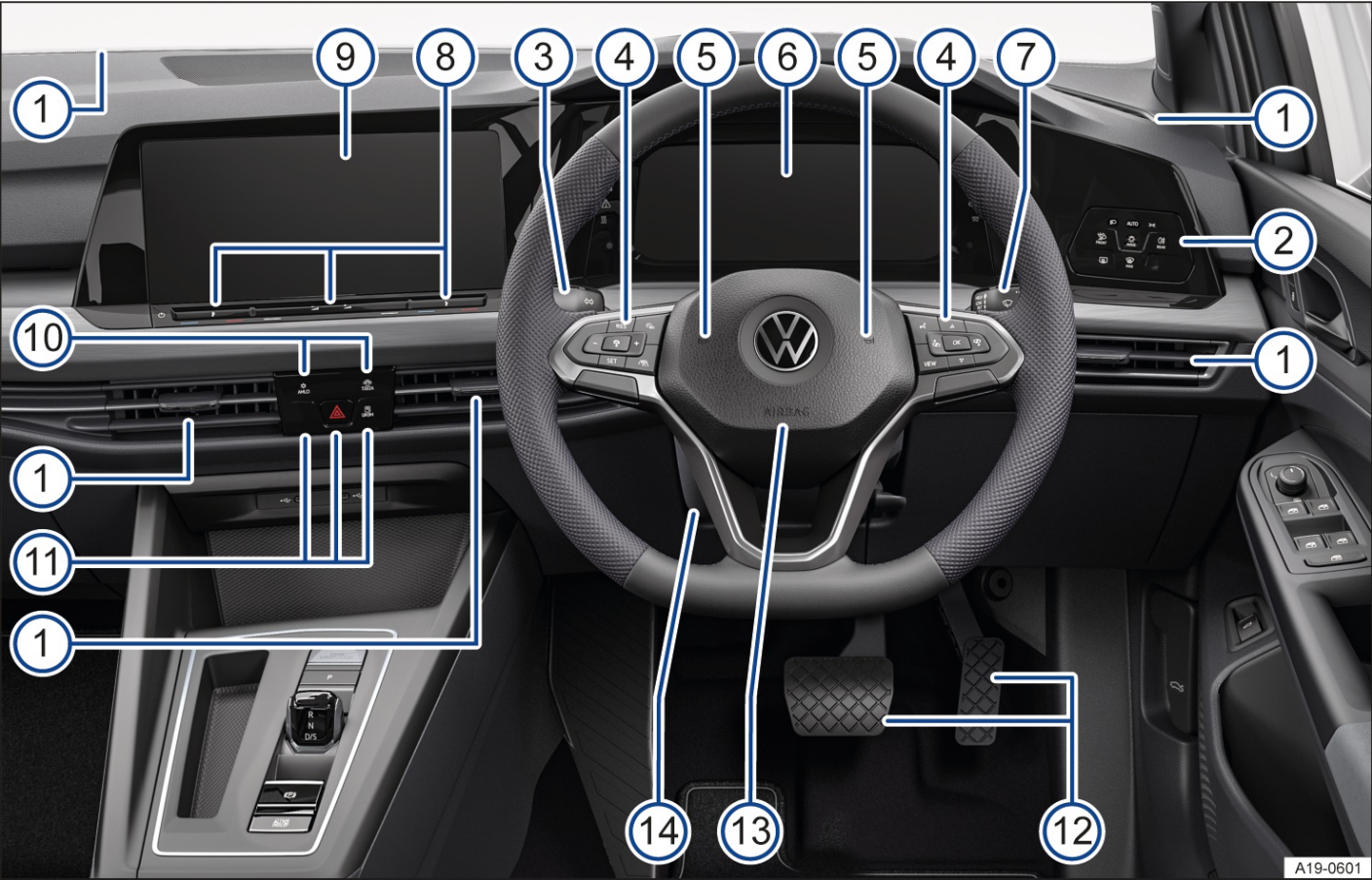








Fig. 2 Overview of the driver side(right-hand drive vehicles).

- ① Vents ([→ Air distribution of the air conditioning system](#))
  - ② Touch panel:
    - for light functions
    - for window heating and ventilation ([→ Rear window heating](#)), ([→ Air distribution of the air conditioning system](#))
  - 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  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

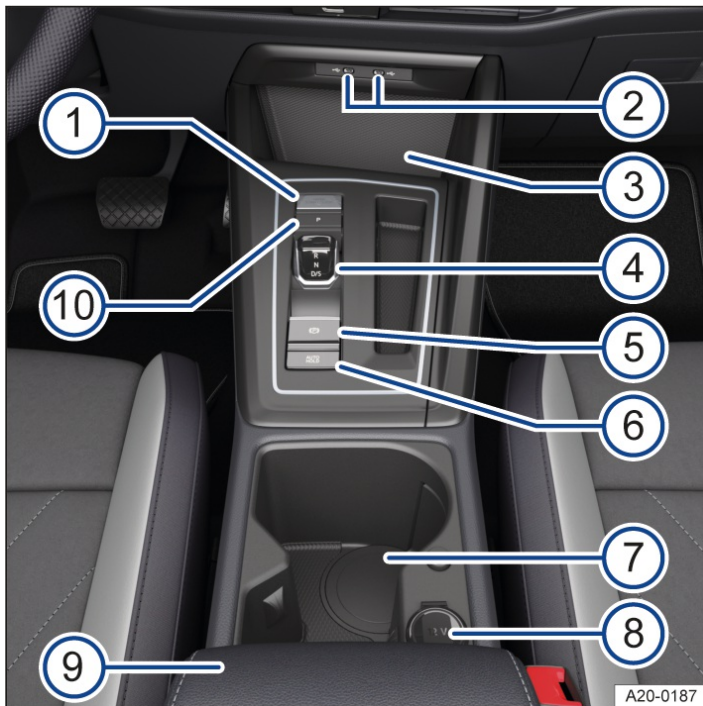


Fig. 1 Overview of the lower section of the centre console on vehicles with DSG dual clutch gearbox (left-hand drive vehicle).

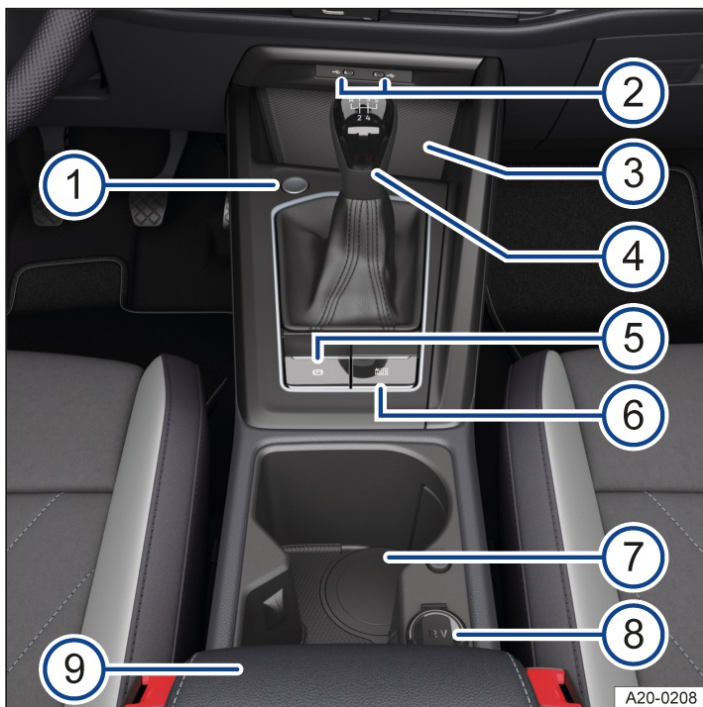


Fig. 2 Overview of the lower section of the centre console on vehicles with manual gearbox (left-hand drive vehicles).

- 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
  - ⑥ Button for Auto Hold function ([→ Auto Hold function](#))
  - ⑦ Stowage compartment with drink holder
  - ⑧ 12-volt socket ([→ Sockets](#))
  - ⑨ Centre armrest with stowage compartment
  - ⑩ Parking lock P on vehicles with DSG® dual clutch gearbox ([→ Automatic gearbox](#))
-



## Front passenger side

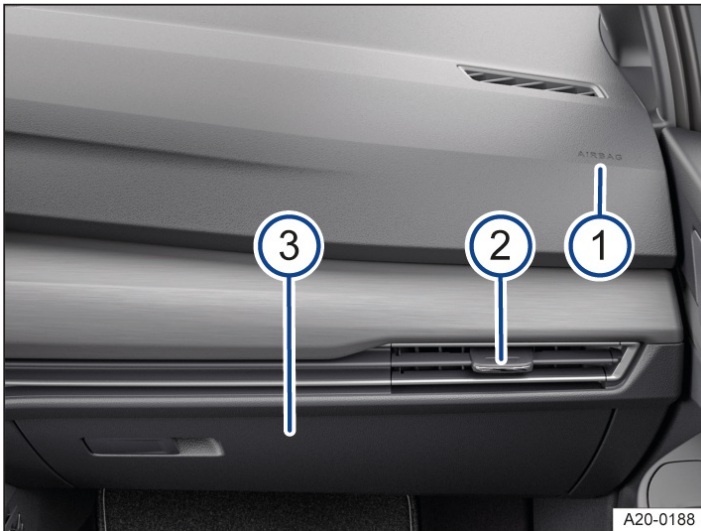


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).






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 ([→ Air distribution of the air conditioning system](#))
  - 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 ( <a href="#">→ Glass roof</a> ).
	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 or death.

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

Symbol	Meaning
	 Do not drive on! Central warning lamp → <i>Priority 1 warning</i>
	Fasten seat belt → <i>Buckle-up request and belt status display</i>
	Holding force of the electronic parking brake is insufficient → <i>Holding force of the electronic parking brake is insufficient</i> Electronic parking brake switched on → <i>Electronic parking brake</i>
	 Do not drive on! Brake system fault → <i>Brake system fault</i>
	 Do not drive on! Low brake fluid level → <i>Brake fluid level</i>
	 Do not drive on! Electromechanical brake servo failure → <i>Electromechanical brake servo failure</i>
	Take over control of the vehicle and be prepared to brake. → <i>Introduction to the topic</i>
	 Do not drive on! Engine oil level too low → <i>Engine oil level very low</i>
	 Do not drive on! Engine oil pressure too low → <i>Engine oil pressure too low</i>
	 Do not drive on! Fault in engine coolant system → <i>Coolant</i>
	 Do not drive on! Fault in steering → <i>Steering fault</i>
	 Do not drive on! Fault in engine management system → <i>Fault in engine management system, → Engine no longer starts automatically</i>

	 Do not drive on! Fault in the 12-volt power supply system → <i>12-volt power supply</i>
	Collision warning → <i>Warning levels and braking intervention</i>
	Take over steering immediately → <i>Take over steering immediately</i>
	 Do not drive on! Gearbox overheated! → <i>Gearbox overheated</i>
	Intervention by proactive occupant protection system → <i>Introduction to the topic</i>
	Selective catalytic reduction system fault → <i>Selective catalytic reduction system fault</i>
	AdBlue® level too low → <i>AdBlue® level too low</i>
	Central warning lamp → <i>Priority 2 warning</i>
	Airbag or belt tensioner system switched off with diagnostic tool → <i>Indicator lamp</i>
	Fault in airbag or belt tensioner system → <i>Indicator lamp</i>
	Functional check for the airbag indicator lamp → <i>Indicator lamp</i>
<b>OFF</b> 	Front passenger front airbag switched off → <i>Switching the front passenger front airbag on and off</i>
<b>ON</b> 	Front passenger front airbag switched on → <i>Switching the front passenger front airbag on and off</i>
	Electronic parking brake fault →  / <i>Fault in electronic parking brake</i>
	Check the brake pads → <i>Brake pad wear indicator</i>
	Lit up: Electronic Stability Control (ESC) fault → <i>ESC fault</i>
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → <i>Electronic Stability Control (ESC)</i>
	ESC Sport switched on → <i>ESC Sport</i>
	Electronic Stability Control (ESC) switched off for system reasons → <i>ESC off</i>
	Traction control system (TCS) switched off → <i>TCS</i>
	Anti-lock brake system (ABS) fault → <i>Anti-lock brake system failure or fault</i>
	Engine oil system fault → <i>or Fault in engine oil system</i>
	Engine oil level too low → <i>Engine oil level too low</i>
	Engine oil level too high → <i>Engine oil level too high</i>
	Engine oil system fault → <i>or Fault in engine oil system</i>
	Fuel tank almost empty → <i>Fuel tank almost empty</i>
	Travel Assist not available → <i>Travel Assist is not available or does not function as expected</i>
	 Do not drive on!
	Water in the diesel → <i>Water in the diesel</i>

	Vehicle lighting failure → <i>Exterior drive lighting not working</i>
	Rear fog light switched on → <i>Switching the rear fog light on and off</i>
	Rain/light sensor fault → <i>Fault in rain and light sensor, → Fault in rain and light sensor</i>
	Fault in wipers → <i>Fault in wipers</i>
	Washer fluid level too low → <i>Washer fluid level too low</i>
	Fault in steering → <i>Steering fault</i>
	 Do not drive on!
	Low tyre pressure → <i>Low tyre pressure</i>
	 Do not drive on!
	Fault in tyre monitoring system → <i>Fault in the Tyre Pressure Loss Indicator</i>
	Fault in engine management system → <i>Fault in engine management system</i>
	Front Assist not available → <i>Front Assist not available or functions restricted</i>
	Front Assist switched off → <i>Operating Front Assist</i>
	Speed limiter not available → <i>Speed limiter not available</i>
	Cruise control system fault → <i>Cruise control system faulty</i>
	Adaptive Cruise Control (ACC) not available → <i>ACC not available</i>
	Lane keeping system (Lane Assist) not available → <i>Lane keeping system not available</i>
	Lane keeping system (Lane Assist) is regulating → <i>Driving with the lane keeping system</i>
	Fault in the lane change system(Side Assist) → <i>Lane change system fault</i>
	Rear Traffic Alert fault → <i>Rear Traffic Alert</i>
	Rear Traffic Alert braking intervention → <i>Rear Traffic Alert</i>
	Exhaust system fault → <i>Emissions-relevant fault</i>
	Diesel engine is getting pre-heated → <i>Glow plug system</i>
	Particulate filter clogged with soot → <i>Particulate filter clogged with soot</i>
	Engine speed limited → <i>Engine speed limited</i>
	Fault in 12-volt power supply → <i>12-volt power supply</i>
	Gearbox fault → <i>Clutch is slipping, → Gearbox overheated</i>
	Adaptive chassis control fault → <i>Fault in the adaptive chassis control (DCC)</i>
	Standheizung → <i>Switching the auxiliary heater and auxiliary ventilation on and off, → Programming the auxiliary heater and auxiliary ventilation</i>
	Vehicle key not in vehicle → <i>No valid vehicle key recognised</i>
	Selective catalytic reduction system fault → <i>Selective catalytic reduction system fault</i>

	AdBlue level low → <i>AdBlue® level low</i>
	Depress the brake pedal. → <i>Engine does not start</i>
	Auto Hold function active → <i>Auto Hold function</i>
	Turn signals → <i>Turn signal indicator lamp</i>
	Cruise control system switched on, control active. → <i>Introduction to the topic</i>
	Speed limiter switched on, system control active. → <i>Introduction to the topic</i>
	Lane Assist active → <i>Driving with the lane keeping system</i>
	Travel Assist active → <i>Introduction to the topic</i>
	The ACC is regulating, no vehicle detected in front → <i>Switching the ACC on and off</i>
	The ACC is regulating, vehicle in front detected → <i>Switching the ACC on and off</i>
	Main beam or headlight flasher → <i>Switching main beam on and off</i>
	Outside temperature colder than +4°C (+39°F) → <i>Digital instrument cluster information displays</i>
	Start/stop system active → <i>Start/stop system</i>
	Start/stop system not available → <i>Start/stop system</i>
	Economical mode → <i>Economical mode</i>
	Service due → <i>Service interval display</i>
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → <i>Introduction to the topic</i>
	Main-beam control active → <i>Switching on main-beam control, → Switching on advanced main-beam control</i>
	Take over steering → <i>Take over steering</i>
	Front Assist is starting up → <i>Front Assist is starting up</i>
	Distance warning → <i>Warning levels and braking intervention</i>
	Eco driving profile → <i>Characteristics of the driving profiles</i>
	Comfort mode → <i>Characteristics of the driving profiles</i>
	Individual mode → <i>Characteristics of the driving profiles</i>
	Sport mode → <i>Characteristics of the driving profiles</i>
	Mobile phone connected via Bluetooth® → <i>Digital instrument cluster information displays</i>
	Drift driving profile → <i>Characteristics of the driving profiles</i>
	Race driving profile → <i>Characteristics of the driving profiles</i>
	Special driving profile → <i>Characteristics of the driving profiles</i>
	Mobile phone battery charge level → <i>Digital instrument cluster information displays</i>
	Reference to information in the owner's manual → <i>Note about information in the owner's manual</i>



Selective catalytic reduction system fault → *Selective catalytic reduction system fault*




AdBlue level low → *AdBlue® level low*

## Warning and information messages

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

In addition, a list of current malfunctions can be opened manually. To do so, open the Vehicle status or Vehicle menu ([→ Vehicle settings menu](#)).

### **Priority 1 warning**

The red central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols.  Do not drive on! Danger. Check the fault. Seek expert assistance immediately.

### **Priority 2 warning**


The yellow central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Malfunctions and insufficient service fluids can damage the vehicle and cause it to break down. Check the fault as soon as possible. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.


### **Note about information in the owner's manual**

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

## **Information message**

Information about various procedures within the vehicle.

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

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

## Introduction to instrument cluster

The vehicle 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 driver assist systems.
- Status displays for driver assist systems.
- Display messages.
- Warning and indicator lamps.
- Information on consumption and range.


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

### WARNING

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

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

### WARNING

The display may be switched off if there is a serious fault in the instrument cluster. The  indicator lamp may additionally light up.

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



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



## Overview of digital instrument cluster

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.

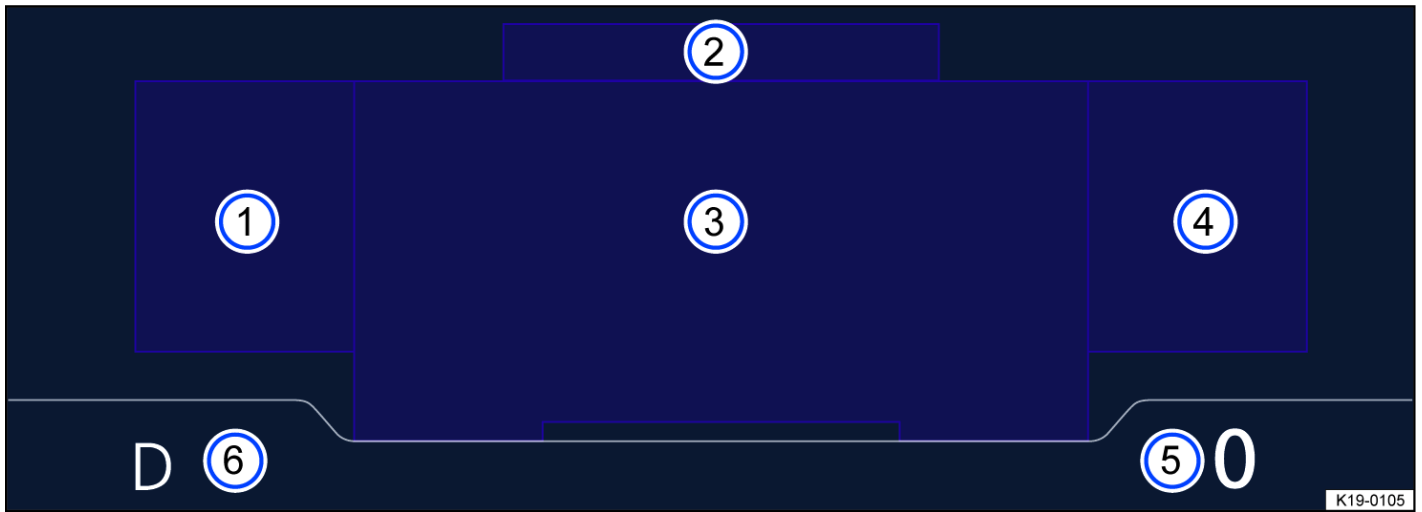


Fig. 1 Digital instrument cluster in the dash panel (illustration).

- ① Secondary displays.
- ② Pop-ups: situation-dependent information, e.g. navigation information.
- ③ Main display area.
- ④ Secondary displays.
- ⑤ Digital speed display.
- ⑥ Currently selected gear or selector lever position.

## Operating the digital instrument cluster



Fig. 1 Right side of the multifunction steering wheel: operating the digital instrument cluster (variant 1).



Fig. 2 Right side of the multifunction steering wheel: operating the digital 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 → Fig. 1, → Fig. 2.

### Views in the display area

1. Press the **VIEW** button to switch to the main display ([→ Digital instrument cluster \(Pro\)](#)).

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

#### Summary

Before starting and after switching off the engine: display with information on the vehicle status, e.g. mileage.

#### 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.

## Selecting secondary displays





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


## Showing or hiding secondary displays



— Press and hold the **VIEW** button.

## Configuring secondary displays

You can configure the secondary displays in order to select which secondary displays are available in the secondary display area:

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

A tick  indicates that the corresponding secondary display is activated.

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.

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

1. Press the **VIEW** button to open the Navigation display area.
2. Press the arrow button  or  on the multifunction steering wheel to zoom in and out.
3. 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 the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

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


- Never operate the digital instrument cluster while the vehicle is in motion.

- Adjust all settings in the digital instrument cluster and Infotainment system only when the vehicle is stationary.

## Digital instrument cluster information displays

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

The main displays depend on the vehicle equipment and may display different information for the respective equipment ([→ Digital instrument cluster \(Pro\)](#)):

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

### 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](#)).

### Open doors, bonnet and boot lid

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

### Speed warning for winter tyres

A 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](#)).

### Radiator fan run-on

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


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

- Exhaust gas treatment, e.g. during particulate filter regeneration.
- Active brake cooling after driving down hills.
- Dissipation of engine heat after vehicle operation under high loads, e.g. trailer towing.

### Engine code

1. Open the Service menu ([→ Service menu](#)).
2. Select the Engine code menu option.

### Economical mode

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

### 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 digital instrument cluster. The gear shift pattern is displayed in the instrument cluster upon actuation of the brake or selector lever ([→ Automatic gearbox](#)).

### 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 \(Pro\)](#)):

- Operating temperatures.
- Date and time.
- Driving data displays, e.g. Driving time/Distance covered.
- Compass display.
- Charge pressure.
- Power output.
- Torque distribution.
- Navigation information.
- Telephone information.
- Destination information.

### Operating temperatures

The following operating temperatures may be displayed, depending on the vehicle equipment:

- Engine oil.
- Coolant.

## Compass display

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

## Torque distribution


The secondary display Torque distribution shows the currently present torque individually for each wheel.

## Navigation information

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

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

## Telephone

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

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

## 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 mi.



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



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

## 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).

### WARNING

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

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

### NOTICE

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



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


# Troubleshooting



## Fuel tank almost empty

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

1. Fill the tank as soon as possible.


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



## Water in the diesel

The indicator lamp lights up yellow.


1. Reduce your speed immediately and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Or: if the warning lamp lights up immediately after refuelling,  Do not drive on! Switch off the engine and seek expert assistance immediately.



## Digital coolant temperature display

Depending on equipment, the coolant temperature may be displayed in the secondary display Operating temperatures.

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

## 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, the head-up display can be adjusted in the corresponding menu in the instrument cluster or 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.
- Alternative colour scheme of the head-up display for poor weather conditions, e.g. snowfall.



Some content cannot be hidden, 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](#)).



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



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






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


## Multifunction display


The multifunction display shows driving and fuel consumption data. 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  and  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  button.

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

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

#### WARNING





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

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

## Service menu

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

### Opening the Service menu

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. Navigate in the menu using the arrow buttons  and .

### Resetting the service interval display

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



### Resetting the oil service

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

### Engine code

1. Select the Engine code menu.  
The engine code is displayed on the instrument cluster.

### Setting the time

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

### Displaying copyright information

1. Select the Copyright menu to access copyright information.

## Service interval display

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

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

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


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

### Service notification

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

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

### Service event

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

- Inspection now!
- Oil service now!
- Oil service and inspection now!

### Accessing service schedules

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 oil change 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 automatically 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 in the Infotainment system

1. Tap the  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 in 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 .

# 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 open 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.

## 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.
- 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

You can switch individual functions and systems on and off and adjust the settings in the vehicle settings of the Infotainment system.

## Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the **Vehicle** function button.
4. Depending on the equipment: tap the **Vehicle** menu option and choose between the **Interior** or **Exterior** function buttons.  
Or: select the  menu option.
5. Open the desired item from the submenus and make the setting as required.

## Systems settings and vehicle information display

Depending on the version, information can be displayed or settings adjusted in the Vehicle settings menu:

- Depending on the equipment: 3D vehicle view (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, e.g. personal convenience features, have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

### WARNING

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

- Drive with your full attention and with responsibility.

## Introduction to the topic



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

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

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

### Function conditions

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

#### WARNING

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

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



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



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

## Limits of the Driver Alert System

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

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

The Driver Alert System is reset in the following situations:

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

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

# Operating the Driver Alert System

## Hiding a message

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

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

## Switching on and off

You can switch the Driver Alert System on and off in the Assist systems menu in the Infotainment system. When the engine is started, 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, the currently valid speed limit is displayed instead.

The road signs detected by Dynamic Road Sign Display are shown on the instrument cluster display, 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

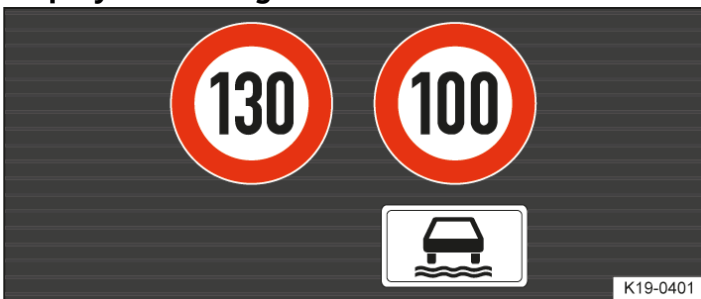


Fig. 1 In the instrument cluster display: examples of recognised speed limits with accompanying sub-plates.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, 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.

## Limits of Dynamic Road Sign Display

### Error messages

No road signs available.

The system is in the initialisation phase.

Or: the camera has not detected any regulatory or warning signs.

Error: Dynamic Road Sign Display

System fault. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Speed warning currently not available.

Fault in the Dynamic Road Sign Display system speed warning. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dynamic Road Sign Display: Clean the windscreen!

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

Dynamic Road Sign Display is currently restricted.

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

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

No data available.

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

### Function limitations

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

- High ambient temperatures or prolonged exposure to direct sunlight.
- Poor visibility, for example when it snows.
- Glare, e.g. from oncoming traffic or sunlight.
- High speeds.
- A covered or dirty camera.
- Road signs located outside of the camera's field of view.
- Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.
- Non-standard road signs.
- Damaged or bent road signs.
- Variable road signs on gantries (changeable road sign display using LEDs 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 (0 mph), 5 km/h (3 mph) or 10 km/h (5 mph) above the permitted speed limit.

# Introduction to the topic

## Number of seats

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

Each seat is equipped with a seat belt.

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

### WARNING

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

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



## Correct sitting position

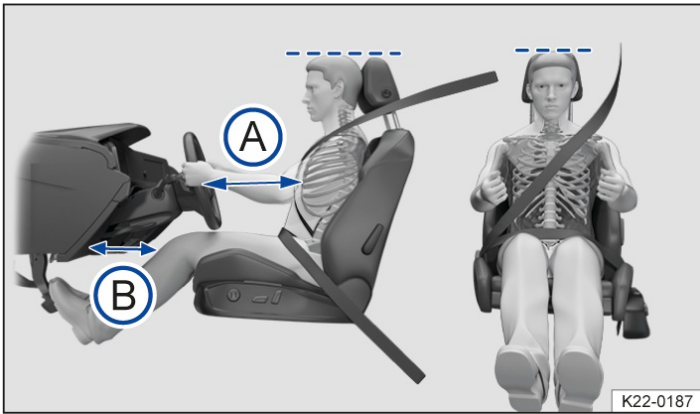


Fig. 1 Schematic diagram: Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

### The following applies to all vehicle occupants:

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

### Additional points for the driver:

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

### Additional points for the front passenger:

- Move the backrest into an upright position so that your back rests fully against it.
- Push the front passenger seat as far back as possible so that the airbag can provide maximum protection if it is deployed.

## Introduction to the topic

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

### WARNING

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

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

### WARNING

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

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

### WARNING

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


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


## Buckle-up request 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 approximately 25 km/h (15 mph) or if the seat belts are unfastened while the vehicle is in motion. The red  warning lamp also flashes on the instrument cluster display.




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

### Belt status display for the rear seats (depending on country and equipment)

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

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

 The symbol indicates that this seat is not occupied.

If a rear seat belt is unfastened when the vehicle is in motion, the  and  symbols for this seat will flash alternately, depending on the instrument cluster version. The red  warning lamp also flashes on the instrument cluster display. If the vehicle is travelling faster than approximately 25 km/h (15 mph) an acoustic signal will also be given for 126 seconds.

#### WARNING

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

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

# Fastening and unfastening seat belts

## Fastening the seat belt



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

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

## Unfastening the seat belts

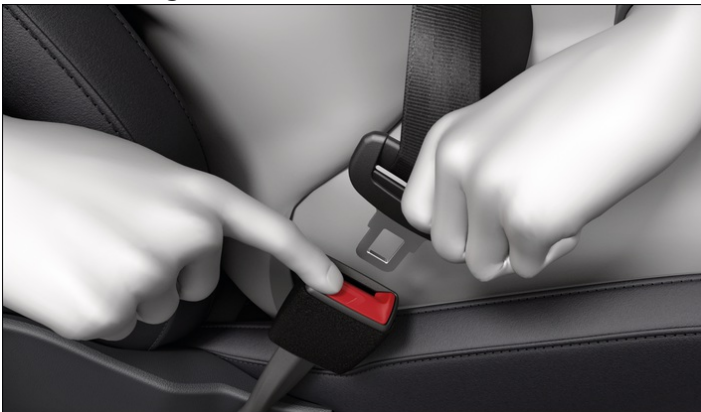


Fig. 2 Removing the latch plate from the buckle.

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

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

## Twisted seat belt

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

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

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

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

## Seat belt routing

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

### Correct seat belt routing

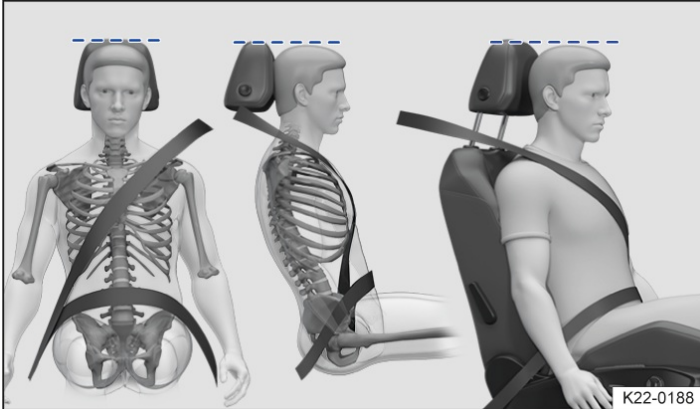


Fig. 1 Correct seat belt routing and head restraint adjustment.

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

### Correct seat belt routing during pregnancy



Fig. 2 Correct seat belt routing during pregnancy.

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

### Correct seat belt routing according to height

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

- Seat belt height adjuster for the front seats ([→ \*Seat belt height adjuster\*](#)).

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

#### WARNING

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

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



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

## Seat belt height adjuster



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

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

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

#### WARNING

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

## Belt retractor, belt tensioner, belt tension limiter

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

### Belt retractor

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

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

### Belt tensioner

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

The belt tensioners are activated by sensors and tighten the seat belts during severe frontal, side and rear collisions and also possibly vehicle rollovers. Any slack in the seat belt is tightened. This can reduce the forward movement of the vehicle occupants and their movement in the direction of the impact. The belt tensioner works together with the airbag system. If the vehicle rolls over, the belt tensioner will only be activated if the curtain airbags are triggered.

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

#### WARNING

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

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

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

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

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



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

### Belt tension limiter

The seat belts for the front seat vehicle occupants and on the rear outer seats are equipped with belt tension limiters.

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

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

## Service and disposal of belt tensioners


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

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

### WARNING

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

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

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




# Introduction to the topic

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

## Speed range

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

## 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.

## Setting in driving profile selection

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

## Limits of the proactive occupant protection system

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

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

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

# Troubleshooting

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

- The proactive occupant protection system functions are restricted or the system is not available. Switch off and restart the engine.
- If the fault persists, go to a correspondingly qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using a Volkswagen dealership.



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

# Introduction to the topic

Airbags cannot replace seat belts, which must be worn at all times.

Airbags are only able to offer additional safety for vehicle occupants if the seats, seat belts, head restraints and – in the case of the driver – steering wheel are adjusted and used correctly.

Visible damage to the vehicle does not always mean that the airbag should have been triggered.

Situations in which the airbags will not necessarily be triggered:

- When the ignition is switched off during a collision.
- In the case of light front-end collisions.
- In the case of a slight side collision.
- In the case of a rear-end collision.
- When the vehicle rolls over.
- In the case of low-speed collisions.

A triggered airbag may cause injuries, such as swelling, bruising, burning and grazing.

## WARNING

The risk of injury increases if there are any objects between the vehicle occupants and the deployment zones of the airbags when they are triggered as these objects will change the airbag deployment zone. The objects could enter the deployment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.

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

## WARNING

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

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

## WARNING

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

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


## WARNING

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


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

# Indicator lamp

## Functional check


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

## Fault in airbag or belt tensioner system

-  The yellow indicator lamp lights up continuously. In addition, a message may be displayed in the instrument cluster. A malfunction has been detected in at least one airbag or belt tensioner.

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

## Airbag system or belt tensioner system switched off with diagnostic tool

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

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

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

## Locations and deployment zones

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

The areas inside the red lines in the images of airbags are covered by the airbags when deployed(deployment zone). You must never leave or attach any objects in these areas → ⚠.

### ⚠ WARNING

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

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

## Front airbags

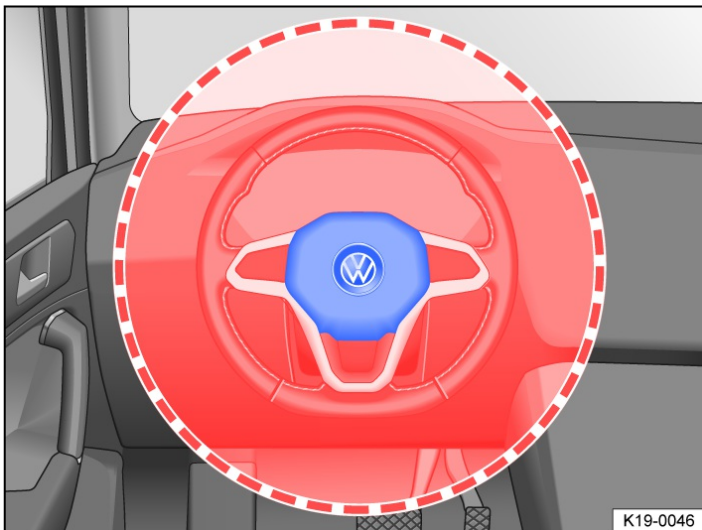


Fig. 1 On the driver side: location and deployment zone of the driver front airbag.

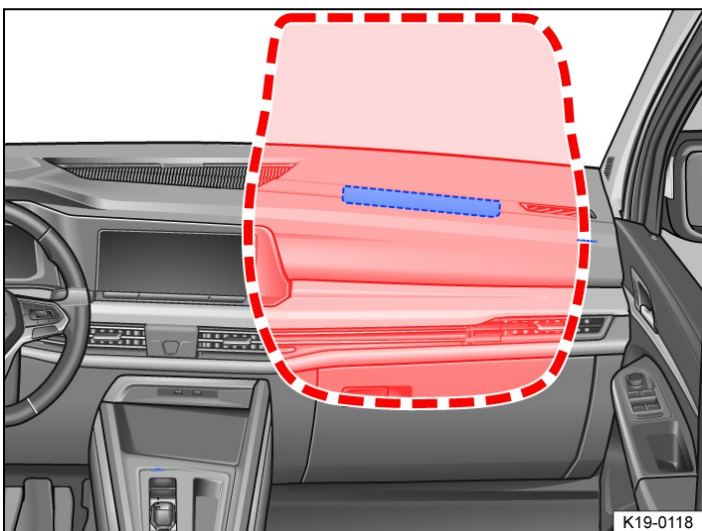


Fig. 2 On the front passenger side: location and deployment zone of the front passenger front airbag.

### WARNING

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

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



## Switching the front passenger front airbag on and off



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

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

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

Switch off of the front passenger front airbag is not available in all countries. If there is no key-operated switch in the vehicle, the front passenger front airbag can only be deactivated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Front passenger front airbag switched on

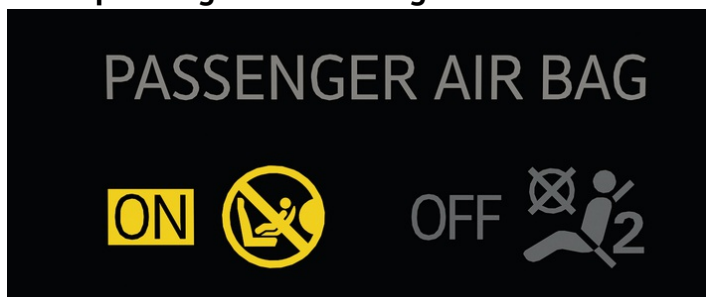



Fig. 2 In the roof console: indicator lamp for switched on front passenger front airbag.

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

The front passenger front airbag has been switched on.

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

### Front passenger front airbag switched off

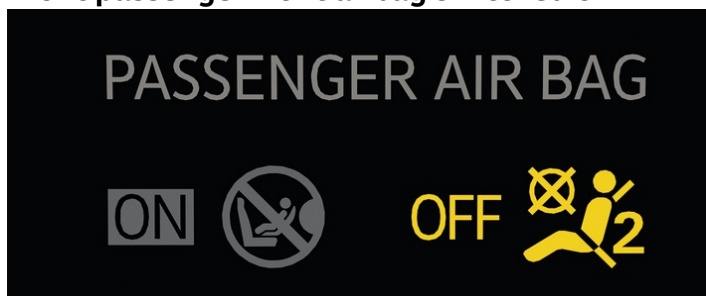


Fig. 3 In the roof console: indicator lamp for switched off front passenger front airbag.



The yellow indicator lamp lights up continuously → *Fig. 3*. The front passenger front airbag has been switched off.

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

## Switch on the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.  
Or: remove the emergency key from the vehicle key (→ *Vehicle key*).
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → *Fig. 1*.  
The key bit is not fully inserted when doing this → .
5. Turn the vehicle key or emergency key without using force to the position **ON**.
6. Remove the vehicle key from the key-operated switch and fold away the key bit → .
- Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key → .
7. Close the door on the front passenger side.  
The yellow PASSENGER AIR BAG indicator lamp **ON** lights up and goes out after approximately 60 seconds (→ *Indicator lamp for standard airbag system*).
8. Check that the yellow PASSENGER AIR BAG **OFF** indicator lamp does *not* light up when the ignition is switched on (→ *Indicator lamp for standard airbag system*).

## Switching off the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.  
Or: remove the emergency key from the vehicle key (→ *Vehicle key*).
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → *Fig. 1*.  
The key bit is not fully inserted when doing this → .
5. Turn the vehicle key or emergency key without using force to the position **OFF**.
6. Remove the vehicle key from the key-operated switch and fold away the key bit → .
- Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key → .
7. Close the door on the front passenger side.  
The yellow PASSENGER AIR BAG **OFF** indicator lamp lights up continuously when the ignition is switched on (→ *Indicator lamp for standard airbag system*).

## Confirmation that the front passenger front airbag has been switched off

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

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

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

### **⚠ DANGER**

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

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

### **⚠ WARNING**

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

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

### **⚠ WARNING**

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

- Always remove the vehicle key or emergency key from the key-operated switch before switching on the ignition.

### **ⓘ NOTICE**

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

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

### **ⓘ NOTICE**

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

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

## Side airbags

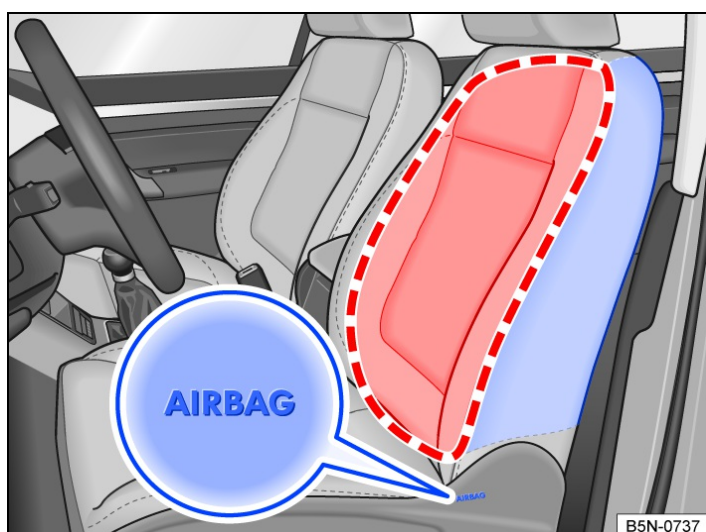


Fig. 1 On the side of the two front seats: location and deployment zone of the side airbag.

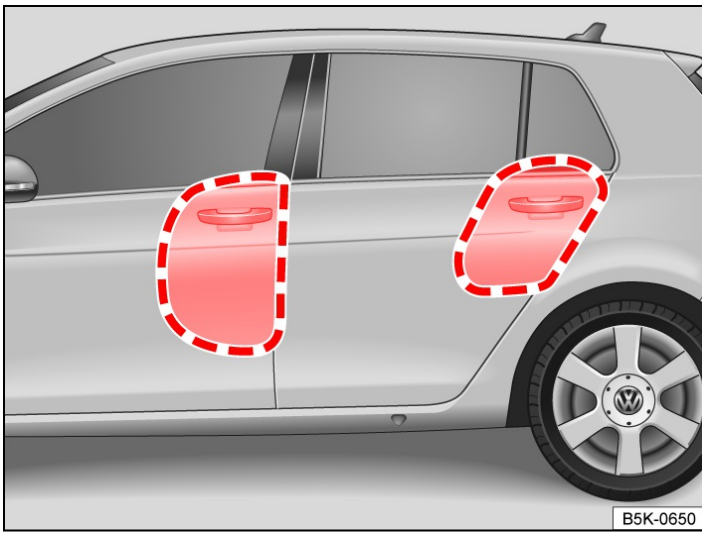


Fig. 2 In the interior on both sides of the vehicle: deployment zone of the side airbag at the front and rear (depending on the vehicle equipment).

#### WARNING

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

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

## Curtain airbags

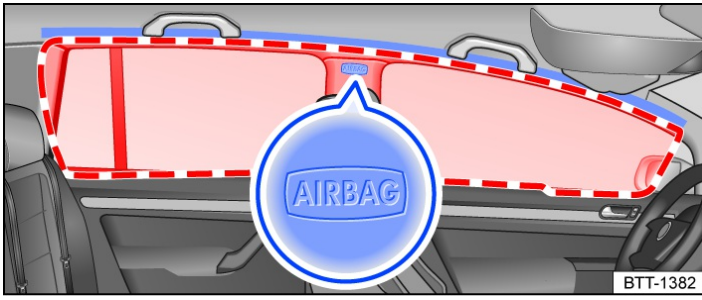


Fig. 1 On both sides of the vehicle: location and deployment zone of the curtain airbag.

## Centre airbag

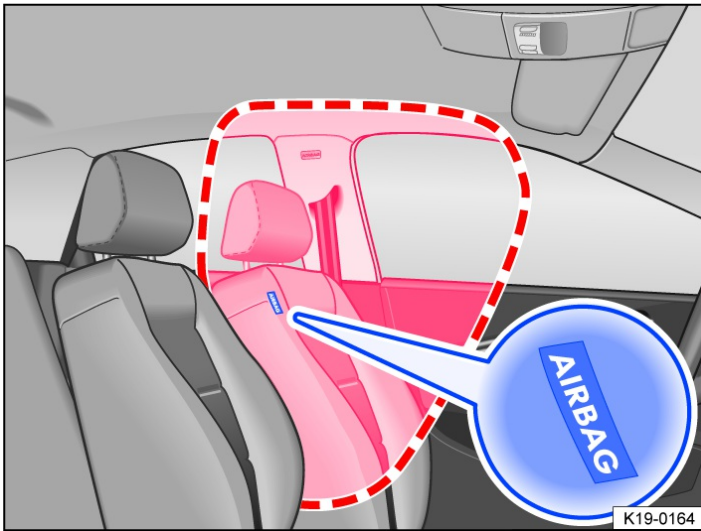


Fig. 1 In the inner backrest cushion on the driver seat: location and deployment zone of the centre airbag.

### WARNING

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

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

## Introduction to the topic

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

Note the following:

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

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

For further information on child seats, 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 13 years of age or less than 150 cm (approximately 59 inches) tall must not be carried in the vehicle unless they are secured in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ and must be complied with.
- Always secure children in the vehicle in a suitable child seat. The seat used must be appropriate to the child's height, weight and age.
- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.
- Never fasten more than one child into one child seat.
- Under no circumstances should children or babies be held in a passenger's or driver's lap while driving.
- Never leave a child unsupervised in a child seat.
- Never allow a child to be carried in a vehicle without being properly secured, and never allow a child to stand up or to kneel on a seat, or to sit incorrectly while the car is in motion. This is particularly important for children carried on the front passenger seat. In an accident, children may sustain serious injuries to themselves and others.
- The child seat can only provide maximum protection if the seat belt is routed correctly around it. Always ensure that the seat belt is routed as specified in the instructions provided by the child seat manufacturer. If the seat belts are not worn correctly this can cause injuries even in a minor accident.
- After an accident, it is vital to replace any child seats that were in use during the accident, as they could have sustained non-visible damage.

# Types of child seat

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

## Standards for child seats

The regulations ECE

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

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

On child seats that are approved under regulation ECE

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

## Child seat weight classes



Fig. 1 Example illustrations of child seats.

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

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

When using a Group 2 child seat or a child seat for children from a height of 100 cm(around 39 in) with backrest, additionally use the fourth anchorage point of the child seat, if available, for the seat belt. Please observe the instructions for use of the child seat.



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

## Child seat approval categories

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

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


## Installing and using child seats

### Country-specific regulations

The standards and regulations governing the use of child seats and child seat securing mechanisms differ from country to country. Child seats are not allowed 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.
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position ([→ Sitting position](#)).
- The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle.
- Do not adjust the settings for the seat in question once the child seat has been installed correctly. If the seat settings have been adjusted, the installation of the child seat must be checked and adjusted where necessary.
- If a child seat is being used on a seat, do not use any functions, such as the massage function ([→ Massage function](#)) or seat heating ([→ Seat heating and seat ventilation](#)), on this seat.

### Airbag sticker



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



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

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

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

#### Precautionary measures on the airbag warning sign

- A. Children under the age of 13 should not sit in the front passenger seat. They can sustain serious injuries when the airbag inflates or if they make contact with it.
- B. The rear seat is the safest seat for a child.
- C. Do not attach a child seat to the passenger seat.
- D. Sit as far away from the airbag as possible.
- E. Always use a seat belt and child restraint system.

#### DANGER

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

#### 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

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

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

## Securing systems

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

Please only ever use the securing systems described here to secure child seats to the vehicle.

## Overview of securing systems

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

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

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

Additional securing points:

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

## Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

- Rear-facing child seat:
  - ISOFIX/i-Size and top tether.
  - ISOFIX/i-Size and support foot.
- Front-facing child seat in group 1 and i-Size child seat for children up to 105 cm (approx. 41 in) in height:
  - ISOFIX/i-Size and top tether.
  - ISOFIX/i-Size and support foot.
- Front-facing child seat in group 2/ 3 and i-Size child seat for children over 100 cm (approx. 39 in) in height:
  - ISOFIX/i-Size and, if applicable, top tether.
  - ISOFIX/i-Size and, if applicable, support foot.

### ⚠ WARNING

If children are not secured or are inadequately secured, they are at greater risk of serious or even fatal injury.

- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.

### ⚠ WARNING

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

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

### ⚠ WARNING

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

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

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

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

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

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

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

## Installing child seats with ISOFIX or i-Size

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



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



Markings identifying the i-Size anchorage points for child seats on the seats of the rear bench seat.



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

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

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

## Securing child seats with the top tether



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

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

Secure the top tether only at the top tether anchor points provided for this purpose. The anchor points for use with the top tether are marked by a symbol and sometimes also with "TOP TETHER" [→ Fig. 1](#).

## Securing the top tether

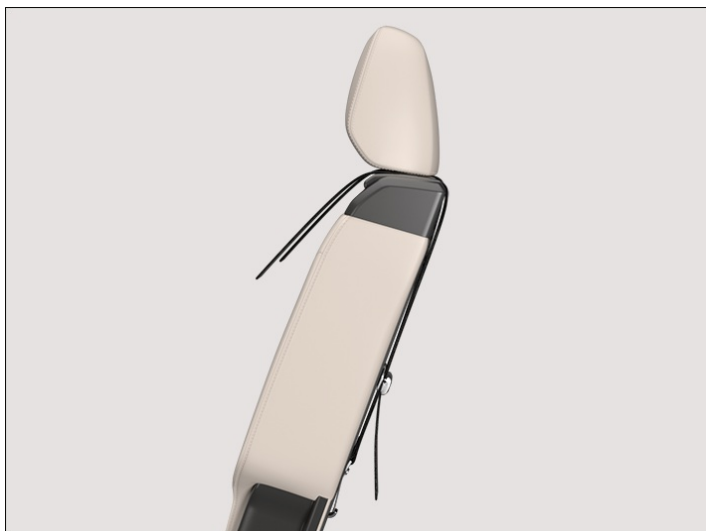



Fig. 2 On the rear of the outer seats on the rear bench seat: attached top tether.

1. Observe the instructions ([→ Child seats](#)).
2. Push the head restraint on the vehicle seat all the way up or remove it.
3. Position the child seat in the centre of the seat cushion.
4. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows ([→ Child seat with ISOFIX or i-Size](#)). The child seat must click and audibly securely into place.
5. Remove the luggage compartment cover if necessary.
6. Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding anchor point labelled "top tether" → Fig. 2.
7. Tighten the top tether so that the child seat is positioned against the upper section of the rear seat backrest.

### WARNING

Secure the top tether only at the top tether anchor points provided for this purpose. Failure to do this could lead to severe injuries.

- Always secure only one top tether of a child seat to one top tether anchor point.
- Never secure the top tether of a child seat to a fastening ring.

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

## Securing a child seat using the seat belt

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

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

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

## Securing a child seat using the seat belt


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


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

## Making you and your vehicle safe

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

### Checklist

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface. Observe all the important information on parking → , ([→ Parking](#)).
2. Switch on the hazard warning lights ([→ Centre console](#)).
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Observe safety notes ([→ In the engine compartment](#)).
6. Seek expert assistance if necessary. Volkswagen recommends using the Volkswagen emergency service.

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

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

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

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

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

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

#### WARNING

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

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

#### WARNING

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

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

## ⚠ WARNING

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

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

## ℹ NOTICE

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



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



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

## Emergency equipment

### First-aid kit

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

The first-aid kit must comply with legal requirements.

— Observe the expiry dates of the contents.

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

### Warning triangle



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

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

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

The warning triangle must comply with legal requirements.



## High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

## Fire extinguisher

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

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

### ⚠ WARNING

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

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

## Functions of the vehicle key

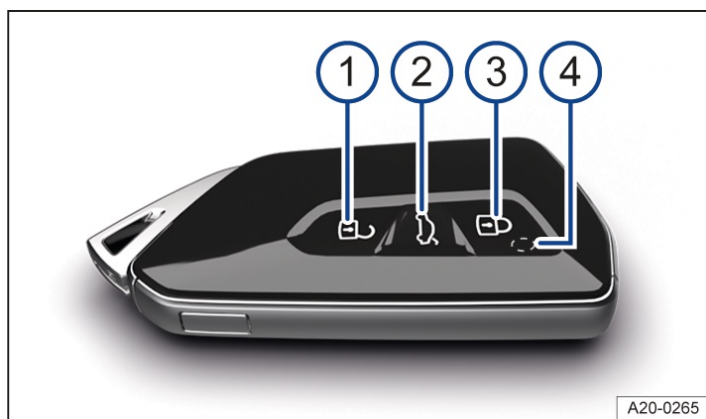


Fig. 1 Vehicle key.

- 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.

### ℹ 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.

## Manual key



Fig. 1 Vehicle key: releasing the manual key.

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

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

Possible uses:

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

## Changing the button cell

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

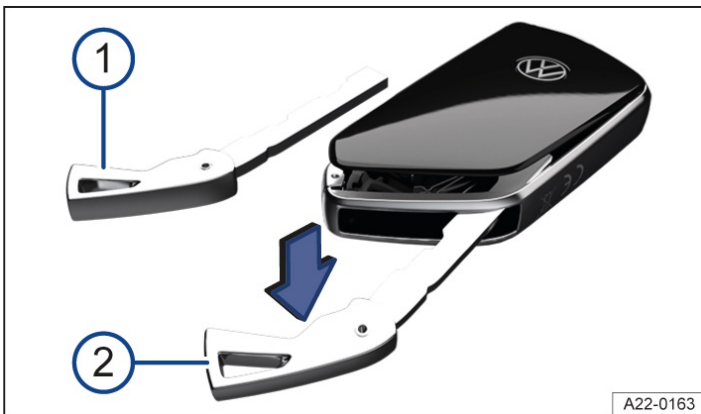


Fig. 1 Vehicle key: opening battery compartment cover.

- ① Manual key.
- ② Lever out the cover.



Fig. 2 Vehicle key: replacing the button cell.

1. Remove the manual key → Fig. 1 ① (→ [Vehicle key](#)).
2. Insert the manual key in the slot, press in the direction of the arrow and lever off the cover → Fig. 1 ②.
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. 2 , → ⚠.
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 will lead to serious or even fatal injuries due to suffocation or internal burns within a very short space of time.

- Call for medical help immediately if you suspect that someone has swallowed a button cell battery.
- Always keep the remote control and key fob with button cells out of the reach of children.

### ⓘ NOTICE

The vehicle key can be damaged if the button cell is not changed properly or if an unsuitable battery is used.

- Replace 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.
  - If the battery cover cannot be closed, do not use the remote control.
- 




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


## Synchronising the vehicle key

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

### Synchronising the vehicle key

1. 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.

The central locking system switches itself off temporarily to protect itself against overloading.

1. Close the driver door.

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

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

## Indicator lamp does not flash

If the indicator lamp in the vehicle key does not flash when a button is pressed, the button cell in the vehicle key must be replaced.



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

## Introduction to the topic

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

## Unlocking or locking the vehicle with Keyless Access

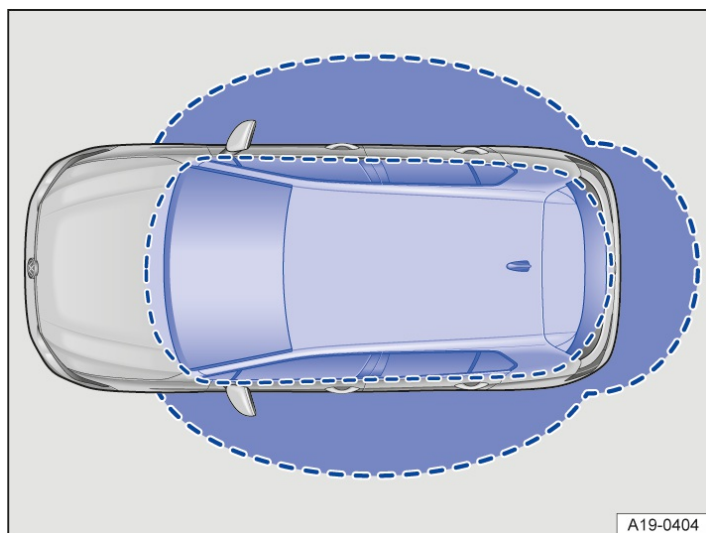


Fig. 1 Keyless Access: operating ranges.

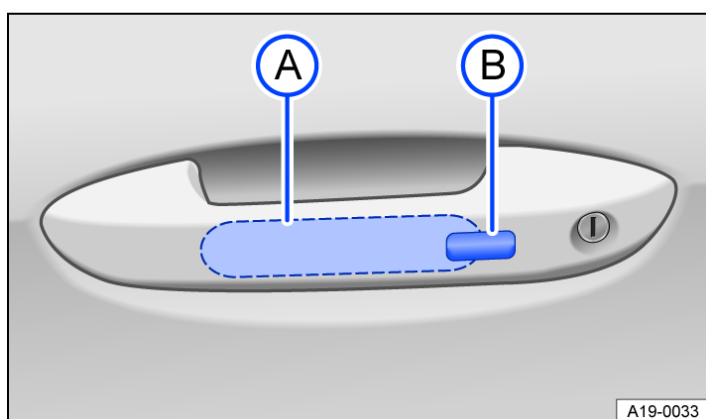


Fig. 2 In the door handle: sensors.

- 
- (A) Sensor surface on the inside of the door handle.
  - (B) Sensor surface on the outside of the door handle.
- 

### Configuring Keyless Access

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

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

### Unlocking the vehicle

1. Touch the sensor → Fig. 2 (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. 1. 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

1. Park the vehicle.
2. Touch the sensor → Fig. 2  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.

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

Keyless Access is now temporarily deactivated.

3. To check deactivation, wait for at least 10 seconds and then pull the door handle again.

It should not be possible to open the door.

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

## 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 on the vehicle key.

### No valid vehicle key recognised

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

The vehicle key is no longer in the vehicle or in the operating range.

1. Do not switch off the ignition.
2. Bring the vehicle key back into the vehicle or the operating range.

If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### NOTICE

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



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




The Keyless Access function may not work properly if the vehicle key is subject to interference from another radio signal, e.g. mobile telephone in the direct vicinity, or is covered by another object such as a metal 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.

## Indicator lamp in the driver door


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

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

## Automatic locking and unlocking


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

### Automatic locking (Auto Lock)

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

### Automatic unlocking (Auto Unlock)

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

- *On vehicles with automatic gearbox:* the parking lock  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.



Automatic unlocking gives emergency responders access to the vehicle.

## Central locking button





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

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### 1 Central locking button.

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 - 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 front edge of the rear right-hand door: manually locking the vehicle with the manual key (illustration).

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 front edge of the door.
3. Insert the manual key in the vertical slot and turn inwards [→ Fig. 1](#).
4. Secure the rubber seal again.
5. Check that the door is locked.
6. The vehicle should be checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

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

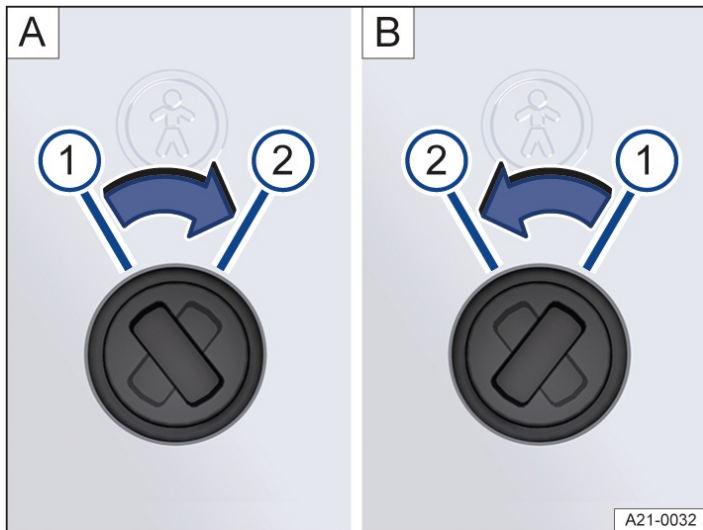


Fig. 1 Childproof lock: **A** rear left door, **B** rear right door.

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

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

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

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

### Switching the childproof lock on and off

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

#### WARNING

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

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


# SAFELOCK

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

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

## Deactivating SAFELOCK

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

- Press the  button on the vehicle key again within two seconds.
- On vehicles with the keyless locking and starting system Keyless Access: Touch the sensor on the outside of the door handle again within 2 seconds .
- Switch on the ignition.
- 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.

# Troubleshooting

## Indicator lamp lights up continuously

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

There is a fault in the locking system.

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

## Turn signals do not flash

The turn signals do not flash as confirmation when the vehicle is locked:

1. Check to make sure that all the doors, the boot lid and the bonnet are closed.
2. Close the doors, boot lid or bonnet if they are open.

## Vehicle locks itself automatically

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

- The vehicle was unlocked but not opened.
- The ignition was not switched on.
- The boot lid was not opened.

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

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

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

## Locking the vehicle after airbags have been triggered

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

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

### NOTICE

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



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



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



## Anti-theft alarm

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

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


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

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

## 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

1. 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.

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

### WARNING

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

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

### WARNING

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

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

### WARNING

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

### NOTICE

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

### NOTICE

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

### NOTICE

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

## Opening and closing the boot lid

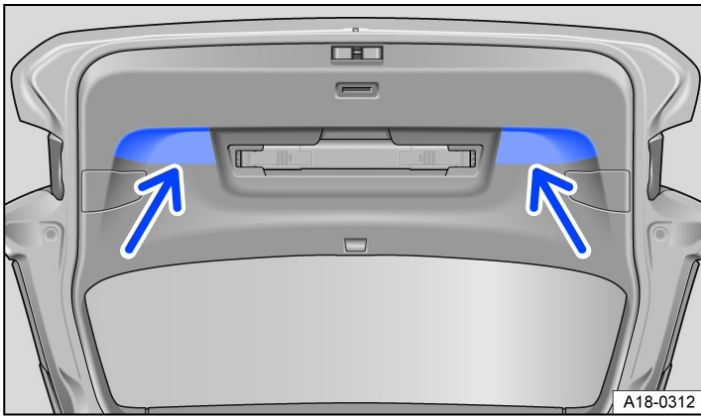





Fig. 1 In the open boot lid: handle recesses for closing the boot lid

### Opening the boot lid

1. 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

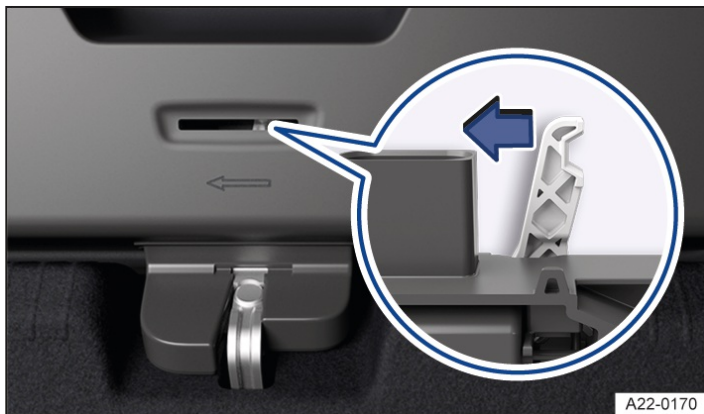


Fig. 1 In the luggage compartment: service opening in the boot lid.

### Unlocking the boot lid manually

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

# Troubleshooting

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

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

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

— The drive switches off automatically in order to prevent overheating if the boot lid is operated too frequently within a short space of time. Until the drive has cooled off, increased effort may be required to open and closed the boot lid by hand.

— The boot lid must be closed by hand if the 12-volt vehicle battery or fuse is disconnected or faulty.

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

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

## **Boot lid is stiff**


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

1. Guide the boot lid further upwards by hand.


# Opening and closing windows

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

1. 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. After 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.

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.


## Electric window roll-back function

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

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

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

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

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

## Closing windows without roll-back function

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

#### WARNING

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

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



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



# Troubleshooting

## **One-touch opening and closing does not work**

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

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

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

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

## **Touch panels react differently than expected**

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

1. Always keep touch panels clean and dry.

# Opening and closing the glass roof

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

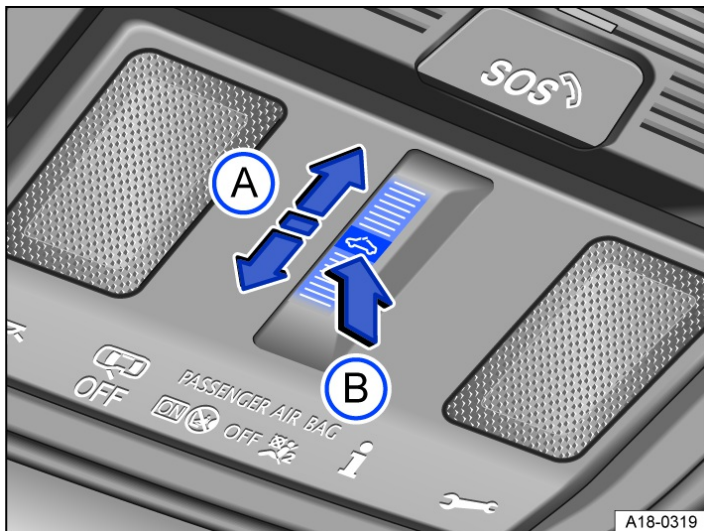



Fig. 1 In the roof: touch control for the glass roof.

- (A) Opening or closing the glass roof.
- (B) Tilting the glass roof, closing the tilted glass roof or stopping the one-touch function.



The  touch control can be operated in two ways: swiping and tapping.

Swipe: fully or partially open and close the roof.



Tap: 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 control → Fig. 1 (A).
- Manual operation: swipe backwards over the  touch control and hold.

## Closing the glass roof



- One-touch function: swipe forwards over the  touch control → Fig. 1 (A).
- Manual operation: swipe forwards over the  touch control and hold.

## Tilting the glass roof



1. One-touch operation: 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 control → 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 again → Fig. 1 .

### 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.

## 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.
- On 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 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. After 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 five 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.

# Troubleshooting

## **The glass roof will not close**

- The glass roof only works when the ignition is switched on. The glass roof can still be operated for a short time after the ignition has been switched off, provided the driver door or front passenger door are not opened.
- If 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 and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

## Adjusting the steering wheel position

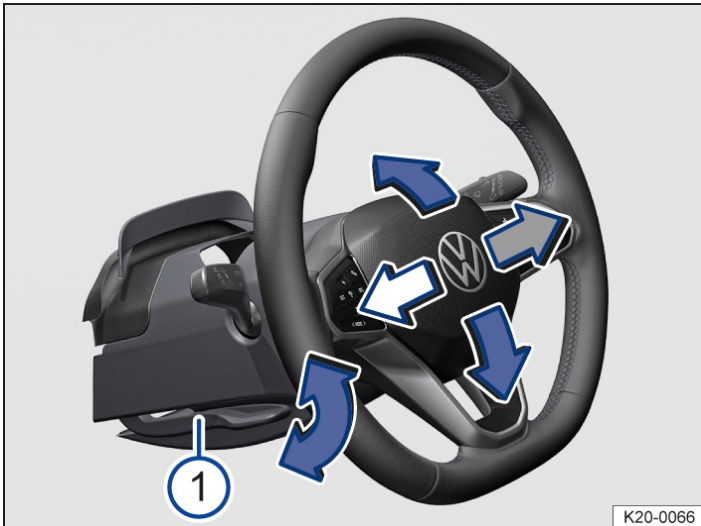


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).



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

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

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

### ⚠ WARNING

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

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

the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

## Introduction to the topic

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

### WARNING

Driving with an incorrect seating position caused by wrongly adjusted seats can lead to serious injuries.

- Always adjust the front seats to their correct position before any journey, and ensure that all passengers have fastened their seat belts correctly.
- Push the front passenger seat as far back as possible.

### WARNING

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

- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- The areas for adjusting and locking the seats must not be soiled.

### WARNING

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 To adjust the lumbar support, operate the lever.
- ② To adjust the seat backrest, relieve the pressure on the backrest and turn the handwheel.
- ③ To adjust the seat height, move the lever up or down, repeating several times if necessary.
- ④ To adjust the tilt angle of the seat cushion, pull or press the lever, repeating several times if necessary.
- ⑤ To move the seat cushion forwards or backwards, lift the handle.
- ⑥ To move the front seat forward or back, pull the lever. 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.

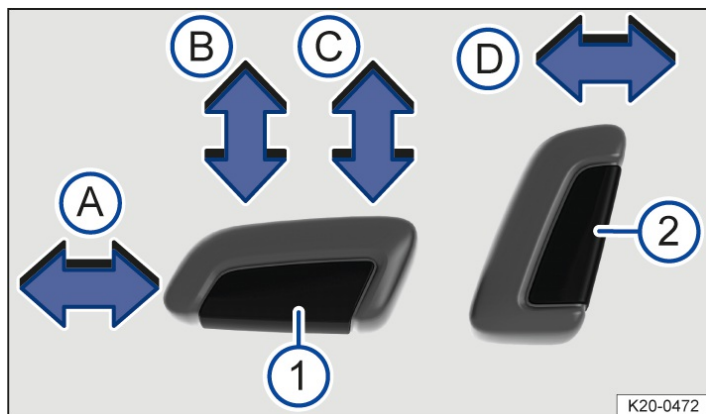


Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

Pressing the switch in the direction of the arrow:

- 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.

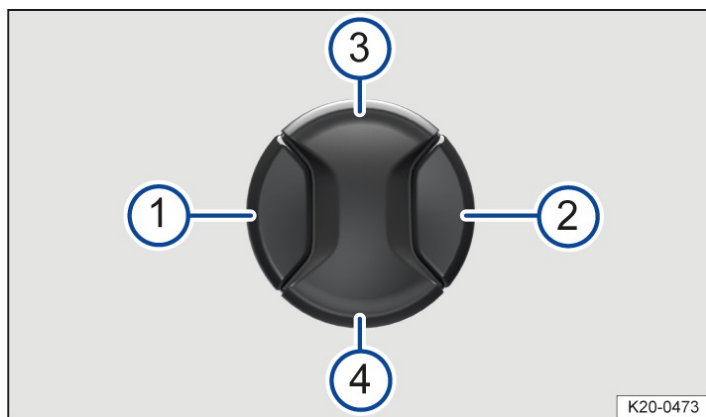


Fig. 2 Switch on the driver seat: adjusting the lumbar support.

Pressing the switch in the appropriate area:

- 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 .
6. Fold the front passenger seat backrest forwards in the direction of the arrow  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 .
2. Fold back the front passenger seat backrest so that it is upright.

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

## WARNING

Serious injuries could be caused if the front passenger seat backrest is folded forwards and backwards in an uncontrolled

way and without taking due care.

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


#### WARNING

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

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

#### WARNING

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

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

## Introduction to the topic

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

#### WARNING

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

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

#### WARNING

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

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

#### WARNING

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

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

#### NOTICE

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

#### NOTICE

Sharp edges can damage the seats.

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

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

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

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



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

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

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

### Folding back the rear seat backrest

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

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

#### ⚠ WARNING

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

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

#### 📢 NOTICE

Damage to the vehicle or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an

uncontrolled way or without due care.

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

## Introduction to the topic

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

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

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

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

### Correct head restraint adjustment

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

### Head restraint adjustment for shorter people

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

### Head restraint adjustment for taller people

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

#### WARNING

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

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

#### NOTICE

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

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## Adjusting the head restraints

### Adjusting the height of the head restraint



Fig. 1 Illustration: adjusting the front head restraint.

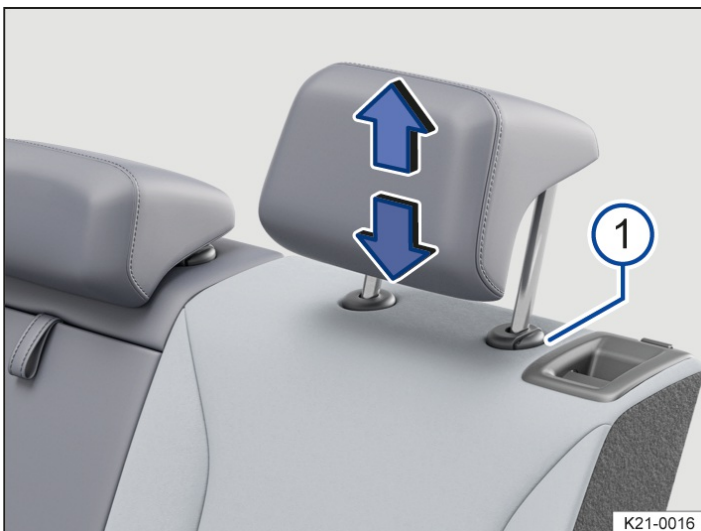




Fig. 2 Illustration: adjusting the rear head restraint.

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

The head restraint must engage securely into position.

# Removing and installing the head restraints

## Removing the front head restraints

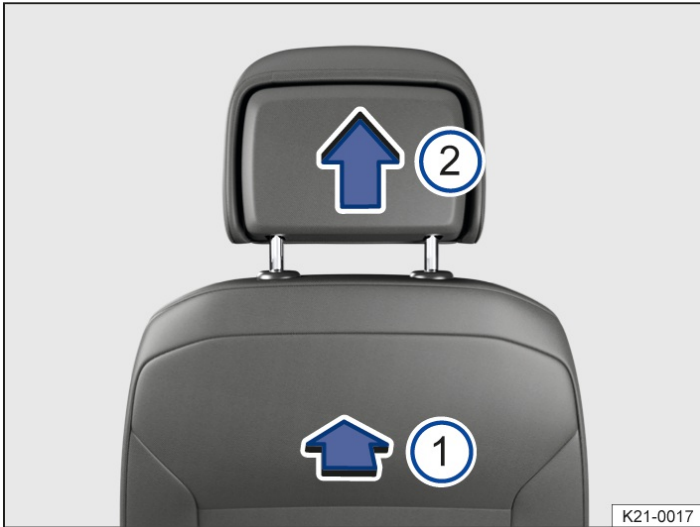


Fig. 1 Illustration: removing front head restraint.

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

## Fitting the front head restraints

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

## Removing the rear head restraints

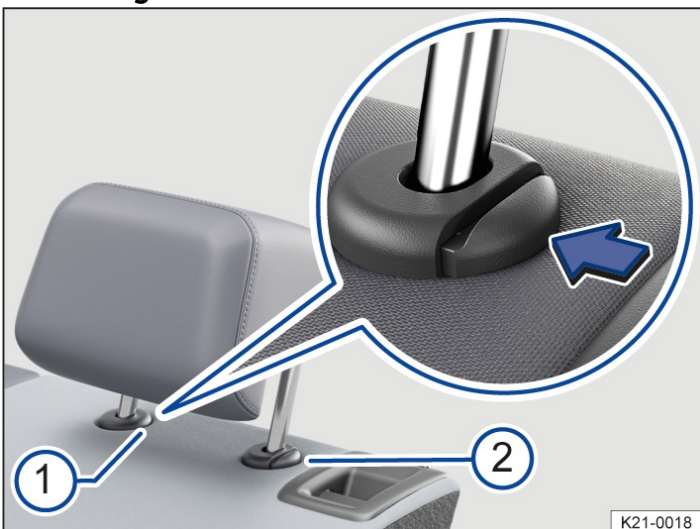


Fig. 2 Illustration: removing rear head restraint.

1. 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 <sup>1</sup> on the head restraint guide.
4. At the same time, press the <sup>2</sup> button 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 <sup>2</sup> 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 down: pull the loop on the centre armrest in the direction of the arrow → Fig. 2.
- To fold 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

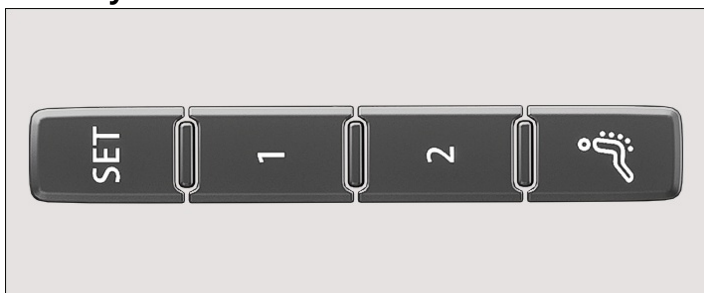


Fig. 1 On the outside of the driver seat: memory buttons.

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 positions have been reached.

The front passenger exterior mirror will leave the position saved for reversing automatically if the vehicle drives forwards at a speed of at least around 15 km/h (around 10 mph) or if you turn the rotary knob for the exterior mirror out of the R 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.

### 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

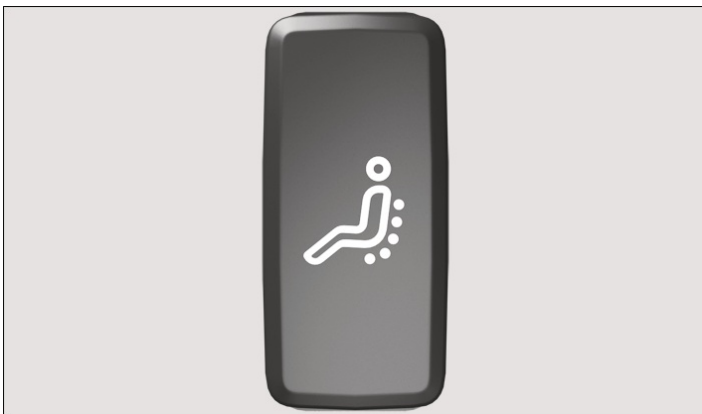




Fig. 1 In the lower area of the driver seat: button for massage function.

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

1. 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

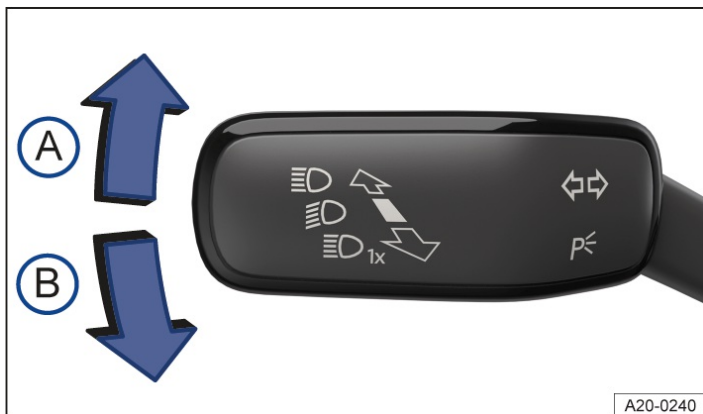


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

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

## Switching turn signals on and off

1. Switch on the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position → Fig. 1:
3. To switch off the turn signal, move the turn signal and main beam lever to the basic position.

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

## Convenience turn signal

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

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

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

### WARNING

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

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.

- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.



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

## Switching lights on and off



A20-0247

Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting (models with poor weather light).



A20-0339

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 → ([→ Automatic lighting control](#)).



Side lights switched on, the indicator lamp lights up green. The automatic lighting control function **AUTO** is activated from a speed of around 10 km/h (around 6 mph).

### OFF

Display only in instrument cluster: light switched off. The automatic lighting control function **AUTO** is activated from a speed of around 10 km/h (around 6 mph) or when a distance of around 100 m (around 0.062 miles) has been covered.

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

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

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

## Switching main beam on and off

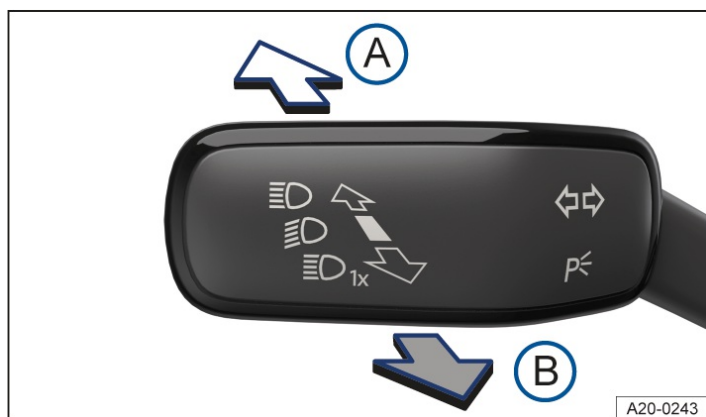





Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

- (A)  Switch on the main beam.
- (B) Operate the headlight flasher or switch off the main beam.

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

## Switching on the main beam

1. Switch on the ignition.
2. Switch on dipped beam.
3. Push the turn signal and main beam lever forwards from the centre position → *Fig. 1*.

## Switching off the main beam

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

## Switching the headlight flasher on and off

1. Pull the turn signal and main beam lever to the rear from the centre position and hold it → *Fig. 1*.  
To switch it off, release the turn signal and main beam lever.

## Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available ([→ Main-beam control \(static\)](#)) ([→ 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.

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



## Main-beam control

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

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

## (A) Switching on main-beam control

1. Switch on the ignition.
2. Switch on automatic lighting control **AUTO**.
3. Push the turn signal and main beam lever forwards from its basic position.

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

## Switching off main-beam control

1. Switch off automatic lighting control **AUTO**.  
Or: if main-beam control is switched on and active, pull back the turn signal and main beam lever.  
Or: if main-beam control is switched on and not active, tap the turn signal / main beam lever forward.  
Manual main beam is now switched on. To switch off manual main beam again, pull back the turn signal / main beam lever.

Or: switch off the ignition.

## System limits

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

- In badly lit towns that the system cannot recognise as towns.
- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.
- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight.  
When the camera is available again, main-beam control will also be available once more.
- If the camera is faulty or the power supply is interrupted.

### WARNING

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

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


### NOTICE

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

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

## 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 surroundings 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.

2. Switch on automatic lighting control **AUTO**.
3. Push the turn signal and main beam lever forwards from its basic position.

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

## Switching off advanced main-beam control

1. Switch off automatic lighting control **AUTO**.

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

Or: if main-beam control is switched on and not active, tap the turn signal / main beam lever forward.

Manual main beam is now switched on. To switch off manual main beam again, pull back the turn signal / main beam lever.

Or: switch off the ignition.

## System limits

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

- In badly lit towns that the system cannot recognise as towns.
- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.
- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight.  
When the camera is available again, main-beam control will also be available once more.
- If the camera is faulty or the power supply is interrupted.

### WARNING

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

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

### NOTICE

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

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

## Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road.




The dynamic cornering light works only when the automatic lighting control **AUTO** is switched on and at speeds above around 10 km/h (around 6 mph).


## Switching poor weather light on and off

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

The poor weather light can be switched on only when the ignition is switched on.



### Switching on poor weather light

1. Switch on the ignition.
2. 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.

### Switching off poor weather light

1. Press the  button again.

 If the poor weather light is switched on with switched-off lights **OFF**, switched-on side lights  or switched-on automatic lighting control **AUTO**, the dipped beam headlights will also be switched on regardless of the ambient brightness level.

# Troubleshooting



## Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required ([→ Exterior lighting](#)).
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



## Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required ([→ Exterior lighting](#)).
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



## Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic lighting 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 touch panels.


1. Always keep touch panels clean and dry.

## Switching on and off the fog lights

The fog lights can be switched on when the ignition is switched on and when dipped beam  or the side lights  are switched on ([→ Dipped beam](#)).

### Switching on the fog lights

1. Press the  button ([→ Dipped beam](#)).

The indicator lamp  in the button lights up green.


### Switching off the fog lights


1. 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


1. Press the  button.

The indicator lamp in the button lights up. The indicator lamp  also lights up yellow in the instrument cluster.


### Switching off the rear fog light

1. Press the  button again.



If the rear fog light is switched on with switched-off lights **OFF**, switched-on side lights  or switched-on automatic lighting control **AUTO**, the dipped beam headlights will be switched on independently of the ambient brightness level.

## 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 various buttons in the vehicle interior. The automatic lighting control is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (around 328 ft) has been driven.

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

## Switching parking lights on and off

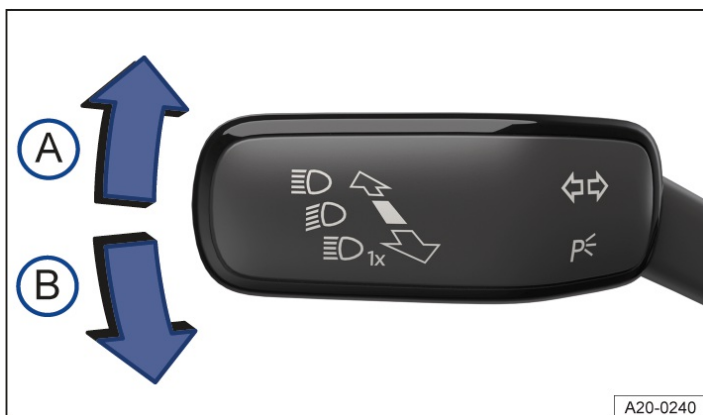


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

- A Right-hand parking light  $P \leftarrow$  is switched on.
- B Left-hand parking light  $\leftarrow P$  is switched on.

### Switching on parking light on one side of the vehicle

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

1. Switch off the ignition.
2. Move the turn signal and main beam lever from the centre position to the desired position → Fig. 1.

### Continuous parking light on both sides of the vehicle

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

1. Switch on the side lights  $\Rightarrow \leftarrow$ .
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

1. Unlock the vehicle when the automatic lighting control **AUTO** is switched on and the light sensor detects *darkness*.

### Switching off entry lighting

1. Automatically after the switch-off delay.

Or: lock the vehicle.

Or: tap the  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

1. Automatically after the set switch-off delay has elapsed.

Or: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.

Or: tap the  button as often as required until the setting **OFF** is displayed in the instrument cluster.

Or: switch on the ignition.

## Adjusting entry and exit lighting

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

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the Convenience light settings menu:

— Classic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off simultaneously.


— Dynamic entry and exit lighting.

The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.

Switching on of the entry lighting when the vehicle is approached can be activated or deactivated on vehicles with the keyless locking and starting system Keyless Access.

## Cornering light

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

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



## Automatic lighting control

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

- The light sensor has detected darkness.
- The windscreen wipers have been switched on for an extended period.

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

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

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

## Headlight range control

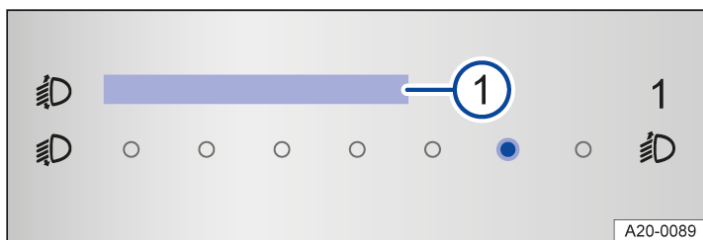


Fig. 1 In the Infotainment system: touch slider for headlight range control.

- ① Touch slider for headlight range control.

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

Depending on the vehicle equipment, the headlight range can be adjusted in the Infotainment system → Fig. 1 ①, → ⚠.

### Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

1. Tap the **Vehicle** function button.
2. Tap the **Lighting** function button to open the Headlight range control menu option → 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.

6

Only the driver seat occupied and luggage compartment fully loaded.

### Dynamic headlight range control

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

#### ⚠ WARNING

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

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

#### ⚠ WARNING

Failure or malfunction in the 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. 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.

## Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

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

When the orientation lighting is switched on, no acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle ([→ Orientation lighting](#)).

## Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).

Depending on equipment, it is possible to adjust the basic brightness level of the head-up display ([→ Head-up display](#)).

The brightness setting is automatically adjusted to the changing ambient light conditions in the vehicle.

When the automatic lighting control **AUTO** is switched on, a sensor automatically detects the ambient brightness level and switches the dipped beam and the lighting in the instruments and switches on and off.



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

## Interior and reading lights, background lighting




Fig. 1 In the roof console: touch-sensitive reading lights.

### Switching the interior and reading lights on or off

Tap the corresponding symbol:

 Switch the interior lights on or off.

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

### 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


Depending on equipment, the glove box and luggage compartment may be equipped with lights.

The respective light will be switched on or off when the glove box or boot lid is opened or closed.

### Background lighting

The background lighting provides indirect light in the various areas of the vehicle interior.

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the Background lighting menu in the Infotainment system ([→ Vehicle settings menu](#)). If the setting Auto is selected, the colour of the background lighting changes depending on the driving profile setting.

 If the ignition has been switched off, the lights go out when the vehicle is locked, or they switch off automatically after a few minutes. This prevents the 12-volt battery from discharging.

## Operating the wiper lever

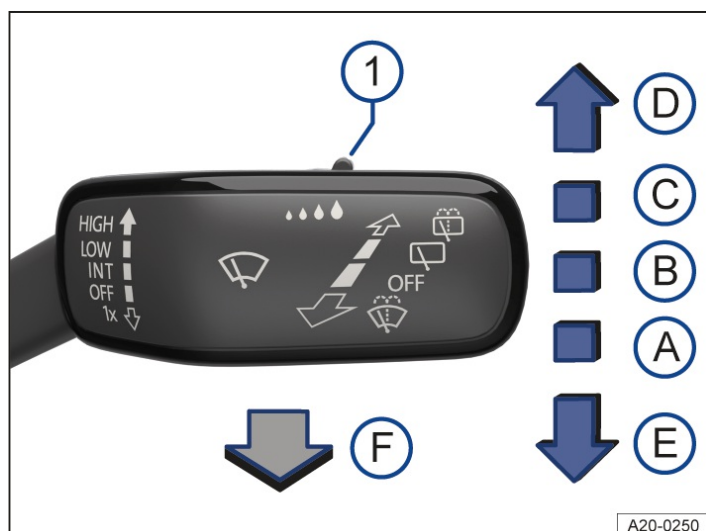


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

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

- (A) **OFF** Wipers switched off.
- (B) **INT** Interval wipe for the windscreen or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.
- (C) **LOW** Slow wiping.
- (D) **HIGH** Fast wiping.
- (E) **1x** Flick wipe – short wiping. Push and hold the lever down for longer to wipe more quickly.
- (F) Pulling the lever activates the automatic wipe/wash function for cleaning the windscreen. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.
- (1) Use the switch to adjust the wipe intervals (vehicles without a rain and light sensor) or the sensitivity of the rain and light sensor.



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

Move the wiper lever to the desired position → !:

- (G) Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.
- (H) Pushing the lever activates the wash and wipe system for cleaning the rear window.

## WARNING

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

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system, for example. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

## WARNING

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

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

## NOTICE


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


- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.

## NOTICE

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

- Do not switch on the wipers when the window is dry.

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

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

## Wiper function

### Automatic activation of the rear window wiper

The rear window wiper is switched on automatically when the windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)).

### Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.



## Rain and light sensor

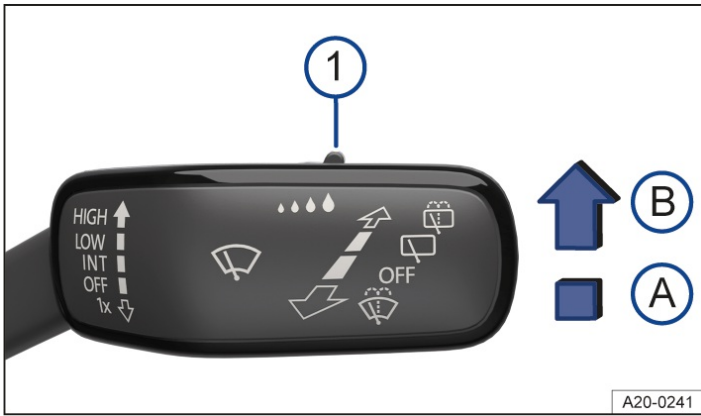


Fig. 1 On the right of the steering column: wiper lever.

- ① Switch for setting the sensitivity of the rain and light sensor.
- A The rain and light sensor is deactivated.
- B The rain and light sensor is activated, automatic wipe when necessary.

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

### Activating and deactivating the rain and light sensor

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

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

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

### Adjusting the sensitivity of the rain and light sensor

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

- Switch to the right – high sensitivity.
- Switch to the left – low sensitivity.

#### ⚠ WARNING

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

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

# Troubleshooting



## Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible ([→ Washer fluid](#)).



## Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



## Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain and light sensor operation.

1. Switch the ignition off and on.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Changes in the response of the rain and light sensor

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

- Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.
- Insects: insects hitting the windscreen surface can cause the wipers to be activated.
- Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.
- Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage ([→ Vehicle care, exterior](#)).
- Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.



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

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

## General safety notes

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

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

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

### WARNING

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

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

### WARNING

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

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

### WARNING

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

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

### NOTICE

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

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

## Interior mirror

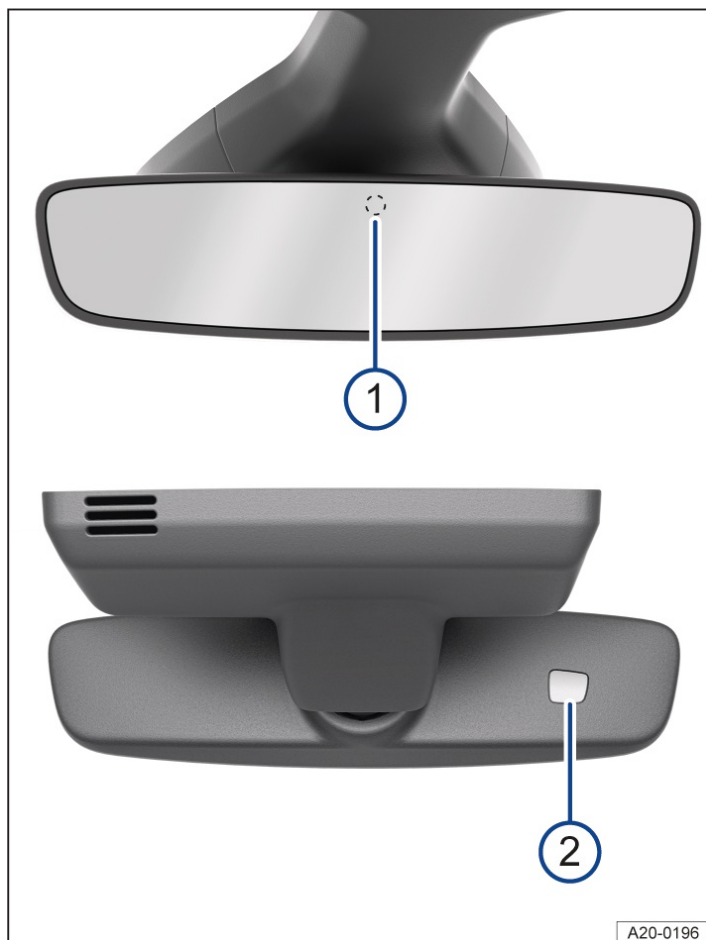


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

- ① Sensor for light incidence from the rear.
- ② Sensor for light incidence from the front.

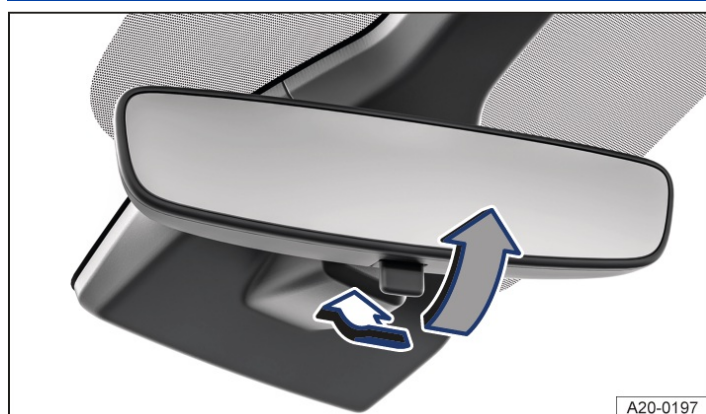


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

### Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear → Fig. 1 ① and from the front ②. Depending on the values measured, the interior mirror dims automatically.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → ⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

## Manual anti-dazzle interior mirror

- Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.
- Pull the lever back to select the anti-dazzle function → *Fig. 2*.

### ⚠ WARNING

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

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

## Exterior mirrors

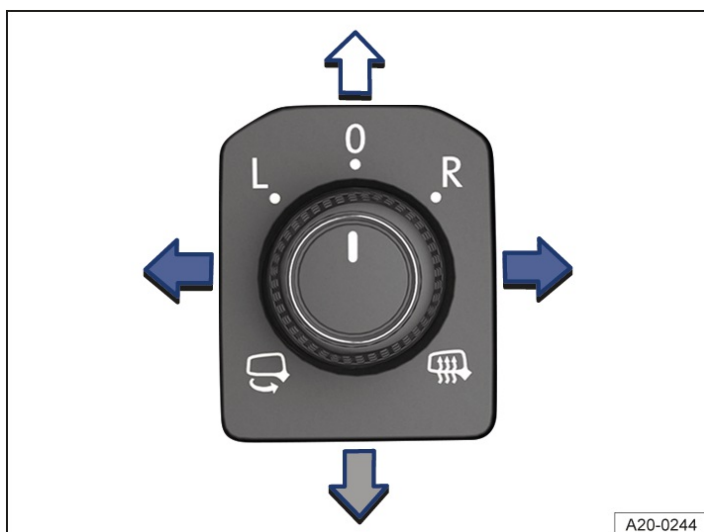


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

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

## Adjusting the exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol → *Fig. 1*.
3. To adjust the exterior mirror, press the rotary knob forward, back, right or left in the direction of the arrows.



Fold exterior mirrors into the body electrically → ⚠.



Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below around +20°C (around +68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.

**L**

Adjust the left-hand exterior mirror.

**R**

Adjust the right-hand exterior mirror.

**0**

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

## Activating the exterior mirror functions

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

## 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. To 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**.

The exterior mirrors remain folded in if the rotary knob for the electrically adjustable exterior mirrors is in the position **⏏**.

## Storing front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. 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.

The settings for the mirror position will be saved and assigned to the vehicle key.

## Activating the front passenger exterior mirror setting for reversing

1. Turn the rotary knob for the exterior mirrors to the position for adjusting the front passenger exterior mirror.
2. With the ignition switched on, select reverse gear.

The front passenger exterior mirror will now adjust itself to the stored position.

The front passenger exterior mirror will move out of the position saved for reversing when the vehicle is driven forwards faster than approximately 15 km/h (around 9 mph) or when the rotary knob is turned to another position.

### WARNING


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


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

## NOTICE

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

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

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

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

## Sun visors

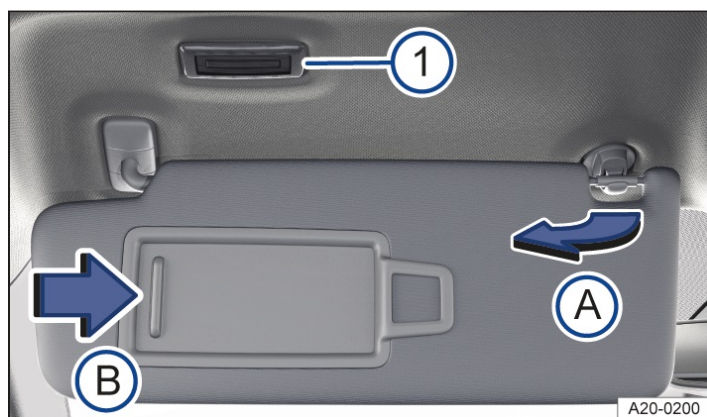


Fig. 1 In the front headliner: sun visor.

- ① Light.
- A Pull out of the holder.
- B Slide the cover open.

## 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.

# Overview of the Climatronic

## Automatic air conditioning system

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

The air conditioning system will work most effectively if the vehicle interior is kept closed. Opening the windows and glass roof to provide fresh air may accelerate cooling down the vehicle if high temperatures have built up in the vehicle interior.

Some functions of the air conditioning system and an air conditioning block for the rear seats depend on the vehicle equipment.

## Display of active functions

Illuminated symbols on the sensor fields indicate that the function is switched on.

Function buttons highlighted in colour indicate an activated function in the air conditioning menu of the Infotainment system ([→ Air conditioning system menu in the Infotainment system](#)).

## Operating the air conditioning system with voice commands

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

### WARNING


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

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



# Air conditioning system menu in the Infotainment system

## In the top centre console


 Open the air conditioning menu in the Infotainment system.

In the Classic Climate and Smart Climate submenus, you will find, for example, the functions for temperature control ([→ Temperature adjustment of the air conditioning system](#)) and air distribution ([→ Air distribution of the air conditioning system](#)).

Depending on equipment, the Classic Climate menu can also be called Air conditioning.

The availability of the Smart Climate submenu depends on the vehicle equipment .

## Air conditioning settings submenu


 Open the Air conditioning settings submenu.



Depending on equipment, you will find additional convenience features in the Air conditioning settings submenu:

- Switch on automatic air recirculation mode ([→ Air recirculation mode](#)).
- Allow automatic auxiliary heating measure ([→ Automatic supplementary heating function](#)).
- Switch on seat heating and seat ventilation automatically at the start of the journey ([→ Seat heating and seat ventilation](#)).
- Switch on the steering wheel heating automatically at the start of the journey ([→ Steering wheel heating](#)).

## Switching the Climatronic on and off

### In the air conditioning menu: top edge of the screen

 Switch the air conditioning system on and off.

1. Tap  in the upper centre console.
2. Tap  in the air conditioning menu.

# Climatronic automatic mode

## In the air conditioning menu

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

Climatronic automatic mode is also switched on if a Smart Climate function is activated ([→ Air distribution of the air conditioning system](#)).

## Selecting air conditioning profile

The blower speed in automatic mode can be controlled via the climate profiles.

1. Open the air conditioning menu in the Infotainment system.
2. Tap **AUTO**.
3. Select the desired air conditioning profile in the pop-up window.

# Air Care

## **In the air conditioning menu: Air Care submenu**

The enhanced air filter with activated carbon in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.


When Air Care is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent the vehicle occupants becoming tired.

## **Switching Air Care on and off**

1. Open the air conditioning menu in the Infotainment system.
2. Tap Air Care.
3. Tap Active.

# Temperature control

## In the Infotainment system: lower screen edge

 Select temperature. The temperature settings are permanently 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.

## In the air conditioning menu: Classic Climate submenu

**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.

**SYNC** Adopt temperature settings of driver side for all seats.

**REAR** Opens the settings for the rear seats.

## On the infotainment system: set the temperature with the touch slider


Depending on the equipment, you can set the temperature via the touch slider on the Infotainment system.

1. To adjust the Climatronic temperature to +22°C (+72°F), tap and hold the touch slider centrally between  and .



Or: to set a different temperature, swipe the touch slider to the left or right.



The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

## In the Infotainment system: Auxiliary heater menu


 Open the Auxiliary heater menu in the Infotainment system ([→ Auxiliary heater and auxiliary ventilation](#)).

## Setting the temperature for the rear row of seats

1. Open the air conditioning menu in the Infotainment system.
2. Tap the function button for the rear row of seats.
3. Tap function button  or .

Or: tap  or  on the air conditioning block for the rear seats.

The temperatures set for the rear row of seats are shown on the displays of the air conditioning block for the rear seats.

 If REAR LOCK is active in the Infotainment system, the rear air conditioning block cannot be operated.

# Air distribution and fan speed

## Vents

There are vents in the vehicle in the following locations:


- Driver side.
- Front passenger side.
- Front centre console.
- Rear centre console.


### NOTICE


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

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


## Air distribution functions in the air conditioning menu: Classic Climate


 Adjust the fan speed using the touch slider.

 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.


## Air distribution functions in the air conditioning menu: Smart Climate


Climatronic automatic mode is also switched on if a Smart Climate function 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.

## Defrost function

### **Switching the defrost function on and off on the touch control next to the multi-function steering wheel**






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.

# Air recirculation mode



## Switching air recirculation mode on and off in the air conditioning menu

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


1. Tap  in the upper centre console.
2. Tap Classic Climate.
3. Tap .

## 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  in the upper centre console.
2. Switch automatic air recirculation mode on or off with  ► Automatic recirculation mode.

## When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations → :

- When the defrost function is switched on.
- If a sensor detects that condensation might form on the vehicle's windows.
- If the glass roof is open when driving at higher 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


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

-  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.





# Seat heating and seat ventilation

## Switching seat heating and seat ventilation on and off in the air conditioning menu

The seat heating and seat ventilation work when the engine is running. The front seats can be equipped either with seat heating or combined seat heating and seat ventilation. The outer rear seats can be heated in three settings → .



The seat ventilation function ventilates the seat with the air from the vehicle interior. The moisture from the body is removed. There is no direct cooling of the seat.

 Switch the seat heating on and off.

 Switching seat heating and seat ventilation on and off.







## Heating and ventilation levels of the seat heating and seat ventilation

The seat heating and seat ventilation operating modes 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.

At the highest ventilation setting, all three displays under  or  on the Infotainment system are coloured blue.



## Operating the seat heating

1. Open the air conditioning menu in the Infotainment system ([→ Air conditioning system menu in the Infotainment system](#)).
2. Tap  or  at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Tap  or  repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap  or  repeatedly until the symbol is coloured grey.  
Or: to switch the seat heating on or off, tap the touch sliders under the Infotainment system on the driver or front passenger side with two fingers (depending on equipment).

## Operating the seat ventilation function

1. Open the air conditioning menu in the Infotainment system ([→ Air conditioning system menu in the Infotainment system](#)).
2. Tap  or  at the bottom of the screen to switch on the seat ventilation with the highest ventilation setting.
3. Tap  or  repeatedly to adjust the ventilation setting.
4. To switch off the seat ventilation, tap  or  repeatedly until the symbol is coloured grey.

## Switching on seat heating and seat ventilation automatically at the start of the journey

1. Open the air conditioning menu in the Infotainment system ([→ Air conditioning system menu in the Infotainment system](#)).
2. Tap  to open the Air conditioning settings submenu.
3. To select the temperature and ventilation settings at the start of the journey, tap  in the Seat heating or Seat ventilation menu option.

After starting the engine, the selected temperature and ventilation settings are automatically switched on depending on the outside temperature.

Or: select Off in the respective menu option if you do not want the seat heating or seat ventilation to switch on automatically at the start of the journey.

## Seat heating switches on and off automatically.

The most recent temperature setting for the driver seat is switched on automatically if you start the engine again within approximately 10 minutes. If the front passenger seat is occupied, the most recent temperature setting for the front passenger seat is also switched on automatically.

If the front passenger leaves the seat when the seat heating is switched on and the 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.

## When should I not switch on the seat heating and seat ventilation?

Do not switch on the seat heating and seat ventilation 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.
- Seat heating only: The temperature in the vehicle interior or the outside temperature is above +25°C(+77 °F).

### ⚠ WARNING

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

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

### ⚠ WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) can sustain burns or cold injuries on their back, buttocks and legs when using the seat heating or seat ventilation. These injuries 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 experiencing reduced sensitivity to pain or temperature should never use the seat heating and seat ventilation.

### ⚠ WARNING

Wet seat covers can cause 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.

### ℹ 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 and seat ventilation as soon as possible.


## Steering wheel heating

## Switching the steering wheel heating on and off on the multifunction steering wheel




 Switch the steering wheel heating on and off.

The steering wheel heating functions only when the engine is running.

### Temperature settings of the steering wheel heating



The steering wheel heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under  on the Infotainment system are coloured red.

### Operating the heated steering wheel


1. Press the  button to switch on the steering wheel heating at the highest temperature setting.
2. To adjust the temperature setting, press the  button repeatedly.
3. To switch off the steering wheel heating, press the  button repeatedly until the bar display in the instrument cluster display goes out.

The most recent temperature setting is switched on automatically if you start the engine again within approximately 10 minutes.

### 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 the  button for around 1 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 the  button for around 1 second.

### Switching the steering wheel heating on automatically at the start of the journey

1. Open the air conditioning menu in the Infotainment system.
2. Tap  to open the Air conditioning settings submenu.
3. Activate the Steering wheel heating checkbox.

After starting the engine, the steering wheel heating is automatically switched on depending on the outside temperature.


### 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.

## Rear window heating

### Switching the rear window heating on and off on the touch panel next to the multifunction steering wheel

 Switch rear window heating on and off with running engine.

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

---

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.

## Automatic supplementary heating function

### Switching the automatic supplementary heating function on and off

The availability of the automatic supplementary heating function depends on the vehicle equipment. An additional heater can help to warm up the vehicle interior more quickly.

1. Open the air conditioning menu in the Infotainment system.
2. Tap .
3. Tap Automatic supplementary heater.

The heating unit is switched on automatically depending on the outside temperature and switches off again automatically after a short time.

### Vehicles with auxiliary heater (depending on equipment)

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 switched on in the air conditioning menu.
- The outside temperature is lower than +5°C (+41°F).

The automatic supplementary heating function is switched off automatically after a while.

## 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 mode Heating 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.

#### DANGER

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

 Auxiliary heater menu in the Infotainment system.

1. Tap the home button  in the Infotainment system.
2. Tap .

## Switching on the auxiliary heater


 Immediate heating function for 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  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.

 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

The auxiliary heater warms up the interior depending on the desired temperature. The vehicle interior warms up evenly.

1. Open the Auxiliary heater menu.
2. Tap the Temperature function button and set the desired temperature.

## 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 a Departure 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 yellow LED

 in the instrument cluster will light up for approximately 10 seconds after the ignition is switched off.

### DANGER

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 to switch on and run when the vehicle is in an unventilated or enclosed space.



## 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  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 .

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 <sup>1</sup> pointing vertically upwards.
- Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

### **⚠ DANGER**

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 to switch on and run when the vehicle is in an unventilated or enclosed space.

### **⚠ 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.

### **ℹ 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.

## Troubleshooting

### Cooling mode or the heater cannot be switched on or operation is restricted

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

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

- Switch on the blower.
- Check the fuse of the air conditioning system .
- Replace enhanced air filter with activated carbon .
- If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## NOTICE

If the air conditioning system does not work, switch it off immediately to avoid secondary damage. Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Condensation on the windows

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

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

### The wrong unit of temperature has been set

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

### Water 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.

### The auxiliary heater cannot be switched on

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.

The 12-volt vehicle battery will discharge if the auxiliary heater and auxiliary ventilation are run several times over an extended period.

1. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

### Noise when the auxiliary heater is switched on

Operating noises when the auxiliary heater is switched on are normal and not a sign of a malfunction.

### 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.

## Pedals



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

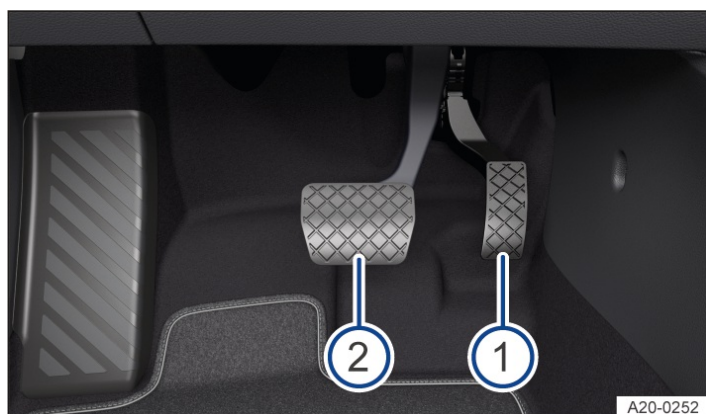


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

- 
- ① Accelerator
  - ② Brake pedal

**⚠ WARNING**

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

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

**⚠ WARNING**

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

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

**⚠ WARNING**

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

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

**ⓘ NOTICE**

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

## Gear-change indicator

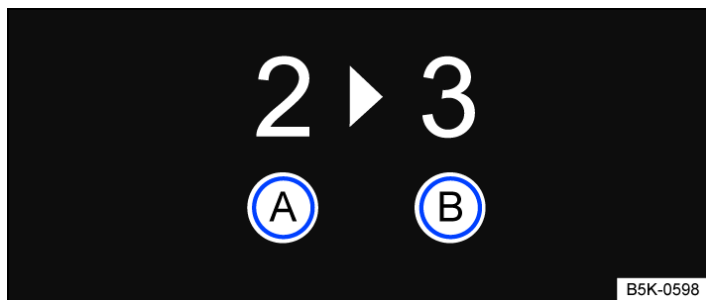


Fig. 1 On the instrument cluster display: gear-change indicator.

- (A) Currently selected gear.
- (B) Recommended gear.

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

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

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

### CAUTION

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

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

## 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](#)).



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



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

## Driving economically

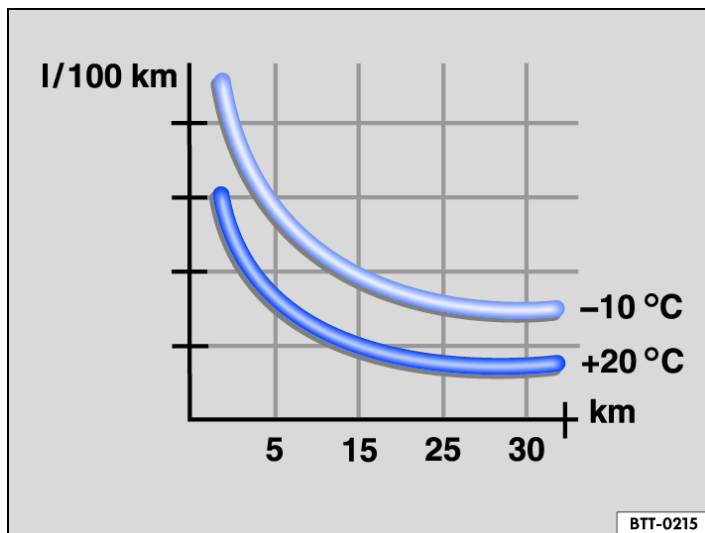


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

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: If 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.

### Reduce idling

Drive off immediately at low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing. In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary.

### Do not overfill the fuel tank

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

### **Avoid short journeys**

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

### **Have your vehicle serviced on a regular basis**

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

### **Observe the correct tyre pressures**

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

Adjust the tyre pressure according to the vehicle load:

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

### **Use low viscosity engine oils**

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

### **Do not drive with unnecessary loads in the vehicle**

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

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**

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


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

#### **⚠ WARNING**

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


#### **ℹ NOTICE**

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

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

## Information on the brakes


### Running in brake pads


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


### Brake pad wear

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

### External influences on the brakes

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

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

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

#### WARNING

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

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

#### WARNING

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

- New brake pads cannot generate the full braking effect during around the first 300 km (around 200 miles) and must first be run in. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

#### WARNING

Constant braking will cause the brakes to overheat. This can reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

#### WARNING



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

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

#### WARNING

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

- Carefully test the brakes.
- Always carry out a few careful braking operations to dry the brakes and clean off any coating of ice and salt when visibility, weather, road and traffic conditions permit.



If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Further information can be obtained from a correspondingly qualified workshop Volkswagen recommends using a Volkswagen dealership.

## Driving a loaded vehicle

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

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

#### WARNING

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

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests and also the adjustable rear seats, if installed.

## Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the open tailgate and any objects are secured properly, and take appropriate measures to reduce the quantity of toxic exhaust fumes entering the vehicle.

### WARNING

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

- Always drive with the boot lid closed.
- Stow all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users. Observe legal requirements for this.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, always remove a luggage rack and its load from the boot lid.

### WARNING

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


- Always drive with the boot lid closed in order to prevent poisonous exhaust gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open tailgate, you must do the following to reduce the quantity of toxic exhaust fumes that could enter the vehicle:
  - Close all windows.
  - Close the glass roof.
  - Switch off air recirculation mode.
  - Open all vents in the dash panel.
  - Switch the blower to the highest blower speed.

### NOTICE

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

## Driving through water on roads

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

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

### WARNING

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

- Carry out careful braking manoeuvres to dry and de-ice the brakes. Do not endanger other road users when doing this and do not ignore any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

### NOTICE

If you drive through water, parts of the vehicle, such as the electrical parts, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

## Running in the combustion engine

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

### Up to 1,000 km (around 600 miles)

- Do not depress the accelerator fully.
- Do not load the combustion engine with more than 2/3 of the top engine speed.

### Between 1,000 and 1,500 km (around 600 to 1,000 miles)

1. Gradually increase speed and engine speed.

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



New tyres and brake pads have to be run in carefully.

#### NOTICE

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



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

# Using the vehicle in other countries and continents

## Registration regulations

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



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

## Safety standards and regulations

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

## Selling the vehicle abroad

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

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

## Functioning of the Infotainment system

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

### NOTICE

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

# Troubleshooting

## **Brake system fault**

The warning lamp lights up red. A text message may also be displayed.

1.  Do not drive on! Seek expert assistance as soon as possible.

## **Brake pad wear indicator**

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a correspondingly qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

## **Unusual noises when braking**

If you hear scratching or squeaking noises each time you brake, this is an indication that your brake pads on the front and rear axle are worn.

1. In this case, go to a correspondingly qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

## **If the braking performance of the vehicle changes**

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, for example, a sudden lengthening of the stopping distance:

1. In this case, go to a correspondingly qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

## 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 this will immediately activate the motor.

## WARNING

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

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine or switch on the ignition and operate electrical equipment such as window regulators, which can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

 Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

 Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

## Starting the engine

### Starting the engine

1. Switch on the ignition.
2. 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**.  
  
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.
4. 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.
5. Vehicles with a diesel engine: The engine start is delayed until preheating has been completed.
6. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
7. 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.

## WARNING

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

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

## NOTICE

If you attempt to start the engine again while driving or immediately after switching off the engine, this can damage the



starter or the engine.

#### NOTICE







When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

#### NOTICE


The density of air decreases with increasing altitude and this may make it more difficult to start the engine.

#### NOTICE

Do not tow or push the vehicle to start it. Unburnt fuel can damage the catalytic converter.

-  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.
-  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 around +5°C (around +41°F), smoke fumes may be produced 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.
3. briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure.
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 around 1 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.

In vehicles with starter button: There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

In vehicles with starter button: The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.



The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

# Troubleshooting



## Fault in engine management system

The warning lamp lights up red.

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.



Do not drive on!

1. Park the vehicle safely.
2. Observe the message in the instrument cluster.
3. Seek expert assistance and have the engine management system checked.



## Fault in engine management system

The indicator lamp lights up yellow.

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 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. In addition, 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



Fig. 1 In the centre console: emergency start function.

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 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



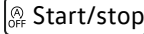

The engine must be started manually in the following conditions:

- 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.

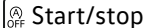
Deactivating the start/stop system manually:

1. Tap the  function button in the menu selection.
2. Tap the  function button.
3. Tap the  function button to deactivate the start/stop system. When the start/stop system is deactivated, the  function button has a blue background.

Activating the start/stop system manually:

1. Tap the  function button in the menu selection.
2. Tap the  function button.
3. Tap the  function button to activate the start/stop system.

If the start/stop system has switched the engine off, the engine will start again as soon as the system is deactivated with the  function button.

Vehicles with mild hybrid system: if the start/stop system has switched off the engine and the system was deactivated via the  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 via an active braking intervention.

In the following instances, the engine will restart when the ACC is active:

- If the accelerator is depressed.
- When the Adaptive Cruise Control has resumed speed and distance control.
- If the vehicle ahead has moved on.

The engine will also be restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle ahead moves further away.


### WARNING


Never switch off the 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 suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

## Manual gearbox: Selecting a gear

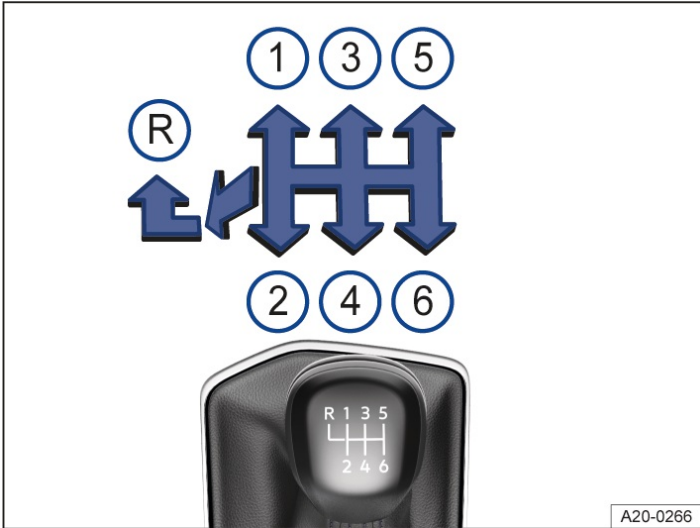



Fig. 1 Gear shift pattern of a 6-speed manual gearbox.  
Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

### 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 → Fig. 1 .
3. Release pedal to engage the clutch.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

### Selecting reverse gear

Reverse gear should be selected only when the vehicle is stationary.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the neutral position and push down.
3. Push the gear lever fully to the left and then forwards into the reverse gear position → Fig. 1 .
4. Release pedal to engage the clutch.

### Shifting down

Shifting down while driving should always be done one gear at a time (to the next lower gear – and not at high engine speed). At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down, even if the clutch is not released when doing this.

#### WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle, with accidents and serious

injuries as a consequence.

#### **WARNING**

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Accelerate quickly only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adapt your driving style to the traffic.
- If you switch off the traction control system (TCS), the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.
- 

#### **WARNING**

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also applies when the electronic parking brake has been switched on.

- Never engage reverse gear while the vehicle is in motion.

#### **NOTICE**

Serious damage to the clutch and gearbox could occur if the gear lever of the manual gearbox is shifted to a gear which is too low when travelling at high speeds or at high engine speeds. This also applies if the clutch remains depressed and the gears do not engage.

#### **NOTICE**

Please note the following points in order to avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.
- Do not hold the vehicle by “riding” the clutch on uphill gradients with the engine running.



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

## Troubleshooting



### **Clutch is “slipping”**

The indicator lamp lights up yellow.

The clutch is not transmitting the full engine torque.

1. If necessary, remove foot from the clutch pedal.



### **Clutch overheated**

The indicator lamp lights up yellow, an audible warning may sound and, if necessary, additional warning lamps and a text message may appear in the instrument cluster display.

The clutch can overheat, for example due to frequent starting.

1. Stop at the next opportunity.
2. Disengage the gearbox.
3. Switch on the electronic parking brake.
4. Allow the gearbox to cool down with running engine.
5. If the indicator lamp does not go out, do not drive on. Seek expert assistance.

Failure to do so could result in considerable damage to the gearbox.



## **Clutch defective**

The indicator lamp lights up yellow.

The clutch is faulty.

1. Drive on carefully!
2. In this case, go to a correspondingly qualified workshop immediately and have the system checked. Failure to do so can cause considerable clutch damage. Volkswagen recommends using a Volkswagen dealership.

## Function of the DSG® dual clutch gearbox

### Description

The vehicle is equipped with a dual clutch gearbox DSG

®.

The DSG® dual clutch gearbox is a gearbox that uses dual-clutch technology to change gear automatically. It uses a dual clutch and two gear train halves to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic gearbox.

### Function

Engine power is transferred to the drive shaft via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two gear train halves, the engine power is always connected to one gear train half when driving. Before a gear shift, the next-higher or lower gear is already preselected in the load-free second gear train half. The clutch on the non-driven gear is then closed, and the other is opened at the same time. This makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch gearbox the clutch can be opened at idling speed, thus saving fuel. Thanks to its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information . In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half ([→ Automatic gearbox](#)). Have the gearbox checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

## Automatic gearbox: select position

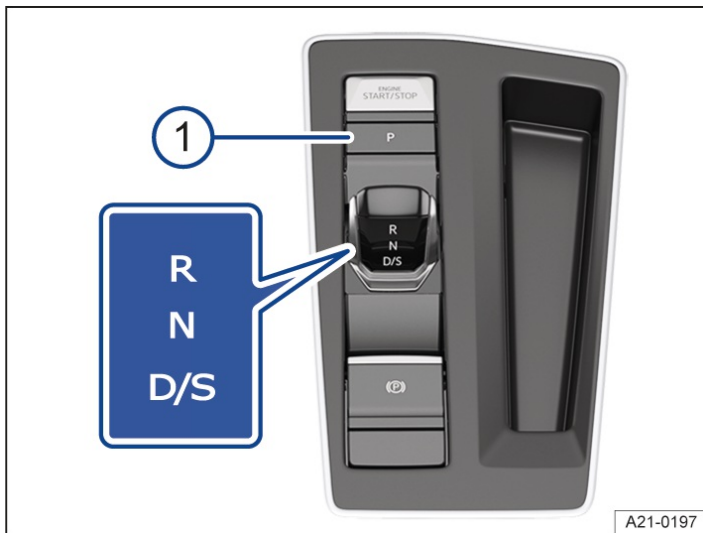


Fig. 1 Selector lever of the automatic gearbox.

### ① Button for the parking lock.

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** 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 is selected. May only be selected when the vehicle is stationary.

**N** The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

**D/S** Position **D**: Normal mode.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position **S**: Sport mode

The forward gears are automatically shifted up later and down earlier than in selector lever position **D**. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions **D** and **S**, tap the selector lever to the rear.

The selector lever will always move back to the centre position.

## 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 position **D/S** or **R** is engaged. The vehicle will “creep forward” even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear **R** or engage the parking lock **P** when the vehicle is in motion.
- Never leave the vehicle in selector lever position **N**. The vehicle will roll downhill irrespective of whether or not the engine is running.

### ℹ 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 accidentally moved to **N** when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a position again.

## Changing gear using Tiptronic



Fig. 1 Steering wheel with paddles for Tiptronic.

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

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

- To shift up, pull the right paddle towards the steering wheel → Fig. 1.
- To shift down, pull the left paddle towards the steering wheel.
- To select the lowest gear, pull the left paddle towards the steering wheel and hold.

## 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.

## Leaving Tiptronic mode

1. Automatically after 8 seconds if Tiptronic mode was activated from **D** position.  
Or: push 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.

## Driving with an automatic gearbox

The gearbox changes the forward gears up and down automatically.

## Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

1. Reduce your speed.
2. Shift the gearbox to Tiptronic mode.
3. Shift down using the paddles on the steering wheel.

## Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you wish to stop the vehicle or pull away when driving uphill you should use the 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 to 160 km/h (around 4 mph to 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 stop below a speed of around 40 km/h (around 25 mph), the engine remains switched off until the vehicle is stationary.

If you depress the brake when the vehicle is coasting to a stop above a speed of around 40 km/h (around 25 mph), 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, select the driving profile Eco or Comfort.
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 paddle towards the steering wheel.  
Or: change the driving profile from Eco or Comfort.

## Kickdown function

The kickdown function enables maximum acceleration in the **D** and **S** positions 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 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. To start the Launch Control Program, tap TCS Off on the Infotainment system.  
Or: tap ESC Off.  
Or: activate ESC Sport by tapping this mode.
2. Depress and hold the brake pedal with your left foot.
3. Select **S** position.  
Or: activate Tiptronic mode.  
Or: depending on the vehicle equipment, select Race.
4. Depress the accelerator with your right foot until an engine speed of between approximately 2,000 rpm and 4,000 rpm is held automatically.  
Depending on the vehicle model, a text message on the instrument cluster display indicates that the Launch Control Program has been activated.
5. To start the vehicle with maximum acceleration, take your left foot off the brake → .
6. After acceleration, switch on TCS or ESC again or switch off ESC Sport.



The Launch Control Program is available only if the gearbox has been “driven warm” and the steering wheel is in “straight-ahead position”.

### WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- 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 or ESC is switched off, especially if the road is slippery.
- After acceleration, switch TCS or ESC back on, or ESC Sport back off.
- 
- 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 gear selector 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

- 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 gear selector position **N**, particularly if the engine is switched off. The automatic gearbox will not be lubricated and could be damaged.

## NOTICE

Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

# Troubleshooting

## Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

## Gearbox overheated

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.


1. Stop at the next opportunity and allow the gearbox to cool down with engaged parking lock **P** and running engine → [Troubleshooting](#).
2. Do not drive on if the indicator lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.


## Gearbox overheated

The warning lamp lights up red.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.

 Do not drive on!

1. Allow the gearbox to cool down with engaged parking lock **P** and running engine → .
2. Do not drive if the warning lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

## Releasing the selector lever lock manually

If the power fails in the vehicle (e.g. if the 12-volt battery is flat) and the vehicle has to be pushed or towed, the selector lever lock must be released manually. Seek expert assistance.

## Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency mode. The vehicle can still be driven in the emergency mode, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.


In all cases, you should have the DSG® dual clutch gearbox checked by a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

## Vehicle does not move even though position is engaged


If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

### WARNING

Never release the parking lock  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 position , the DSG® dual clutch gearbox will be damaged, e.g. when being towed.

### NOTICE

- Park the vehicle in a safe place immediately or drive faster than around 20 km/h (around 12 mph) when the warning that the gearbox is overheated is displayed for the first time.
- Park the vehicle in a safe place immediately and switch off the engine if the text message and acoustic warning are repeated around every 10 seconds. Allow the gearbox to cool down.
- Continue driving only when the acoustic warning is no longer emitted in order to avoid damage to the gearbox. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.

## Hill Start Assist


The Hill Start Assist function actively holds the vehicle when pulling away on an incline.

## Functional requirements

The following prerequisites need to be met simultaneously:

- On an incline, the stationary vehicle must be held in position with the foot brake until the vehicle starts moving.
- The engine is running “smoothly”.
- A gear or a gear selector position is engaged for driving uphill.

To move off, remove your foot from the brake pedal and depress the accelerator immediately. The brake will gradually be released as the vehicle pulls away.

-  The hold function of the Hill Start Assist only remains active for a short time. Start driving within about 2 seconds.

## Function conditions

Hill Start Assist will be deactivated immediately if one of the conditions listed below is no longer met:

- If the driver door is opened.
- If the engine is not running smoothly or there is an engine fault.
- If the engine is switched off or has stalled.
- If the selector lever is the neutral position **N**.

### CAUTION

If you do not drive off immediately after releasing the brake pedal, the vehicle may roll backwards.

- In this case, depress the brake pedal immediately or switch on the electronic parking brake.
- Depress the brake pedal for a few seconds before moving off if you want to prevent the vehicle from rolling backwards when driving off on an uphill gradient in dense traffic.

## Downhill speed control

Downhill speed control helps the rider when travelling downhill.

### Function

The dual clutch gearbox DSG

®selects the best gear depending on the steepness of the gradient and the current speed. The selector lever must be in selector lever position **D/S** for this purpose. The downhill speed control system 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. In order to use the braking effect of the engine and relieve the load on the brakes, shift manually to second or first gear in Tiptronic mode.

The start/stop system is automatically deactivated as long as downhill speed control is active.

### Automatic deactivation of downhill speed control

- 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 (CCS ) is switched off: if the vehicle speed is less than around 80 km/h (around 50 mph).  
Or: the brake is pressed.
- In addition, if the cruise control system is active: if the stored speed is exceeded.
- In addition, if Adaptive Cruise Control (AAC ) is switched off: if the vehicle speed is less than around 80 km/h (around 50 mph).  
Or: the brake is pressed.
- In addition, if Adaptive Cruise Control (ACC) is active: if the stored speed is exceeded.

### Automatic deactivation of downhill speed control

- If the downhill gradient becomes less steep.
- If the gearbox shifts up a gear because the engine speed is higher than approximately 4,500 rpm.
- If the cruise control system is also active: if the stored speed can be maintained.
- If Adaptive Cruise Control (ACC) is also 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.
2. Depending on equipment: engage the parking lock .
3. Switch off the ignition and then open the driver door.

The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

### Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering → .

### Progressive steering

Depending on the vehicle equipment, progressive steering can adjust the required steering movement to the driving situation. Progressive steering only functions when the engine is running.

In urban traffic, less steering input is required when parking, manoeuvring, or turning sharply.

When driving on country roads or on the motorway, the progressive steering provides a more sporty, direct steering response, and a dynamic feel.

#### WARNING

If the power steering is not working, the steering wheel will be more difficult to turn and this will greatly reduce the ability to steer the vehicle. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- 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.

# Troubleshooting

## **Steering fault**

The warning lamp lights up or flashes red.

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

 Do not drive on!

1. Seek expert assistance.

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

— If the warning lamp flashes red, it is not possible to unlock the steering column.

## **Steering fault**

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Re-start the engine and drive a short distance slowly.
2. If the warning lamp stays lit, the system should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The indicator lamp flashes:

1. Turn the steering wheel to and fro.
2. Switch the ignition off and then on again.
3. Observe the messages on the instrument cluster display.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

## Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

### **Vehicles with adaptive chassis control (DCC)**

The adaptive chassis control (DCC

) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. DCC incorporates the chassis tuning of the selected driving profile.

## Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

### WARNING



Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Drive with your full attention and with responsibility.


If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

1. To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.



## Selecting a driving profile via the touch panel in the upper section of the centre console

1. Tap .
2. To select driving profiles, tap  again or tap the desired driving profile in the Infotainment system.









## Displaying information on the driving profile

1. To display further information on the selected driving profile, tap  in the Infotainment system.

## Selecting the Individual driving profile

1. Tap  repeatedly until the Individual driving profile is selected.
2. To open the Individual menu, tap .

# Characteristics of the driving profiles

-  The Eco driving profile switches the vehicle into economical mode and helps you to drive the vehicle in an energy-efficient manner.
-  The Comfort 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.
-  The Sport driving profile gives you a sporty driving feeling. If you select the Sport driving profile, position S will be selected on vehicles with an automatic gearbox. In R models with automatic gearbox, position D will be selected.
-  The Race driving profile is available only for R models, depending on the vehicle equipment. 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.
-  The Special driving profile is available only for sporty special editions of the vehicle, depending on the equipment. If you select the Special driving profile, the vehicle systems will be adapted to the track characteristics of the Nürburgring Nordschleife.
-  The Drift driving profile is available only for R models, depending on the vehicle equipment. 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. The Drift 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.
-  You can use the Individual driving profile to tailor individual vehicle systems to suit your personal requirements.

## 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.

You can switch the Drive vehicle system to the desired driving profile again.

1. Select the desired driving profile again.

# Troubleshooting

## **Fault in the adaptive chassis control (DCC)**

The indicator lamp lights up yellow.

The message Fault: damper may be displayed on the instrument cluster display.

1. In this case, go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

## **The driving profiles or vehicle systems do not behave as expected.**

1. Note the standard behaviour of the driving profiles and vehicle systems ([→ Driving profile selection](#)).

# Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

## Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (around 15 mph).

## Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

## Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system.

Depending on the situation and the instrument cluster version, the following warning lamps light up:



Cruise control system switched on, control active.

The indicator lamps are displayed small or grey when the cruise control system is not active.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

## Changing gear

Cruise control is interrupted as soon as you depress the clutch pedal and is resumed automatically after the gear change.

## Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

In this way you will make use of the engine braking effect and relieve the load on the brakes.

### WARNING

The use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed. The cruise control system does not relieve the driver of their responsibility for the speed of the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.



## Operating the cruise control system




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 cruise control system stores and regulates the current speed.

### Adjusting the speed

You can adjust the stored speed during speed control by the cruise control system:

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 five (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 **OFF** button.  
Or: depress the brake pedal.  
The speed remains stored in the memory.

## Resuming control

1. Press the **RES** button.  
The cruise control system resumes operation with the stored speed and regulates the speed again.

### WARNING

There is a risk of an accident if you unintentionally resume a stored speed or if the stored speed is too high for the current road, traffic and weather conditions. This can cause serious injuries or death.


- Check whether the stored speed is suitable for the current road, traffic and weather conditions before you resume cruise control.
- Switch off the cruise control system when you do not need it.

## Switching off

1. Press and hold the **OFF** button.  
The cruise control system is switched off and the stored speed is deleted.

## Changing to the speed limiter

1. Press the **SLIM** button.
2. Select the speed limiter on the instrument cluster display.  
The cruise control system is switched off.

Depending on equipment, the  button is either on the multifunction steering wheel or on the turn signal lever.

## Troubleshooting

### **Cruise control system faulty**

Malfunction. The indicator lamp lights up yellow.

— Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### **Control is interrupted automatically**

- You have kept the clutch depressed for an extended period.
- The vehicle has exceeded the stored speed for an extended period.
- No gear is engaged for forward travel.
- Brake support systems, e.g. TCS or ESC, have performed an intervention.
- The vehicle was braked by Front Assist.
- If the problem persists, switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

# Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

## Speed range

The speed limiter is available when driving forwards at speeds from around 30 km/h (around 20 mph).

## Driving with the speed limiter


You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

## Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

 Speed limiter switched on, system control active.

The indicator lamps are displayed small or grey when the speed limiter is not active.

## Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

In this way you will make use of the engine braking effect and relieve the load on the brakes.

### WARNING

Always switch off the speed limiter after use to avoid unintentional intervention.

- The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if this is not necessary.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

## Operating the speed limiter




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 current speed is stored as the maximum speed.

### Adjusting 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 five (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.

## Cancelling control

1. Press the button **CNCL** or **Cancel**.  
The speed remains stored in the memory.

## Resuming control

1. Press the **RES** button.

## Switching off


1. Press and hold the **Cancel** button.  
The speed limiter is switched off and the saved speed is deleted.

## Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

- Cruise Control System.
- Adaptive Cruise Control (ACC).

1. Press the **ACC** button.
2. Select the desired system on the instrument cluster display.  
The speed limiter is switched off.

 Depending on equipment, the **Cancel** button is either on the multifunction steering wheel or on the turn signal lever.

## Troubleshooting

 **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.

## Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

## Does the vehicle have ACC?

The vehicle is equipped with ACC

if you can adjust settings for ACC in the Assist systems menu in the Infotainment system.

## Speed range

You can set a speed between around 20 km/h (around 15 mph) and around 210 km/h (around 130 mph). Depending on equipment and country, the maximum speed that can be set may be lower.

## Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, cruise control will be interrupted while you are accelerating and then resumed.

## 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

The functions described below are dependent on the equipment level and are 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.

### 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.

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



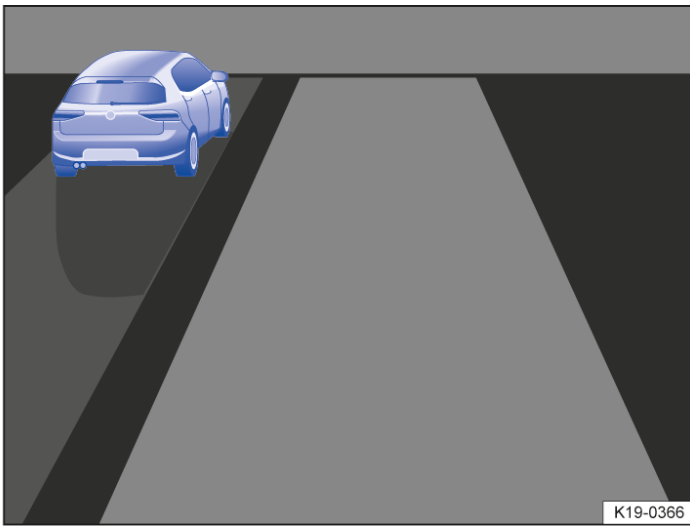


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

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 a speed of around 80 km/h (around 50 mph).

## Limits of the ACC

### When not to use the ACC

ACC

Is not suitable for use in the following driving situations due to the system limitations. To cancel control → ⚠:

- Driving in heavy rain, snow or heavy spray.
- Driving through road works, tunnels or toll stations.
- Driving on winding roads, e.g. mountain roads.
- Driving offroad.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Driving on roads with loose chippings.
- Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.
- After external force on components in the area of the radar sensor, e.g. after a rear-end collision.

### ⚠ WARNING

If you use ACC in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

### Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving ([→ Adaptive Cruise Control \(ACC\)](#)).

### Objects that cannot be detected

ACC

detects only vehicles that are moving in the same direction or stationary. The following are not detected:

- Persons.

- Animals.
- Crossing or oncoming vehicles.
- Other stationary obstacles.

## Stationary vehicles

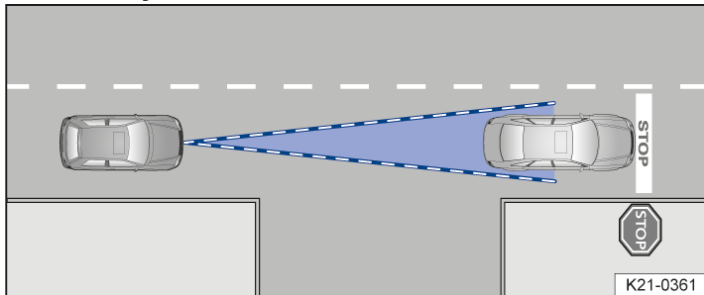


Fig. 1 Stationary vehicle.

### ACC

reacts to stationary vehicles to a limited extent up to a speed of around 60 km/h (around 37 mph), provided a stationary vehicle is detected and your own vehicle can be comfortably braked behind the stationary vehicle, subject to the system limits of the ACC. ACC does not perform emergency braking → [Fig. 1](#).

The response to stationary vehicles depends on the vehicle equipment and is not available in all countries.

## Bends

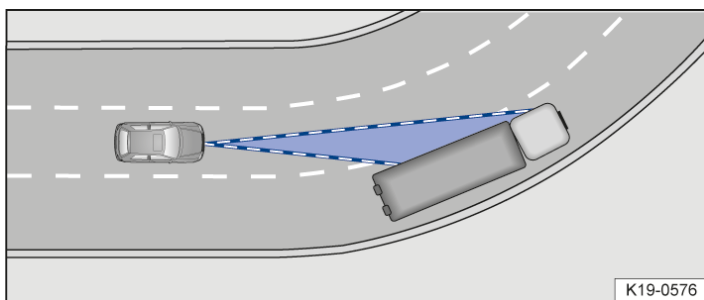


Fig. 2 Driving through bends.

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

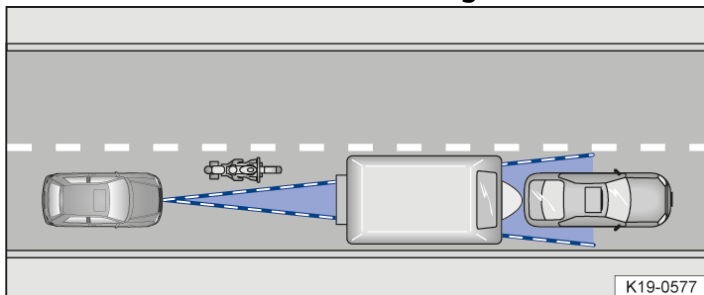


Fig. 3 Narrow vehicle.

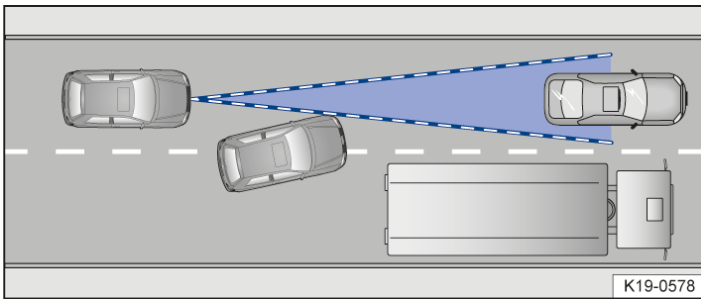


Fig. 4 Vehicle changes lane.

## 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 the 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 **RES** 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 **SWI** button.


The set speed is deleted.

## Changing to the speed limiter

1. Press the **SL** 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

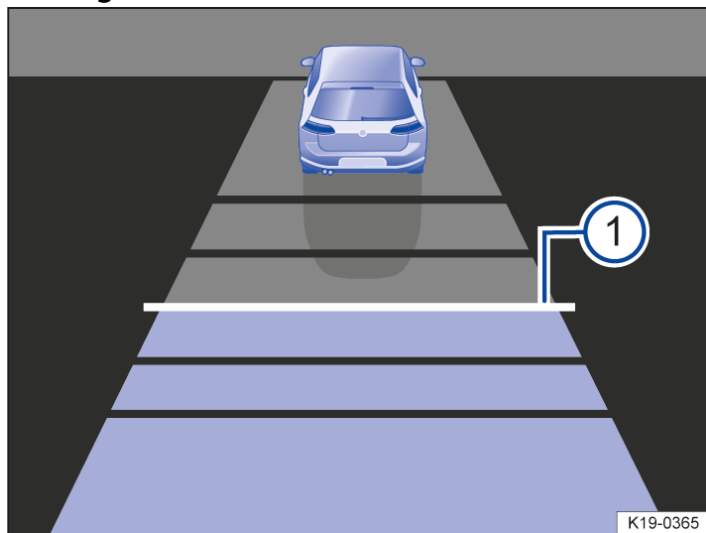











Fig. 1 On the instrument cluster display: set distance  (illustration, the ACC is controlling distance).

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 . Please observe any country-specific regulations for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.





If the ACC

has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.





### Adjusting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

Steering wheel variant 1:

- + 1 km/h (1 mph):  
Press the  button, only when ACC is active.
- 1 km/h (1 mph):  
Press the  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 five (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.

## Troubleshooting

### ACC not available

The indicator lamp lights up yellow.

- The radar sensor is dirty. Clean the radar sensor ([→ Vehicle care](#)).
- The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor ([→ Vehicle care](#)).
- The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free.
- The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible ([→ Repairs and technical modifications](#)).
- Fault or malfunction. Switch off and restart the engine.
- Paint work or structural modifications were carried out on the front of the vehicle.
- The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## The ACC does not function as expected

- The radar sensor is dirty. Clean the radar sensor ([→ Vehicle care](#)).
- The system limits have been exceeded ([→ Adaptive Cruise Control \(ACC\)](#)).
- The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Control cannot be started

Make sure that the following conditions are met:

- A position has been selected for driving forward.
- The brake lights on the vehicle are working.
- 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 impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

## Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

## Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

- Pedestrian Monitoring.
- Cyclist Monitoring.

The listed functions are automatically active (if present) when Front Assist is switched on.

## Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

- Vehicles.
- Bicycles and motorcycles.
- Pedestrians.

## Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

## Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

## Recognition of the driving situation

Front Assist detects driving situations by means of a camera located in the upper area of the windscreen and a radar sensor in the front of the vehicle.

### WARNING

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range ([→ Autonomous Emergency Braking \(Front Assist\)](#)).
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about what systems your vehicle has, please enquire at a correspondingly qualified workshop before starting your journey. Volkswagen recommends using a Volkswagen dealership.

## Warning levels and braking intervention

### Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

- Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).
- Reaction to bicycles and motorcycles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).
- Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph).

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

### Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

- Type of object.
- Direction of travel of the object.
- Speed of the object.
- Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

### Distance warning





Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

## Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

## Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

## Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

## Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

## Limits of Front Assist



Front Assist is not available or its functions are restricted immediately after the vehicle is started. The indicator lamp lights up in the instrument cluster display during this time.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

## Delayed response

If the camera or radar sensor is exposed to environmental conditions that impair functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving ([→ Autonomous Emergency Braking \(Front Assist\)](#)).

## Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
- Vehicles that change into your lane directly in front of your vehicle.
- Vehicles with bodies or attachments that project beyond the vehicle.
- Oncoming vehicles or vehicles crossing your path.
- Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.
- Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.
- When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

## Function limitations

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

- In tight bends.

- Driving in heavy rain, snow, fog or heavy spray.
- Driving in multi-storey car parks and tunnels.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Reversing.
- If ESC
  - is performing a control intervention or faulty.
- If the radar sensor or camera window is dirty, covered or damaged.
- If several brake lights on the vehicle are faulty.
- If there is a fault in several brake lights on a bicycle carrier with an electrical connection to the vehicle.
- If the vehicle accelerates hard or the accelerator is fully depressed.
- In complex driving situations, e.g. at traffic islands.
- In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
- When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
- When driving into and out of tunnels.
- If there is a fault in Front Assist.

## Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off→



- If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.
- If the vehicle is being towed or is loaded onto another vehicle.
- If add-on parts cover the radar sensor or camera.
- If the camera or the radar sensor is faulty.
- After external force on components in the area of 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.

## Operating Front Assist

Front Assist and all the country-dependent included functions 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 country-dependent included functions 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 Assist systems menu.
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.

The yellow indicator lamp also lights up if Front Assist has been deactivated automatically, e.g. when towing has been detected.

## Adjusting included country-dependent functions

If Front Assist is switched on, you can make the following settings in the Assist systems menu of the Infotainment system, depending on the vehicle equipment and country:

- Switch the distance warning on and off.

## Troubleshooting

### Front Assist is starting up

The indicator lamp lights up white.

- Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

### Front Assist not available or functions restricted

The indicator lamp lights up yellow and a text message is also displayed.

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The view of the radar sensor is impaired by add-on parts, number plate holders with trim frame 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](#)).
- Vehicles with all-wheel drive: TCS is switched off.
- The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Front Assist will also be available once more.
- Paint work or structural modifications were carried out on the front of the vehicle.
- The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Front Assist does not function as expected or is triggered unnecessarily several times

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen ([→ Vehicle care](#)).
- The system limits have been exceeded ([→ Autonomous Emergency Braking \(Front Assist\)](#)).
- Low sun or darkness.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Touch panels react differently than expected

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

1. Always keep 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 around 55 km/h (approximately 30 mph).
- The lane keeping system has not detected a road lane marking.
- If the lanes are too narrow and in tight bends.
- Temporarily if the driving style is very dynamic.
- When the turn signal is switched on before changing lane manually.
- If the driver oversteers a system intervention.
- The driver does not react to a driver intervention prompt.



# Driving with the lane keeping system

## Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can switch the lane keeping system on and off manually and view the activation status.


On the display of the instrument cluster:

1. Press the  button.
2. Switch the lane keeping system on or off.

 Depending on equipment, the  button is either on the multifunction steering wheel or on the turn signal lever.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

 If there is a system fault, the lane keeping system can deactivate itself automatically.

## Displays

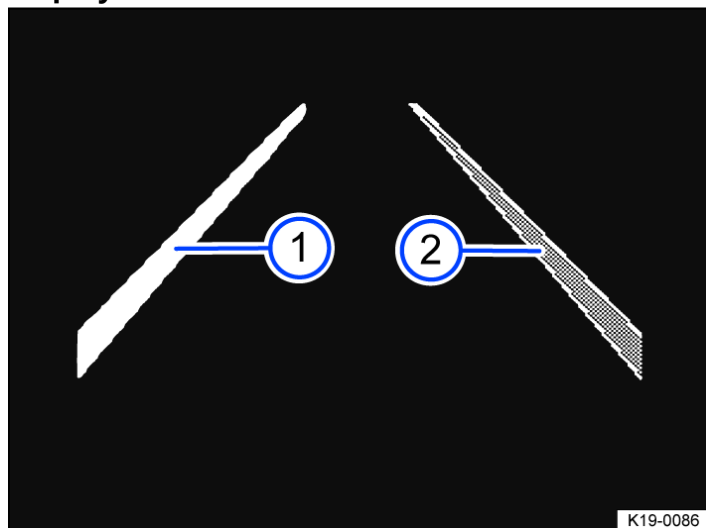



Fig. 1 On the instrument cluster display: lane keeping system displays.

- 
- ① Road lane markings detected. 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.

One of the following indicator lamps will 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.

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](#)).
- The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, the lane keeping system will also be available once more. Switch off and restart the engine.
- Fault or malfunction. Switch off and restart the engine.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



It can take a few seconds before a system fault is detected after the ignition is switched on.



If the lane keeping system is not available, Travel Assist is also not available.

## The system is not responding as expected

1. Do not attach any objects to the steering wheel.

## 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.


# 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 20 km/h (approximately 15 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

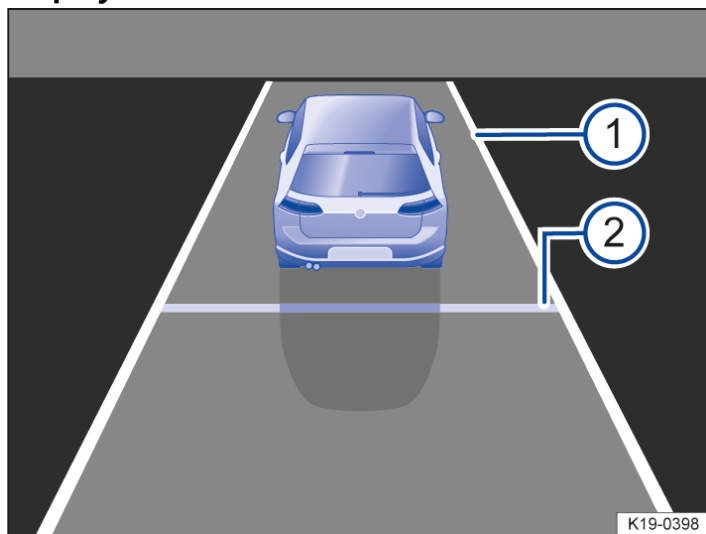



Fig. 1 On the instrument cluster display: active regulation displayed.

- ① Adaptive lane guidance active.
- ② Set distance.

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

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.

### WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in the lane.
- Be prepared to control the speed yourself at all times.

## Operating Travel Assist




Fig. 1 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. When driving forward with ACC switched on, press the  button on the multifunction steering wheel.  
The vehicle switches from ACC to Travel Assist.


Depending on the driving situation, the vehicle switches to the following system statuses in Travel Assist:

- When ACC is active, Travel Assist maintains the current speed and the preset distance to the vehicle in front (system status passive). When lane markings are detected, the vehicle is simultaneously kept in the lane by steering movements (system status active).
- If ACC is not active, Travel Assist is switched on but remains deactivated.


1. Press the  button.  
Travel Assist switches to active or passive system status according to the driving situation.

The indicator lamp corresponding to the driving situation lights up in the instrument cluster display. A message is also displayed.

## Cancelling control

1. Briefly press the  button.  
Or: depress the brake pedal.  
The set distance remains stored.

## Switching to ACC

1. Press the  button on the multifunction steering wheel.  
The vehicle switches from Travel Assist to the system status of ACC corresponding to the driving situation.

## Making other settings

The other operating functions of Travel Assist correspond to operation of ACC  
[\(→ Adaptive Cruise Control \(ACC\)\)](#).

# Troubleshooting

## **Travel Assist is not available or does not function as expected**

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- There is a fault in the sensor system. Check the causes and remedies described in the information on ACC or Lane Assist.
- Fault or malfunction. Switch off and restart the engine.
- The system limits have been exceeded.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Take over steering**

The warning lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

## **Take over steering immediately**

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

## **Travel Assist switches off automatically**

- You have released the steering wheel for an extended period of time.
- Fault or malfunction. Switch off and restart the engine.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Control is interrupted unexpectedly**

- You have activated the turn signal.

# Introduction to the topic

The lane change system (Side Assist) helps the driver to recognise the traffic situation behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the wing mirrors.

## System limits

Use the lane change system only on surfaced roads.

The lane change system may interpret the traffic situation incorrectly in the following driving situations, for example:

- In tight bends.
- When driving in the middle of two lanes.
- When road lanes are of varying width.
- At crests in the road.
- In poor weather conditions.
- Where there are special roadside structures, e.g. high or offset crash barriers.

### WARNING

The intelligent technology used in the lane change system cannot overcome the physical limits specified, and functions only within the limits of the system. Do not let the increased convenience of the lane change system tempt you into taking any safety risks. Always take care when using the lane change system as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.
- Always pay attention to what is happening around the vehicle.
- Never use the lane change system if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the display in the wing mirror in direct sunlight.




The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.



# Driving with the lane change system

## Switching on and off

You can view the activation status of the lane change system on the instrument cluster display and in the Infotainment system. You can also switch the lane change system on and off there.

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 Assist systems menu.
2. Switch the lane change system on or off in the corresponding submenu.




Fig. 1 In the exterior mirror housing: visual displays of the lane change system.


When the lane change system is switched on, the yellow indicator lamp  in the exterior mirror lights up once briefly.

## Function

When switched on, the lane change system is active from a speed of around 15 km/h (around 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  in the exterior mirror 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, you will be warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when you have activated the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

## 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.

## 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.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### The system is not responding as expected

- The radar sensors are dirty ([→ 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.
- If the problem persists, 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 touch panels.

1. Always keep touch panels clean and dry.

# Parking

## WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can cause accidents and serious injuries.

- When parking, observe the specified order.
- Before leaving the vehicle, ensure that the electronic parking brake is switched on and that the  indicator lamp in the instrument cluster display lights up red when the ignition is switched off.

1. Depress and hold the brake pedal.

With a manual gearbox, depress the clutch pedal fully or disengage the clutch.

2. With an automatic gearbox, engage the parking lock P.

3. Switch on the electronic parking brake.

4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.

5. Stop the engine and switch off the ignition.

The  indicator lamp in the instrument cluster display lights up red.

6. With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.

7. Release the brake.

8. 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.

## 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 .

The indicator lamp in the  button lights up yellow.


The brake pedal moves slightly when the brake is switched on.

 The indicator lamp in the instrument cluster lights up red when the electronic parking brake is switched on.



Manual gearbox: the electronic parking brake is switched on automatically when the ignition is switched off. This function is activated at the factory.

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. Select the 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 accelerator without 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, the electronic parking brake will not be switched on automatically if the selector lever is in the N position.

### ⚠ 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.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the ® indicator lamp lights up red in 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 up the ® button and holding it continuously while moving off.

If higher engine power is required to pull away, the electronic parking brake will not be switched off until you release the ® button.

## 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 position N.  
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.

- To brake the vehicle, always use the foot brake, never the electronic parking brake, except in an emergency. The braking distance is considerably longer as only the rear wheels are braked in some cases.
- 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.

 It may be possible to hear noises when the electronic parking brake is operated or if it is tested after a long time.

## Troubleshooting


## Holding force of the electronic parking brake is insufficient

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 correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## 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](#)).

## 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.

- When opening doors, pay attention to the vehicle surroundings, such as pedestrians or cyclists.

## Function

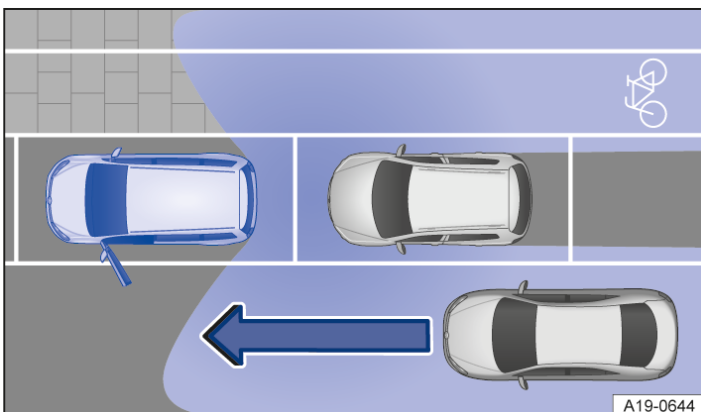


Fig. 1 Monitored area behind your parked vehicle (illustration).





Fig. 2 In the exterior mirror housing: visual display of the exit warning system.


The system uses radar sensors to detect obstacles, such as pedestrians or cyclists, that may be approaching from behind when a 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 → ⚠.

## Prerequisites

- ✓ Vehicle is stationary.
  - ✓ The vehicle is unlocked.
  - ✓ The function was activated in the Infotainment system.
- 


## Switching on and off

1. Tap the touch panel for parking functions .
2. Tap the  function button on the Infotainment system.
3. Switch on the exit warning system.

 The exit warning system is available for around 3 minutes when the ignition is switched off (e.g. after unlocking the vehicle or after parking the vehicle).

## Fault

The exit warning system is deactivated in the event of a fault ([→ Parking systems](#)). An error message is displayed in the Infotainment system.

 No error messages are displayed on the Infotainment system when the ignition is switched off.

## Auto Hold function

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.



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 vehicle has the Auto Hold function depending on the vehicle equipment.

## Prerequisites

- ✓ The driver door is closed.
- ✓ The engine is switched on.

Automatic gearbox or dual clutch gearbox: 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.

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.

Manual gearbox: either keep the clutch fully depressed or shift to neutral.

2. Release the brake pedal.

The vehicle will be kept stationary.



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 **(P)** 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 **(P)** 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.

- If the vehicle is to be held very securely, make sure that the indicator lamp for Auto Hold or for the electronic parking brake on the instrument cluster display lights up.
- 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.

### ℹ NOTICE

Automatic switch-on of the electronic parking brake in a car wash can cause damage.

- Always switch off the Auto Hold function before driving into a car wash.

## Safety notes

### ⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

### ⚠ WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.


### ℹ NOTICE

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage


## Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits → ⚠.

- Some objects may not be detected under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids → ⓘ.
- The detection ranges of the parking systems have blind spots in which obstacles and people are not registered.
- In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow, as well as residue from cleaning agents or coatings ([→ Vehicle care, exterior](#)).
- External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.
- Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.
- The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

 Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park in order to familiarise themselves with their functions.

## Prerequisites

 The use of parking systems (e.g. with camera assistance) may not be allowed in some regions due to legal requirements.


- Use the parking systems only if this is permitted by the legal requirements.

## General information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system screen.

- ✓ The doors and boot lid are closed.
- ✓ Exterior mirrors are not folded in.
- ✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates. The trim frame or number plate must not project at the sides or downwards.
- ✓ The surrounding area has a flat surface.
- ✓ Vehicle does not have a heavy load at the rear or on one side.
- ✓ Engine running.
- ✓ Brake support systems such as ESC or TCS are switched on.

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 The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

## Finding a suitable parking space

- ✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.
- ✓ The distance when driving past the parking space should be around 1 m (around 3 ft).

- ✓ Vehicles with Park Assist: The maximum speed when driving past parking spaces parallel to the road maximum around 40 km/h (around 25 mph) and for parking spaces perpendicular to the road maximum around 20 km/h (around 12 mph).
- 

## Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision as soon as an obstacle is detected.

### Parking systems with braking intervention

Depending on equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function → ⚠.

#### ⚠ WARNING

Do not let the automatic braking intervention of parking systems tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.

### Prerequisites

- ✓ The vehicle speed does not exceed a maximum of around 10 km/h (around 6 mph) when manoeuvring.
  - ✓ A parking system was switched on.
- 

### What happens when an automatic braking intervention takes place?

If an obstacle is detected, the vehicle is braked to a standstill and is held for around 2 seconds.

1. Hold the vehicle with the foot brake after the braking intervention.
2. Check the surroundings.

Park Assist: The vehicle is braked if the speed is too high. The parking manoeuvre can then be continued.

A text message may also be displayed on the instrument cluster, depending on the vehicle equipment.

### Switching on and off


Automatic braking intervention is activated or deactivated as soon as the driver switches a parking system on or off.

### Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

1. Press the accelerator briefly to cancel the automatic braking intervention → ⚠.

Deactivate function:




1. tap the  function button on the Park Distance Control screen.
2. Adjust the setting.



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](#)).

### General notes

Switch off the parking system if automatic braking intervention occurs too frequently, for example when driving off-road.

-  If the vehicle has been braked by the manoeuvre braking function of Park Distance Control, the function is inactive for around 5 m (around 16 ft) in the same direction of travel or will be ready for use again after the gear or drive position has been changed.
-  The parking manoeuvre will be aborted after emergency braking by Park Assist, e.g. if an obstacle was detected.
-  After emergency braking by the Rear Traffic Alert, around 10 seconds must elapse before automatic braking intervention can take place again.

## Troubleshooting

### The parking system is not responding as expected

- The requirements for system operation are not met ([→ Parking systems](#)).
- The camera lens is not clean and the camera image is unclear ([→ Vehicle care, exterior](#)).
- The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drills or cobblestones.
- The vehicle is damaged in the area around the sensors or the camera – this may be caused by parking collisions or changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.
- The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

#### Fault displays

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1. Observe the text messages on the instrument cluster display and in the Infotainment system.



#### NOTICE

In the event of a fault in the parking system, go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

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### No sensor view or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails.


The affected sensor area may 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 one of the listed causes is present.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Park Assist cancels parking automatically

Park Assist cancels the parking manoeuvre in the following situations.


- Function button  is pressed.
- The driver intervenes using the steering wheel.
- The driver door is opened.
- The time limit or number of manoeuvres for parking are exceeded.
- TCS  
is switched off or is taking corrective action.



— There is a system fault.

1. Restart the parking procedure.

### Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol  will appear on the instrument cluster display.

1. Depress the brake pedal.

### Park Assist parks inaccurately after a wheel change

If Park Assist does not park correctly after a wheel change (e.g. vehicle is too far away or too close to the kerb), the system may have to adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

Park Assist automatically calibrates the new wheel circumferences.

## Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

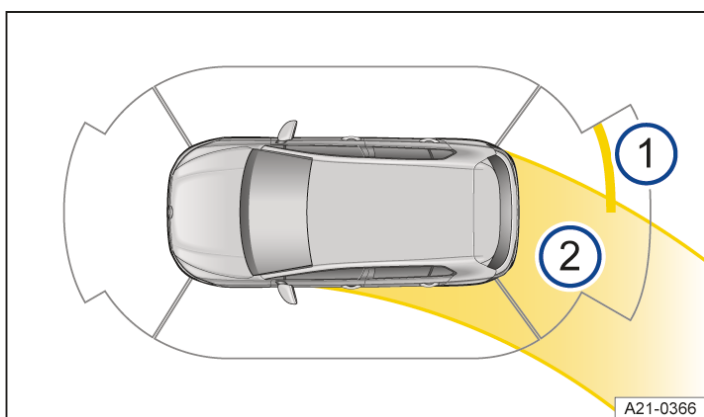


Fig. 1 Infotainment system: Park Distance Control display (illustration).

- ① Obstacle detection.
- ② Steering wheel angle.

### Function

Park Distance Control uses ultrasound sensors to detect the distance of the vehicle from an obstacle.

Park Distance Control warns about a collision by means of colour segments on the Infotainment system screen and acoustic signals → Fig. 1, → ①.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching → .

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

#### NOTICE







The collision area has been reached at the latest when the penultimate segment is displayed or a continuous acoustic warning sounds.

- Brake the vehicle in good time when faced with an obstacle.

## NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.



## Displays

-  Red-coloured image segment: close obstacle. The vehicle is at risk. Brake.
-  Yellow-coloured image segment: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering wheel angle.
-  Grey-coloured image segment: obstacle outside the path of the vehicle or faulty sensor area.
-  Manoeuvre braking is deactivated or faulty.
-  Mute audio signals.
-  System fault in the monitored area (depending on equipment level). The colour may vary.

## NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.



## Park Distance Control settings

1. Tap the  touch control for parking functions in the upper part of the centre console.
2. Tap the  function button.
3. Select a setting (e.g. automatic activation when driving forwards, or manoeuvre braking).


In order to be able to operate the volume reduction, switch on the electronic parking brake first if necessary.


## Switching Park Distance Control on and off

### Switching on

1. Select reverse gear.  
Or: tap the touch panel  in the upper part of the centre console. Then tap the  function button in the Infotainment system if necessary.  
Or: the vehicle rolls backwards.


### Switching off

1. Disengage reverse gear and then tap the  function button.  
Or: engage the parking position P.  
Or: the vehicle drives forwards at a speed of more than around 10 km/h (around 6 mph) to around 15 km/h (around 9 mph).

If the Park Distance Control screen is closed by tapping the  function button, the system will still acoustically warn of an obstacle.

## Automatic activation when driving forwards


Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly.

1. Tap the  touch panel in the upper part of the centre console.
2. Switch the function on or off.

There is no further automatic activation if Park Distance Control is switched off by the driver.

Automatic activation is available again under the following conditions:


- The vehicle was accelerated to over a speed of around 15 km/h (around 9 mph) and then slowed down below this speed again.
- Or: the ignition was switched off and then back on again.
- Or: a position was selected from the parking lock position P.

 If an obstacle is detected in front of the vehicle, the display on the Infotainment system is activated first. Acoustic signals are output additionally if the vehicle continues to approach the obstacle.

## Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.


### Function


The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear → .


#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.
- Brake the vehicle in good time when faced with an obstacle.

 In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

 No orientation lines will be shown when the boot lid is open on vehicles where the camera is installed in the boot lid.

USA and Canada: When the camera image of a parking system is switched on by engaging reverse gear, no function buttons are shown for safety reasons. These function buttons can be made visible again by tapping the  function button.

#### 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: tap the touch panel  in the upper part of the centre console. Tap the  function button in the Infotainment system, if present.


## Switching off


1. The vehicle drives forwards at a speed of more than around 15 km/h (around 9 mph).


Or: disengage reverse gear and then tap the  or  function button on the Infotainment system screen.


# Driving into a parking space (rear view camera system with parking mode selection)


## Displays


 Perpendicular parking: Guide lines provide support when reversing into a parking space at right angles to the road.

 Crossing traffic: Shows a wide-angle view of the area behind the vehicle and the side areas.

 Red line: boundary or vehicle safety clearance.

 Yellow lines: vehicle path depending on the steering angle.

 Green horizontal lines: boundaries.

 Adjust brightness, contrast and colour.

## Parking mode: parking perpendicular to the road

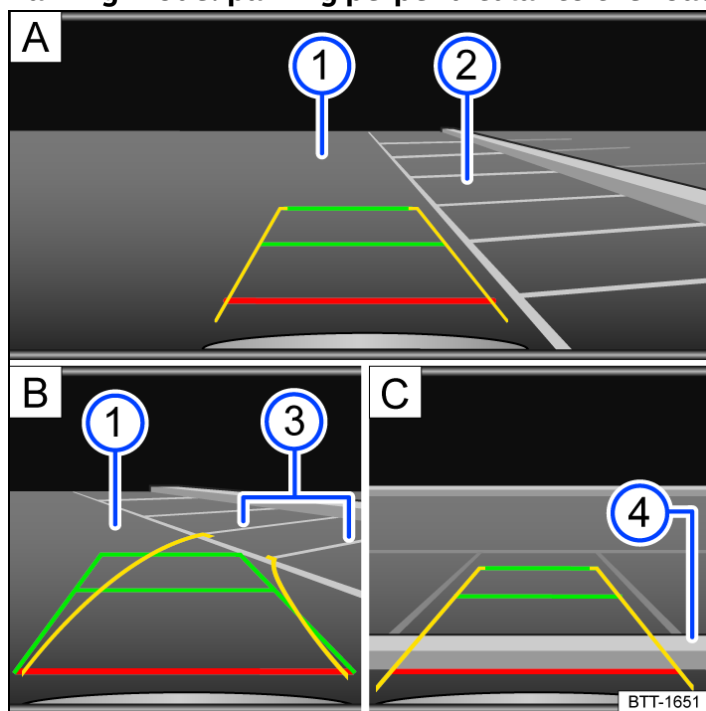












Fig. 1 Infotainment system: parking perpendicular to the road.

-  Choose parking space.
-  Drive towards the selected parking space.
-  Align the vehicle in the parking space.
-  Road.
-  Parking space.
-  Side limit of the parking space.
-  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.

## Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

### Function

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator and brake and changes gear → ⚠.

#### ⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

#### Available functions

- Display suitable parking spaces.
- Select a parking mode.
- Drive into suitable parallel and bay parking spaces.
- Drive out of a parallel parking space.

#### ⓘ NOTICE

Park Assist uses parked vehicles, the kerb and other objects for orientation. Please ensure that components that are located low down on the vehicle such as wheels and tyres are not damaged when parking the vehicle.

- Press the brake pedal if necessary and end the parking manoeuvre.



Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.



During parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

## Looking for a parking space

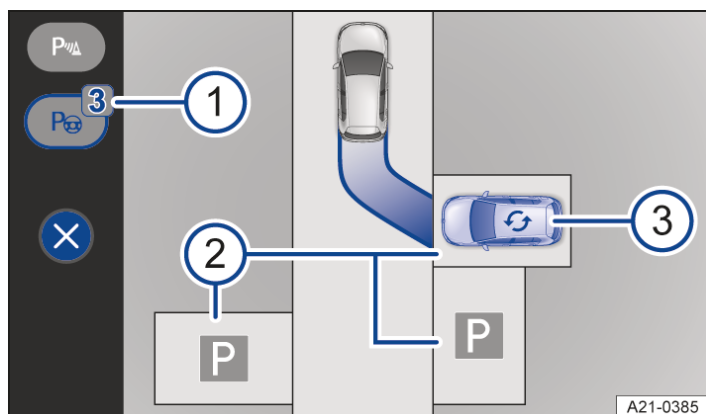




Fig. 1 Infotainment system: selecting a parking space (illustration).

- ① Number of detected parking spaces.
- ② Possible parking modes:
  - Forward perpendicular parking.
  - Reverse perpendicular parking.
  - Reverse parallel parking.
- ③ Change the preferred parking space (blue vehicle) and parking mode.


## Looking for a parking space


1. Tap the  touch panel in the upper part of the centre console.
2. Drive slowly past a row of parked vehicles, paying attention to the traffic.  
Park Assist automatically searches for possible parking spaces.  
Park Assist automatically selects a parking space and shows this as the preferred parking space (blue vehicle) in the Infotainment system → Fig. 1 ② or ③. The number of detected parking spaces is displayed on the  function button → Fig. 1 ①.
3. Decelerate to a stop and press and hold the brake pedal.

## Changing the parking space and parking mode

It is possible to change the parking space if several parking spaces on the road are displayed on the Infotainment system.

1. Tap the desired parking space on the Infotainment system screen → Fig. 1 ②.  
A new preferred parking space is displayed (blue vehicle).

The  symbol is displayed if the parking mode can be changed with the available parking modes → Fig. 1 ③.


1. Tap the  symbol.  
A new parking mode is displayed.



### WARNING

There is a risk of an accident if a function other than the parking function is selected and used on the Infotainment system during manoeuvring with Park Distance Control or Park Assist. All active parking functions and the acoustic warnings are switched off in this case. This means that no warnings are given about a possible collision and no preventive interventions

take place.

- When manoeuvring, do not use any other function of the Infotainment system than the active parking function.

 Park Assist can be activated retrospectively. If the vehicle has driven past a suitable parking space and the driver then parks in the parking space, this will be displayed afterwards.

 If Park Assist is not active, any parking spaces detected → Fig. 1  may appear on the Park Distance Control display.

## Driving into a parking space

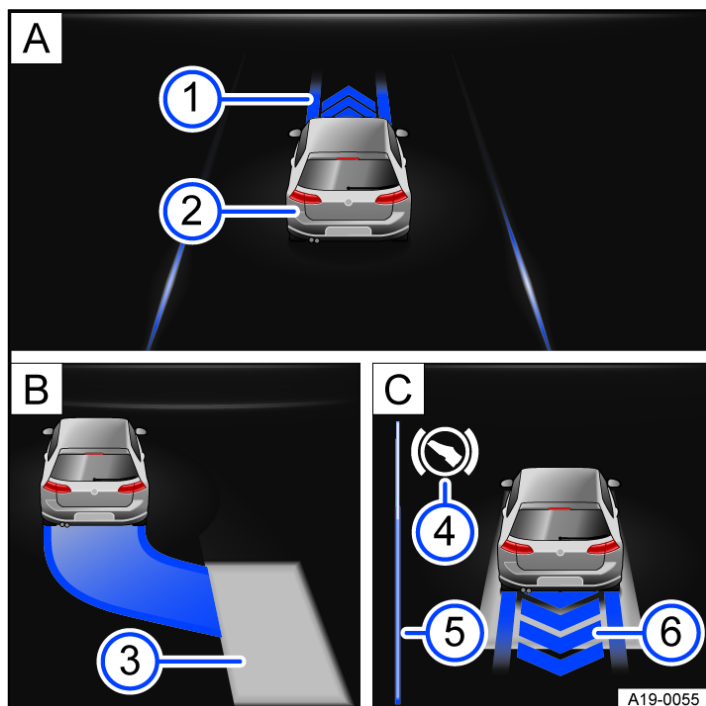











Fig. 1 On the instrument cluster display: parallel parking (illustration).

-  Looking for a parking space.
-  Drive into a parking space.
-  Manoeuvre in the parking space
-  Prompt to drive forward.
-  Your vehicle.
-  Detected parking space.
-  Prompt to brake.
-  Progress bar (remaining relative distance).
-  Request to drive backwards (with direction arrow).



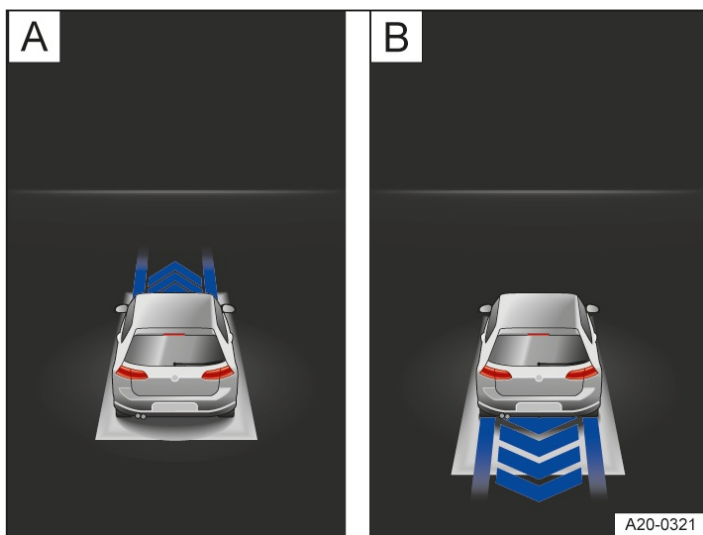


Fig. 2 In the instrument cluster display: prompt to change direction of travel (illustration).

- A** Drive forwards.
- B** Reverse.

## Prerequisites

- ✓ Park Assist has been activated.
- ✓ A parking space has been found and selected.
- ✓ The vehicle is in the starting position and the path is shown in blue on the Infotainment system.

## Driving into a parking space

1. Hold the vehicle with the brake.
2. Tap **START** in the Infotainment system.  
Or: select reverse gear R for a parking space at the rear of the vehicle.
3. Release the steering wheel.
4. Release the brake.
5. Observe text messages and displays on the instrument cluster display.
6. Accelerate carefully.
7. Brake when an acoustic signal sounds, the indicator lights up or a text message appears on the display in the instrument cluster.
8. If a change of direction is indicated in the instrument cluster, change to the corresponding gear → Fig. 2. Observe the text messages.
9. To ensure the best possible result, always wait until Park Assist has finished turning the steering wheel at the end of the parking manoeuvre → .
10. If necessary, carry out several parking manoeuvres.  
When the parking procedure is completed, a text message is displayed in the instrument cluster.
11. Parking the vehicle (→ [Parking](#)).

## WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, take control of the steering.

## Driving into a parking space after an unfinished manoeuvre

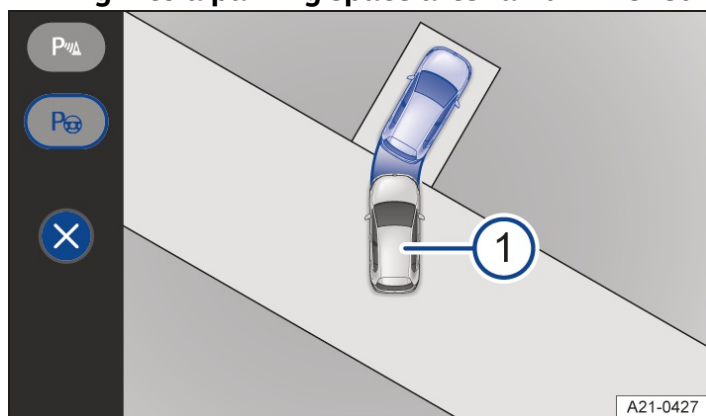


Fig. 3 Infotainment system: taking control of the driver's parking procedure.



- 1 Vehicle not fully parked in the parking space.

In a difficult parking situation, e.g. when the driver has started driving into a space but not completed the manoeuvre, Park Assist can take control of the parking procedure and guide the vehicle into the parking space → Fig. 3.


### Prerequisites


- ✓ Park Assist is not activated.
- ✓ The front or rear of the vehicle has been driven into a parking space (the manoeuvre has been started but not completed).


### Reverse parking

1. Hold the vehicle with the foot brake.  
A detected parking space is shown on the function button  in the Infotainment system.
2. Tap  to switch to Park Assist.
3. Tap **START** to start the parking procedure for driving into a space.  
Or: engage reverse gear.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

### Driving forwards into a parking space

1. Hold the vehicle with the foot brake.
2. Tap the touch panel for the parking menu .
3. Tap **START** to start the parking procedure for driving into a space.  
Or: engage reverse gear R.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

 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

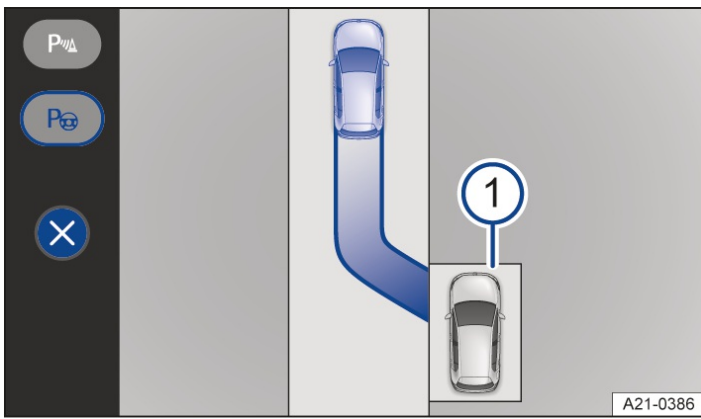


Fig. 1 Infotainment system: procedure for driving out of a parking space (illustration).

### ① Vehicle in the parking space.

#### Version 1:

1. Start the engine.
2. Press and hold the brake pedal.
3. Activate Park Assist.
4. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
5. Start to drive the vehicle out of the parking space.
6. Release the steering wheel.
7. Release the brake.
8. Observe the text messages on the instrument cluster display.  
Park Assist guides the vehicle completely onto the road → ⚠.
- A text message on the Infotainment system and an acoustic signal indicate that the manoeuvre for driving out of the parking space has been completed.
9. Take control of the vehicle.

#### Version 2:

1. Follow the instructions above, including Point 5.
2. Select reverse gear.
3. Release the steering wheel.
4. Release the brake.
5. Follow the text messages on the instrument cluster display.
6. Brake when an acoustic signal sounds, the display Ⓢ lights up or when the prompt to drive forward appears on the instrument cluster display.  
Park Assist guides the vehicle completely onto the road → ⚠.
- A text message on the Infotainment system and an acoustic signal indicate that the manoeuvre for driving out of the parking space has been completed.
7. Take control of the vehicle.

### ⚠ 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: tap the touch panel  in the upper part of the centre console.  
Tap the  function button in the Infotainment system.
2. Switches Rear Traffic Alert on and off.

## Function

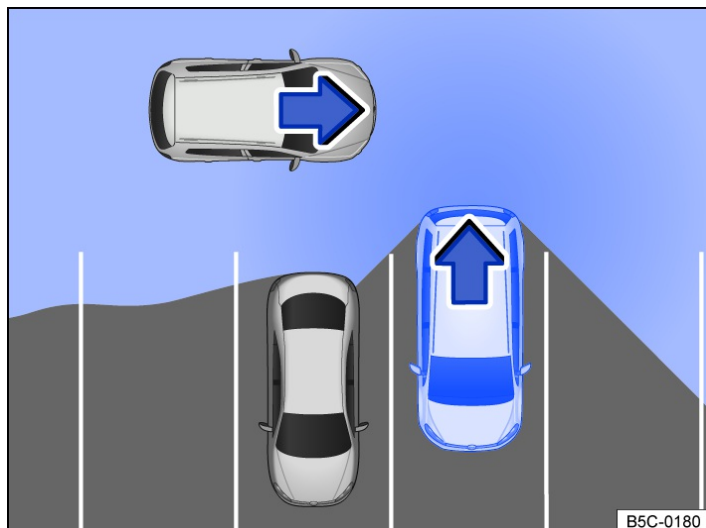


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

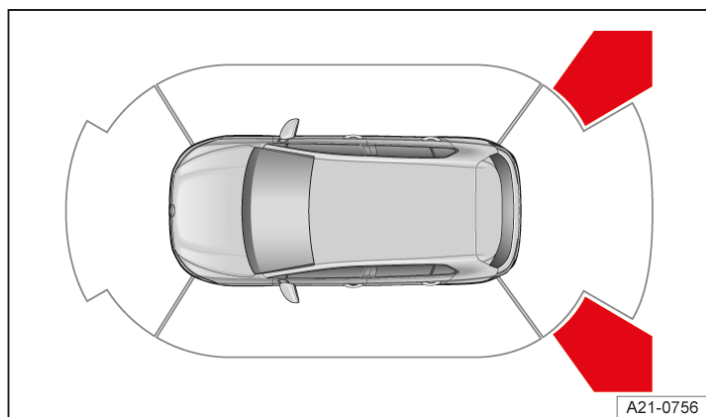



Fig. 2 Infotainment system: Rear Traffic Alert display.

Rear Traffic Alert functions using radar sensors in the rear bumper.

The system detects approaching and moving objects in the rear and side areas around the vehicle and warns the driver about an obstacle → Fig. 1, → .

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system

→ Fig. 2.

An automatic braking intervention can take place if the driver does not react.



Automatic braking intervention of Rear Traffic Alert.

1. Press the brake pedal to keep the vehicle stationary.

## 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.

## Information on brake support systems

These braking support systems can help the driver in critical driving or braking situations. The driver is responsible for driving safety → ⚠.

1. Continue to brake with the necessary force when a brake support system is performing a control intervention. Steer the vehicle if necessary.

### ⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC

, ABS and TCS can 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 carried out only by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable tyres. Driving stability depends on the tyre grip.

## Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability → ⚠. The indicator lamp flashes yellow.

## Traction control system (TCS)



## TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

## TCS

reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills → ⚠.

## Anti-lock brake system (ABS)

### ABS

prevents the wheels from locking during braking so that the vehicle can still be steered → ⚠.

## Brake Assist system

### BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation → ⚠.

## Electronic differential lock (EDL and XDS)

### EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

### XDS

is an extension of the electronic differential lock and improves traction by braking interventions in order to keep the vehicle on its intended course.

## Automatic Post-Collision Braking System

The Automatic Post-Collision Braking System automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

- ✓ The driver does not press the accelerator.

## Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution (EBD)

) regulates the braking force between the front axle and the rear axle outside of any ABS regulation. This avoids excessive braking of the rear axle and keeps the vehicle stable during braking.

## Electromechanical brake servo

The electromechanical brake servo (EBS)

) supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver → ⚠. In the event of a braking intervention by a driver assist system, such as when ACC is performing a control intervention or during emergency braking, the brake pedal may move independently.

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 prevent any 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 Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Activate the function in the ESC system drop-down list.

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: the function helps to achieve a sporty driving response in special sporty editions. 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: in special sporty editions, this function helps experienced drivers to achieve a sporty driving style. 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 the ESC settings directly, you can create a favourite function in the Infotainment system Control Centre, for example for switching off ESC

. This function depends on the vehicle equipment .

## Troubleshooting

### **Electromechanical brake servo failure**

 Do not drive on!

The 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.

### **Electromechanical brake servo fault**

The 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**

The indicator lamp lights up yellow.

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


The vehicle can be braked without ABS

.

### **ESC fault**

The indicator lamp lights up yellow. ESC has been switched off.

There is a fault or a malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approx. 15 km/h (around 9 mph) to 20 km/h (around 12 mph).
3. If the  indicator lamp remains lit, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.



## Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.


1. Continue to brake with the necessary force, and if necessary steer the vehicle.



## WARNING

If the brake warning lamp  lights up together with the  indicator lamp, the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest suitably qualified workshop in order to have the brake system tested. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.
- The ABS

is not functioning correctly if the  indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without the ABS). The protection provided by the ABS is then no longer available. Go to a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.



## Introduction to the topic

## WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg (approx. 5.5 lbs). Never leave any heavy, hard or sharp objects in the pockets.

## WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

## WARNING

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

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

## WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

## WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

## NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

## Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.


### WARNING


Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

### NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

 Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

 With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

## Sockets in the vehicle

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on their type plates.

### 12-volt socket



Fig. 1 In the lower part of the centre console and in the luggage compartment: fold-open 12-volt socket (illustration).

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total ([→ Sockets](#)).

The maximum power of a 12-volt socket in the vehicle is a total of 180 watts when the engine is running.

#### NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

# Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an Internet attack on vehicle functions, data and control units.

## What are connectivity components?

Control units for data transmission, interfaces, and media and diagnostic connections are connectivity components, via which information and data can be exchanged between the vehicle and external devices or the Internet. The connectivity components that are not included in all vehicles are, in particular:

- Diagnostic port.
- Control unit with embedded eSIM card.
- Mobile phone interface.
- App-Connect.
- WLAN hotspot.
- NFC radio technology.
- Bluetooth interface.
- USB port.
- SD card slot.
- SIM card slot.

Connectivity components are the key elements for cyber security. Connectivity components are also equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

## Security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

### WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and vehicle functions. This can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.



Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones.

## Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

- Use only data media, Bluetooth devices and mobile telephones in the vehicle that do not contain manipulated data or malware.
- Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

## Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle, if installed.

The type and number of cable and wireless connections differ according to country and vehicle equipment. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

## NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.



If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.



If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

## USB port

The USB port allows data transfer and device charging or only device charging.

### USB-C port



Fig. 1 USB-C port in the vehicle(illustration).

The following USB

-C ports may be available in the vehicle:

🔌 Identification of a USB  
port suitable for data transfer and charging.

⚡ Identification of a USB  
port suitable only for charging.

### Possible fitting locations of USB ports

The number and fitting locations of USB

ports depend on the vehicle and equipment and the ports are not available in all countries.

- In the centre console.
- On the interior mirror base.
- In the centre console stowage compartment.
- In the compartment under the centre armrest.

📄 USB  
ports on the rear seats are equipped only with a charging function.

### Available data transfer functions

The following USB

data transfer functions are available, depending on equipment.

- App-Connect .
- Media playback .
- Update function, e.g. for navigation data ([→ Navigation](#)).

### Available charging power

Voltages of up to 20 V are made available via the USB

port. These voltages permit a charging power of up to 45 W.

Depending on equipment, the following charging profiles can be supported by the USB ports:

- Legacy charging (2.5 W).
- BC1.2 (7.5 W).
- USB
  - C charging (15 W).
- USB
  - power delivery (up to 45 W).

The charging power actually tapped by the connected device depends on the following:

- Supported charging profiles.
- Charge level of the device.
- Device temperature.
- Charging cables used.



In the case of double  
USB

ports, the charging power can be split between both ports.

## Notes and restrictions

- Use only suitable USB
  - connecting cables. The USB connecting cable must match the USB port installed in the vehicle.
- Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.
- Differences in the quality of data media from different manufacturers can interfere with media playback.
- If USB
  - extension cables, USB plug adapters or USB hubs are used, this can lead to faults or failure of the USB functions.

## Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source, e.g. mobile telephone, that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

## Bluetooth profiles

The Infotainment system is delivered from the factory with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or different version:

- HFP
  - 1.7.
    - Telephony and handsfree mode.
- A2DP
  - 1.3.
    - Music playback.
- AVRCP
  - 1.6.
    - Display and operation of music playback.
    - Transmission of Cover Arts.
- PBAP
  - 1.2.
    - Access to phone book and call lists.
- MAP

- 1.4.
  - Access to SMS and email.
- SPP
- 1.2.
  - Serial data transmission via Bluetooth.

## 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 supports 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 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 devices, the Bluetooth audio connection will be disconnected automatically if an external media player is simultaneously connected to the Infotainment system with Bluetooth and the USB port .

## Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using a USB interface with data transfer function.

Some technologies can also be accessed using App-Connect Wireless 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 by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For more information, please visit the Volkswagen website.

## Wireless function of App-Connect after crossing a border

Please note the following if you cross borders into countries that have other permitted radio frequencies than in your own country:




- The wireless function of App-Connect is restricted or is not possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system.
- The wireless function of App-Connect must be deactivated due to legal requirements. The Wi-Fi hotspot must be deactivated.

This does not apply to the function connected by cable.

### Opening the App-Connect main menu

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The navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap  ► .
- Or: press .

## Setting up App-Connect Wireless

You must first pair the mobile telephone with the Infotainment system to use App-Connect Wireless.

### 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 a USB cable or Bluetooth.
4. Open the App-Connect main menu if it does not appear 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.

App-Connect Wireless is now set up.

Pairing is complete. In future, the connected mobile telephone will also be able to use App-Connect Wireless without a USB connection.

App-Connect Wireless will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.



App-Connect Wireless 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 also be changed, discontinued, deactivated, reactivated and upgraded without prior notice.


In order to avoid distracting the driver, only certified apps can be used when driving .


# Symbols and settings for App-Connect


## Symbols in the menu App-Connect


The actual symbols present depend on the installed Infotainment system and the vehicle model.

 Show further information.

 Open the App-Connect settings menu.

 Open the App-Connect settings menu.

 Select Apple CarPlay technology.

 Select Android Auto technology.

 Select MirrorLink technology.

## Possible settings in the App-Connect settings menu

The setting options depend on the Infotainment system installed.

Mobile devices:

Open Device Manager.

☒ Activate data transfer for VW apps:  
data transfer for Volkswagen apps is activated.

☒ Allow MirrorLink information to be shown:  
information is displayed in MirrorLink mode.



# Apple CarPlay™

## Prerequisites

The following conditions must be fulfilled in order to use Apple CarPlay:

- ✓ The iPhone must support Apple CarPlay.
  - ✓ Voice control (Siri) must be activated on the iPhone.
  - ✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.
  - ✓ The iPhone must be connected to the Infotainment system via 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 Volkswagen and Apple CarPlay websites or from your Volkswagen dealership.

## Connecting




Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

1. To open the App-Connect main menu, tap **MENU** ► App-Connect .  
Or: press **APP**.
2. Tap  Apple CarPlay to establish a connection with the iPhone.

## Disconnecting

1. To open the App-Connect main menu when in Apple CarPlay mode, tap .
2. Tap  or  to disconnect the active connection.

How the function buttons are displayed on the screen may vary.

## Points to note



Please note the following points during an active Apple CarPlay connection:

- Bluetooth connections between the iPhone and the Infotainment system are not possible.
- An active Bluetooth connection is terminated automatically.
- Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are not available.
- The connected iPhone cannot be used as a media device in 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

- ✓ The mobile telephone, referred to below as a smartphone, must support Android Auto.
  - ✓ An Android Auto app must be installed on the smartphone.
  - ✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system using a USB port with data transfer capability.
  - ✓ The USB cable used must be an original cable from the smartphone manufacturer.
- 

Android Auto Wireless: in addition, Bluetooth and WLAN must be activated on the smartphone.



The availability of the technologies depends on the country and may vary.







Information on technical requirements, compatible smartphones, certified apps and availability is available on the Volkswagen and Android Auto websites or from your Volkswagen dealership.



### Connecting

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The requirements for using Android Auto must be met.

1. To open the App-Connect main menu, tap  ► .  
Or: press .
2. Tap  Android Auto to establish a connection with the smartphone.

### Disconnecting

1. To open the App-Connect main menu when in Android Auto mode, tap Close .
2. Tap  to disconnect the active connection.

### Points to note



The following points apply when an Android Auto connection is active:

- An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth (HFP profile).
- Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.
- An active Android Auto device cannot be used as a media device in 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

- ✓ The mobile telephone must support MirrorLink.
- ✓ The mobile telephone must be connected to the Infotainment system using a USB port with data transfer capability.
- ✓ The USB cable used must be an original cable from the mobile telephone manufacturer.
- ✓ Depending on the mobile telephone used, a suitable Car Mode app for using MirrorLink must be installed on the device.


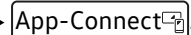


 Information on technical prerequisites, compatible mobile telephones, certified apps and availability is available on the homepage of Volkswagen and MirrorLink or from your Volkswagen dealership.

### Connecting


Follow the instructions on the Infotainment system screen and the display on the mobile telephone when establishing a connection for the first time.

The prerequisites for using MirrorLink must be met.


Start MirrorLink:

1. Tap  ► .  
Or: press .
2. Tap  to establish a connection with the mobile telephone.

### Disconnecting

1. To access the App-Connect main menu when in MirrorLink mode, tap .

Or: tap  to go to the MirrorLink main menu.

2. Tap  to disconnect the active connection.

## Points to note

The following points need to be noted during an active MirrorLink connection:

- An active MirrorLink device can also be connected simultaneously to the Infotainment system via Bluetooth.
- If the MirrorLink device is connected to the Infotainment system via Bluetooth, the telephone function on the Infotainment system can also be used.
- An active MirrorLink device cannot be used as a media device in theMedia main menu.
- The instrument cluster display shows information about the telephone mode.
- No information about turning off at junctions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

## Introduction to the topic

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

## Before using for the first time

Before using the Infotainment system for the first time, please observe the following points so you can make full use of the available functions and settings:

- Observe the safety instructions ([→ First steps in the Infotainment system](#)).
- Reset the Infotainment system to factory settings.
- Find your favourite radio stations and store them to station buttons for quick access .
- Use only suitable audio sources and data media .
- Use current map data for the navigation system.
- Pair a mobile telephone to make calls using the mobile phone interface .

## Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

- Supplements to the vehicle wallet of your vehicle.
- The operating instructions for the mobile telephone or audio sources.
- The operating instructions for external data media and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.

## Safety notes

- Some functions may contain links to websites that are operated by third parties. Volkswagen does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.
- Some functions may contain external information supplied by third parties. Volkswagen is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
- The radio stations or owners of the data storage media and audio sources are responsible for the content provided.
- Mobile, GPS  
and radio signals can also be impaired by multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers.
- Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.
- Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

### WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Accidents and injuries can occur if the driver is distracted. Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation and cause accidents.

- Drive with your full attention and with responsibility.

### WARNING

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. Drive with your full attention and with responsibility.

### WARNING

If you set the volume at too high a level, this will mean that you will not hear acoustic signals from outside, and it can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle(e.g. emergency service sirens).

### WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

### WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
  -
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
  -
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

### WARNING



Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.

#### WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

#### WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant, such as a pacemaker, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile telephone in close proximity to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

#### WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung through the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile telephones and accessories outside the deployment zone of the airbags.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

#### WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

#### NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

#### NOTICE

The loudspeakers can be damaged if the volume is set at too high a level and by playback which is too loud or distorted.

- Choose the volume setting so that the loudspeakers are not damaged.

## Notes on use


- The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.
- The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take

- longer than usual particularly at low and high temperatures.
- When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.
  - To ensure that the Infotainment system functions correctly, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.
  - A missing function button on the screen does not constitute a fault in the unit; It reflects the equipment that is available in the country in question.
  - Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must also be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.
  - There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
  - Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.
  - If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.
  - The Infotainment system switches off automatically when the engine is switched off and when the charge level of the 12-volt vehicle battery is low.
  - In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.
  - Information on the software and the licence conditions is stored in the Infotainment system: Settings ► Copyright.
  - If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external SD card, external audio sources and data media are removed where applicable.


## 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 (availability is country-dependent) and display showing number of notifications.
- ③ Home button:  (in the following section: **HOME**).
- ④ Temperature display (adjustment via ⑥) and status display for seat heating and seat ventilation (available depending on vehicle equipment).
- 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 Control Centre.
- ⑪ Function buttons for main menus.
- ⑫ Screen (touchscreen).

---

 Further information and tips for operating the Infotainment system are provided in these operating instructions ([→ First steps in the Infotainment system](#)).

- 
- ③ Home button:  (in the following section: **HOME**)

---

In the following section, the home button is referred to as **HOME**.

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 swipe it up or down to display additional content.

- 
- ⑩ Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions ([→ First steps in the Infotainment system](#)).

1. Tap the marking and swipe it down to open theControl Centre.

#### 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. The screen brightness can be adjusted via the Control Centre. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available ([→ First steps in the Infotainment system](#)).

1. Tap **HOME** ► ► ► Operation.

Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.


1. Tap **HOME** ► ► Screen ► Hand gesture.


### 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 of the "Privacy settings" function (availability is country-dependent).

- ④ Home button:  (in the following section: [HOME](#)).
  - ⑤ Status display for seat heating and seat ventilation (availability is equipment-dependent).
  - ⑥ Function buttons for main menus.
  - ⑦ Control Centre.
  - 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: (in the following section: [HOME](#))

---


In the following section, the home button is referred to as [HOME](#).

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 Control Centre

---

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions [\(→ First steps in the Infotainment system\)](#).

1. Tap the marking and swipe it down to open the Control Centre.

#### ⑧ Screen (touchscreen)

---

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available [\(→ First steps in the Infotainment system\)](#).

1. Tap [HOME](#) ►  ►  ► Operation.

#### ⑨ Scroll bar

---

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

#### ⑩ Menu control

---


1. Turn to select from a list.
2. Press to confirm a selection.

# Operating the Infotainment system

Opening the digital instructions of the Infotainment system (where available)

---

The digital instructions for the Infotainment system provide further information and tips for operation of the system.

1. Tap   .

## 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.















Opening the start screen

---

1. Tap .

## Main menus on the start screen

The following main menus may be included as function buttons on the start screen:

-  Background lighting, Background lighting .
-  App-Connect .
-  Apps.
-  Assist systems .
-  Vehicle .
-  Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide ([→ First steps in the Infotainment system](#)).
-  Sound ([→ First steps in the Infotainment system](#)).
-  Air conditioning .
-  Navigation .
-  Radio/Media , .
-  Legal.
-  Settings ([→ First steps in the Infotainment system](#)).
-  Stationary air conditioning: auxiliary heater.
-  Telephone .

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.

## Scrolling through lists, switching tracks

Use the touchscreen or menu control to select the desired function, setting or track.

## Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise function buttons and views (this depends on the vehicle equipment level) ([→ First steps in the Infotainment system](#)).

## Enlarging or reducing images and maps on the screen

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the screen and keep your fingers on the screen.
  - To enlarge the display of images and maps, slowly move your fingers apart.
  - To reduce the display of images and maps, slowly move your fingers together.

## Personalising the Infotainment system






Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing further menus and functions on the Infotainment system displays.

### Configuring tiles

---

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 views are always available. These cannot be removed. Depending on equipment, you can add two more views. In total, a maximum of four views can be displayed.


### Adapting tiles

---

Adapt the tiles and the displayed tile functions in the Infotainment system views in order to customise the Infotainment system to suit your needs.

1. Tap a tile and hold until an additional window opens.
2. To add functions to a tile, tap the desired tile.
3. Tap the desired function in the additional window ([→ First steps in the Infotainment system](#)). Various functions are available depending on the size of the tile.
4. To remove a function from a tile, tap the desired tile and then tap .



5. To return to the view, tap  or a free area on the screen.



More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

## Adapting the Control Centre

---

You can personalise the Control Centre of the Infotainment system for faster access to favourite or frequently used functions.

1. Tap a function and hold until an additional window opens.
2. Tap the desired function in the additional window and hold until the function is visibly highlighted.
3. Move the function to the desired position and release.

The active function is automatically removed from the Control Centre and added to the additional window.



More functions are available for the Control Centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

## Opening tips for personalisation (if available)

---

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.



1. Tap    Custom.



# System and sound settings



## Changing settings


The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.


 or  The setting is selected and activated or switched on.


 or  The setting is not selected and is deactivated or switched off.


 or  Open the drop-down list.

 Increase the setting values.

 Decrease the setting values.

 Gradually back.

 Gradually forwards.

 Change setting values with the slider control (infinitely variable).

## System settings

The following functions, information and setting options may be available in the system settings:

- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- WLAN



- Data connection.
- Mobile devices.
- Reset to default settings.
- System information.
- Copyright.
- Configuration assistant.

#### Opening system settings

---

1. Tap **HOME** ► Settings.

## Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

#### Opening sound settings

---

1. Tap **HOME** ► Sound.

## Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

## Cleaning the screen

Observe this checklist when cleaning the screen:

- ✓ The Infotainment system is switched off.
- ✓ Use a clean, soft cloth that is moistened with water.  
Or: use a cleaning cloth available from Volkswagen dealerships.
- ✓ In the case of stubborn dirt:
  - ✓ Moisten dirt with only a little water and allow to soak in.
  - ✓ Carefully remove dirt with a clean, soft cloth.

### ! NOTICE

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the device and dull the screen.

### ! NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

# Marks, licences, copyright

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## Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.




# Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception modes and frequency bands are dependent on the equipment level and are not available in all countries. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.







## Opening the main menu for radio mode

---

1. Tap **HOME** ▶  ▶ .
- Or: tap **MENU** ▶ .
- Or: tap **RADIO**.
- Or: press **RADIO**.

## Opening the settings

---

1. Tap **HOME** ▶  ▶  ▶ Radio.
- Or: tap **MENU** ▶  ▶ .
- Or: tap **RADIO** ▶ .
- Or: press **RADIO** and tap .



The radio stations are responsible for the content of the information sent.



Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.



Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.


# Functions and radio symbols

## Radio

The available functions and possible reception modes and frequency bands depend on the vehicle equipment and are not present in all countries.

- FM
  - multiple tuner (antenna diversity).
- FM
  - station list.
- Combined preset list.
  - Combination of all stations stored to station buttons in one list.
  - Up to 36 station buttons as storage locations for favourites.
- Station logos.
- Aerial amplifier.

## General symbols in radio mode

 FM Select FM  
reception mode.

| Open additional window with current playback.

< Select previous station from the station list or station on previous station button.

> Select next station from the station list or station on next station button.

♥ Display preset list with station buttons.

♥ Station already stored to a station button in a station list.

⚙ Open the settings.

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 list of FM  
- und DAB stations.

 Display frequency band for manual selection of FM  
frequency.  
Possible only if the combined station list is switched off.

## Tuning to, selecting and storing stations

### Selecting a frequency band or reception mode

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.


1. Tap Source to open the list of frequency bands and reception modes.
2. Select a frequency band or reception mode, e.g. FM
- .

### Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on frequency band and reception mode.

#### Selecting via frequency band (AM and FM)

You can select frequencies and save them as favourites.

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.

#### 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.

You can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.

2. Tap .

Or: tap and hold a station in the station list.

The station buttons are displayed.

3. Tap .

Or: tap a previously assigned station button and hold it for around 3 seconds.

The station is stored to the selected station button.

If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

## Special functions in radio mode

The special radio mode functions listed below are not available on all Infotainment systems, or in all countries, depending on the equipment.

### 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.


#### Manually assigning station logos

---

You cannot assign station logos manually in the AM frequency band.

1. In radio mode, tap  ► Station logos.

Or: tap  ► Station logos.

2. Select the station to which you wish to assign a station logo.
3. Select station logo.
4. Repeat the process for further stations if desired.
5. Tap  to finish assigning station logos.

# 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.

Open the MEDIA main menu

---

1. Tap   .

Opening the settings

---

1. Tap    .

## Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.



No liability can be accepted for damaged, modified or lost files on data media.

# Functions and media symbols

## Audio, media, connectivity

The available functions and possible media formats depend on the vehicle equipment and are not available in all countries.

- Media playback and media control via Bluetooth.
- Audio playback in the following formats:
  - AAC
  - 
  - APE
  - 
  - ALAC
  - 
  - FLAC
  - 
  - MP2
  - 
  - MP3
  - 
  - MP4
  - 
  - Vorbis.
  - OPUS
  - 
  - WMA
  - 
  - WAV
  -
- Video playback in the following formats:
  - MPEG
    - 1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).
  - ISO
    - MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).
  - ISO
    - MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).
  - Windows Media Video 9 (.wmv, .asf, .mkv, .avi).
- Cross-device playlists.
- Cross-source media database:
  - The data of all media sources connected to the Infotainment system is stored in a media database.
- Media 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.
-  Add media file as favourite.
-  Open the settings.
-  Go back to higher-level folder of the media source.

## Symbols for categories and groups of media files

-  Music tracks.
-  Videos.
-  Playlists.
-  Albums.
-  Artists.
-  Genre.
-  Podcasts.
-  Audio books.

## Symbols for video playback

-  Play video in full-screen mode.
-  Minimise playback.

## Selecting and playing a media source

### Selecting a media source

1. Connect an external media source if you require playback from an external media source.
2. Select the connected media source that is to be used for playback.

## ▷ Playing audio and video files

You must connect and select a media source before playing media files.

You can search for and play media files from an available media source in various ways.

### ≡ Searching in the folder structure

---

#### All media files of USB

devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in the My media folder.

1. 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 X.

### ♥ 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.

## 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 .

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

# Introduction to the topic

The current vehicle position is determined by means of a global satellite system. To enable optimal navigation to the destination, all readings and possible traffic information are compared with the available map material.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

In certain countries, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

## WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.



The navigation may recalculate the route if the driver misses a turning.



The quality of the route recommendations given by the system depends on the navigation data available.

## Opening the main menu of the navigation system

1. Tap **HOME** ► ▲.  
Or: tap **HOME** ► ▲ ► ☒.  
Or: tap **MENU** ► ▲.

## Opening the settings

1. Tap **HOME** ► ▲ ► ⚙️.  
Or: tap **MENU** ► ▲ ► ⚙️.

## Restrictions during navigation

When the Infotainment system cannot receive any data from GPS

satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

# Function descriptions

## 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.

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.



Navigation announcements are not given if the Infotainment system has been muted.

## Adapting the navigation map

For optimal viewing, you can also adapt the navigation map and map view with advanced finger gestures.

### Moving the navigation map

---

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

### Enlarging or reducing the map view

---

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

### Enlarging or reducing the map view

---

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

### Tilting the map view

---

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

### Rotating the map view

---

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Turn your fingers clockwise or anticlockwise to rotate the map view.

## Route plan

The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the

current settings ([→ Navigation](#)).

#### Opening and closing the route plan

---

1. Tap the route plan to open the route plan.
2. Tap > to stop route guidance.

#### Editing route guidance

---

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release.

The route will be recalculated.

### Additional window on the route plan

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry touched.

Functions in the additional window:

Display on map

Display the selection on the map.

Add stopover

Add a stopover to the route guidance.

Direct route

Start direct route guidance.

Delete

Delete stopover from route guidance.

Stop route guidance


End the current route guidance.

#### Closing the additional window on the route plan

---

1. Tap a free area outside the additional window.

### Setting preferred POI categories


The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under  ► Basic function settings ► Preferred POI categories. The system also independently learns which category you prefer.

### Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and positioning data, so that you can enter destinations quickly and enjoy the most efficient route guidance.

#### Deleting stored data


---

1. Tap  ► Basic functions ► Delete usage pattern.
2. Tap confirmation to delete.

### Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes.

1. To display the suggested routes, tap .

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Major traffic disruptions are taken into account in the route guidance. Major traffic disruptions will be avoided if an alternative route and the navigation data is available.


If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.


Activating or deactivating "Learn usage pattern"

---

1. Tap  ► Basic function settings to open the settings for this function.
2. Tap Learn usage pattern.

Deleting stored data for "Learn usage pattern" function

---

1. Tap  ► Basic function settings to open the settings for this function.
2. Tap Delete usage pattern to delete saved data.

## Navigation functions and symbols

### Navigation

The navigation functions and symbols depend on the equipment and are not available in all countries.

Functions


---

- Destination input and route calculation.
- Simultaneous display of two navigation maps (screen and instrument cluster).
- Personal POIs.
- 3D City Maps.


### Map symbols


The function buttons and displays depend on the settings and the current driving situation.


The map displays symbols for traffic information, e.g. traffic disruptions, and POIs, e.g. filling stations, when navigation data is available.


 Display current position.


 Destination search.


 Display the navigation map.


 Open saved addresses (contact list of the connected mobile telephone).

 Destinations along the route.


 Personal destination suggestions (home address, work address, favourite POIs nearby).

 Display route options.

 Fully automatic map mode (alignment in direction of travel, position, zoom and tilt).


 Align the map to north.


 Map scale.


 Display destination memory.


 Display additional window with further options.



## 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.


 or  Navigation setup.


## Other symbols


 Detailed destination entry for a particular address.


 Step-by-step destination input for an address.


## Route plan symbols

 Display current position.

 Destination of the current route guidance.

 Add a destination to favourites.

 End the current route guidance.

 Close the route plan.

## Entering a destination and starting route guidance

Depending on the vehicle equipment, different functions are available for destination input. Certain functions are available only in some countries.


The different functions for destination input can be found in the main menu of the navigation system ([→ Navigation](#)).

You can more precisely limit the search by indicating preferences in the results list, such as “nearby”.

Further information about the symbols on the Infotainment system display is available on ([→ Navigation](#)).

## Entering an address




Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

 When entering the address, enter the name of the destination rather than the postcode.




## Selecting a destination and starting navigation

---

1. Tap .
- 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.

### 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 manually

---

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at [www.volkswagen.com](http://www.volkswagen.com) and stored on a suitable USB

data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on a USB data medium.

2. Switch on the vehicle ignition.

3. Connect a USB data storage device to the Infotainment system when the vehicle is stationary.

The navigation data for regions that are currently frequently travelled is automatically updated in the background.

Or: press and hold **MENU** and tap Update.

The menu opens and the navigation data is updated.

The Infotainment system is restarted after the update has been completed successfully.



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 no USB data medium is connected.

---

#### Displaying map data version

---

1. Tap **MENU** ►  ► System information.

## Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.



As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or WLAN






can be restored at any time without having to pair the device again.



When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.










#### Opening the menu for the mobile phone interface

---

1. Tap  ► .
- Or: tap  ► .
- Or: press .

#### Opening the settings

---

1. Tap  ►  ►  or .
- Or: tap  ►  ► .
- Or: press  and tap .

## Functions and symbols of the mobile phone interface


The specified functions and symbols are dependent on the equipment level and are not available in all countries. The available functions depend on the mobile telephone used and its operating system.

### Functions


- Hands-free function.
- Use up to two mobile telephones simultaneously.
- Phone book with up to 5,000 contact entries.
- SMS
  - functions via Bluetooth:
    - Read SMS
    - .
    - Write an SMS
    - , including templates.
    - Have SMS
    - read out loud.
    - Message history.
- Convenience telephony ([→ Mobile phone interface](#)).
- Connection to wireless charging facility (wireless charging function) ([→ Wireless charging function](#)).
- Connection to microphone installed in the vehicle.


### Symbols in the main menu


The appearance of the symbols may differ depending on Infotainment system.


 Opens the contact list.

 Open call lists for incoming and outgoing calls.

 Dial phone number.


 Open text messages (SMS  
).


 Select the active device from two or more connected mobile telephones.


 Open settings of mobile phone interface.


## Symbols for phone calls


The appearance of the symbols may differ depending on Infotainment system.

 Make or answer and display call.

 End or reject call.


 Mute hands-free system.


 Hold call.


 Reject call with SMS template.

 Add a participant to a conference or start conference.


 Make emergency call (SOS).


 Obtain help in the event of breakdown.


 Voicemail.


 Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.


## Symbols in the contact list


1. Tap  to open the contact list.

 Input to search for contacts.


 Address.


 Edit favourites.


 Add favourites.

 Remove favourites.


## Symbols for call lists


1. Tap  to open the call lists.


 Incoming call.


 Outgoing call.

 Missed call.


 Frequent calls or favourites from the mobile telephone, if supported by the mobile telephone.


 Phone number (work).

 Phone number (private).

 Mobile number.


 Fax.

 Fax (business).


 Fax (private).


## Symbols for text messages


The appearance of the symbols may differ depending on Infotainment system.

1. Tap  to open the text messages.

✓ Top left: select active input.

 Received text message.

 Sent text message.

 Template for text messages.

## Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

- Areas immediately around chemical pipelines and tanks.
- Lower decks of ships and ferries.
- The area around vehicles which run on liquid gas, such as propane or butane.
- Places where there are chemicals or particles such as flour, dust and metal powder in the air.
- All other places where the engine or mobile telephone must be switched off.

### WARNING

Switch the mobile telephone and mobile phone interface off in potentially explosive areas and locations where special guidelines apply.

### NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

## Types of mobile phone interface

Depending on country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

- Basic equipment of the mobile phone interface.
- Comfort mobile phone interface.

### Basic equipment of the mobile phone interface

The mobile phone interface uses the HFP

Bluetooth profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

### Comfort mobile phone interface

The Comfort mobile phone interface uses the HFP

Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function ([\*→ Wireless charging function\*](#)).

In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. Depending on equipment, the mobile telephone is paired with the vehicle aerial. This improves the reception and call quality.

## Wireless charging function

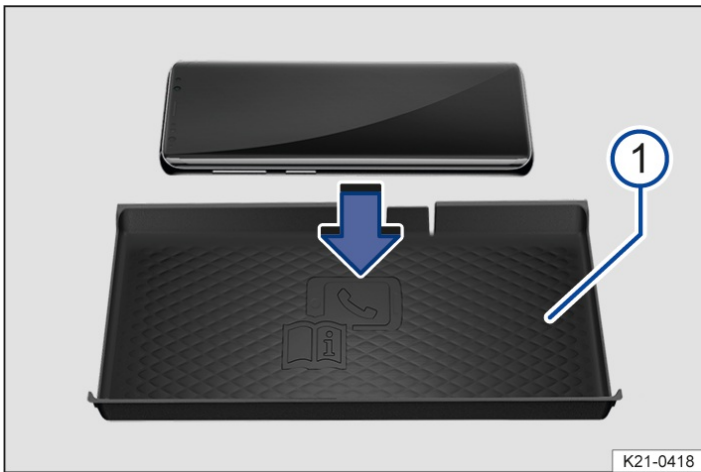


Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The stowage area with lining mat → Fig. 1 <sup>1</sup> 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 <sup>1</sup> has a telephone symbol that marks the centre position of the wireless charging function. The symbol on the lining mat may look different in some vehicles.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile telephones.

Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone can provide more information on compatibility.

Always place only one Qi-enabled mobile telephone without a protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) flat on the shelf for the wireless charging function.

Qi-capable mobile telephones with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metallic components such as coins from the stowage compartment and observe the operating instructions for the mobile telephone.

To charge a Qi-enabled mobile telephone, remove the protective cover and place the entire surface of the suitable mobile telephone flat in the centre of the stowage area with the display facing upwards. The charging process starts automatically.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment. Remove foreign objects immediately.

If the mobile telephone has not been positioned correctly in the stowage area or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the Infotainment system will report that there is a foreign object in the stowage compartment. The fault can be rectified if a suitable mobile telephone is used and its position is corrected.

### Stowage compartment cover

Depending on equipment and country, the stowage compartment for the wireless charging function has a cover for the mobile telephone's display.

Always place only one mobile telephone with maximum dimensions (width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) in the stowage compartment with cover in accordance with the specifications.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

The cover must always remain closed when driving and the mobile telephone display must be fully covered.



Notifications on the mobile telephone display can distract the driver and increase the risk of a serious accident.

- Always place only one suitable telephone, where applicable Qi-enabled, without protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (approx. 3 in x 6 in) in accordance with the specifications on the shelf in the stowage compartment.
- Remove any objects that impede the cover closing function.
- Always keep the cover closed when driving.

#### WARNING

Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

- Do not place any metal or metallic objects on the shelf for the wireless charging function.

#### NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or a chip on the shelf for the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

## Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system to use the functions of the mobile phone interface. The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system. The pairing process can take a few minutes.

### Pairing a mobile telephone

Prerequisites for pairing:

- ✓ Bluetooth is activated on the mobile telephone.
- ✓ Bluetooth is activated in the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.  
If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. Optional: confirm the data transfer prompt on the mobile telephone.

#### WARNING

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.





When some mobile telephones are paired, a PIN

is shown on the display of the mobile telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

### Managing connections

Prerequisite:

- ✓ The mobile telephone is paired and connected.

1. Tap   Mobile devices.
2. Tap the technology desired for the connection.

### Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

## Difference between the connection types

**Active** Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

**Passive** Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

## Changing the connection type (passive to active)

Prerequisite:

---

✓ Several mobile telephones are connected to the Infotainment system simultaneously.

---

1. Tap .

The mobile telephone with an active connection is highlighted.

2. Tap the name of the mobile telephone you require.

Other mobile telephones then automatically have a passive connection.

## User profiles


An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

---

1. Tap  ► .

The user profiles are located in the area Select mobile telephone or Mobile devices.

2. Tap the desired user profile and tap  to delete.

## Making phone calls and sending messages

### 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.

Or: tap  ► Favourites.


Or: tap  ► All.


2. Tap a contact in the list to start the call.


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.

Or: tap  and filter entries in the call list (e.g. missed calls).

Or: tap  ► Mobile.

2. To start the call, tap a number or, where applicable, a contact in the list.

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 used, you can send and receive SMS via the mobile phone interface.

### Sending text messages

---

1. Tap  ► Text message ► New message and enter the message on the screen.
2. Tap OK and select one or more contacts in the list. 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. Tap and hold the speed dial button until the telephone book is opened.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

#### Calling a favourite

---

1. Tap the assigned speed dial button.




Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

#### Deleting favourites from the speed dial button

---

1. Tap .


2. Tap  on the desired speed dial button to delete a favourite.


## Introduction to voice control

The voice control allows you to perform certain functions by spoken commands.

Depending on the language set in the Infotainment system, command-based voice control(default) is available in the vehicle.

### Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button  is present on the multifunction steering wheel or the **VOICE** button is present on the Infotainment system, or if your vehicle understands the activation word.

 In black with blue background: voice control is active and will recognise spoken words.



Test voice control before starting a journey in order to familiarise yourself with the function.

## Voice control features

### **Command-based voice control (standard)**

Only grammatically correct voice commands will be recognised by the voice control. Voice commands must follow a defined syntax in order to be recognised correctly, e.g.: "Navigate to [*Town, Street name, House number*]". You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language.

### **Supported languages**

The number of languages available in your country depends on the vehicle equipment.

Start voice control by speaking the activation word available in your country ([→ Voice control](#)).

# Starting and stopping voice control

## Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

- ✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.
  - ✓ Avoid excessive emphasis or strong dialect.
  - ✓ Do not leave long pauses when speaking.
  - ✓ Avoid exterior and background noise.
  - ✓ Do not point the airflow from the vents towards the microphones or roof.
- 

## Opening suggested voice commands


1. Tap **HOME** ►  ► .




Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

## Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:




- Starting with your voice: say the activation word ([→ Voice control](#)).
- Starting via multifunction steering wheel: press the voice control button .
- Starting via the Infotainment system: tap **VOICE**.



Depending on the mobile telephone and operating system, voice control of a connected mobile telephone can be started by tapping and holding  or the **VOICE** button .

## Ending the voice control function

Depending on the vehicle equipment, you can end voice control in different ways:



- Ending with your voice: to open suggestions for a voice command for ending voice control, tap **HOME** ►  ►  ► General.
- Ending with multifunction steering wheel: press the voice control button .
- Ending automatically: voice control is ended automatically if you use functions in the Infotainment system, activate the parking system, telephone calls are received or if there are voice outputs and warnings from the navigation system.

## Activation word

The words spoken in the vehicle are checked for the activation word in the Infotainment system circular buffer. Voice control starts if the Infotainment system recognises the activation word. The circular buffer is overwritten approximately every 15 seconds. There is no transmission of data or words spoken in the vehicle. The circular buffer is not active if the activation word is deactivated.

### Switching activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap  ►  ► Voice control ► Activation word.

### Speaking activation word and activation word recognition

Prerequisite:

- ✓ The Activation word is switched on in the settings.
- 

 안녕 Volkswagen.

 Hello Volkswagen.

# Troubleshooting

## **Voice control does not react**

- Voice control is not available in your language.
- Set the correct system language in the Infotainment system.
- Start voice control using the activation word or the voice control button on the multifunction steering wheel.
- Voice commands are not recognised due to a system error. Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## **Voice control provides inappropriate answers**

- The voice control system has interpreted the question incorrectly.
- Speak the voice command again clearly.

## **Voice control does not perform function**

- The function cannot be performed by voice control.
- The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.
- Settings in the function prevent it from being switched on or performed.
- The voice control system has not understood the voice command.
- Insufficient data is available.



# Stowing luggage and loads

## Stowing luggage safely in the vehicle

- Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.
- Always stow luggage and heavy objects in the luggage compartment and place them as far forwards as possible → ⚠.
- Observe gross axle weight ratings and the gross vehicle weight rating .
- Secure luggage in the luggage compartment to the fastening rings using suitable fixing and securing straps.
- Also stow small objects safely.
- If necessary, fold back the rear seat backrest and engage it securely.
- If necessary, adjust the headlight range. Vehicles with dynamic headlight range control adapt automatically to the load.
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker ([→ Tyre pressure](#)).

### ⚠ WARNING

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

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

### ⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

### 📢 NOTICE

Rubbing objects on the rear windows can cause damage (e.g. to the heating wires of the rear window heating)

### 📢 NOTICE

Do not secure any luggage carriers or other carrier systems such as bicycle carriers on the vehicle's rear spoiler.

## Luggage compartment cover

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

The luggage compartment cover is not suitable as a shelf for objects, not even for light pieces of clothing → .

### WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injuries in the event of sudden driving and braking manoeuvres or accidents.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

### NOTICE

Incorrect handling of the luggage compartment cover may result in damage.

- Do not load the luggage compartment to such a height that the luggage compartment cover can press on the load when the boot lid is closed.
- Never close the boot lid when the luggage compartment floor is open or locked in position.

## Installing and removing the luggage compartment cover

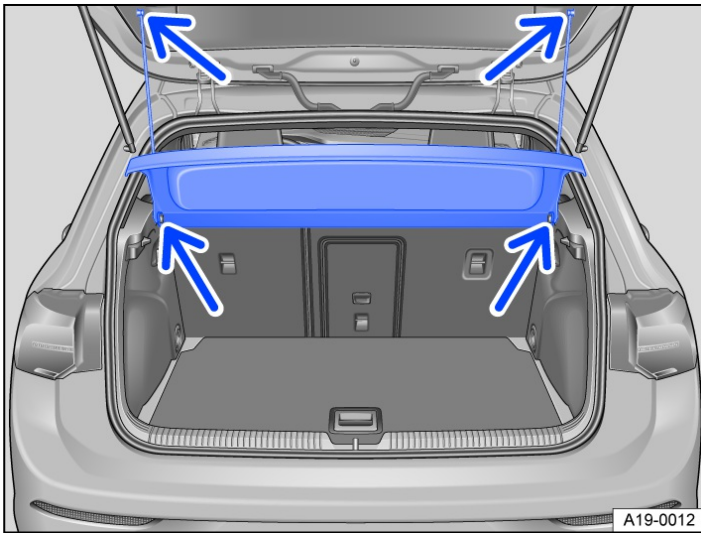


Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

### Removing the luggage compartment cover

1. Unhook the retaining straps at the top on the boot lid → *Fig. 1* (upper arrows).
2. Lift the boot lid.
3. Press the luggage compartment cover out of the side holders in the luggage compartment → *Fig. 1* (lower arrows).

### Fitting the luggage compartment cover

1. Push the luggage compartment cover into the side holders in the luggage compartment → *Fig. 1* (lower arrows).
2. Hook the retaining straps onto the boot lid → *Fig. 1* (upper arrows).

## Luggage compartment floor – Functions

### Opening the luggage compartment floor

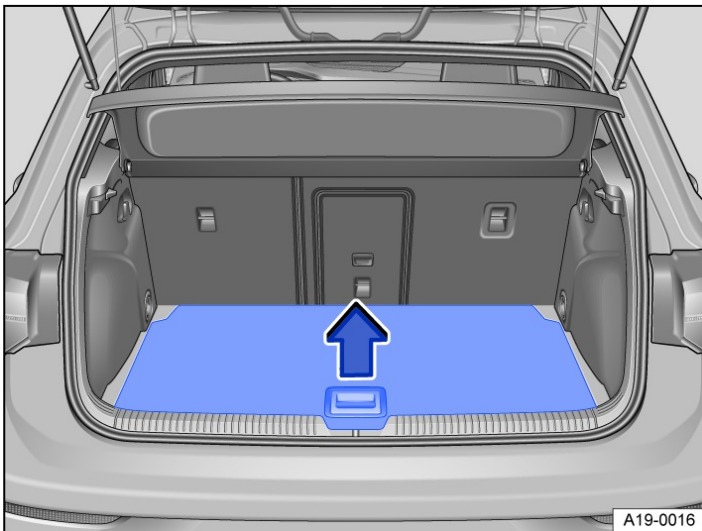


Fig. 1 In the luggage compartment: lifting the variable luggage compartment floor.

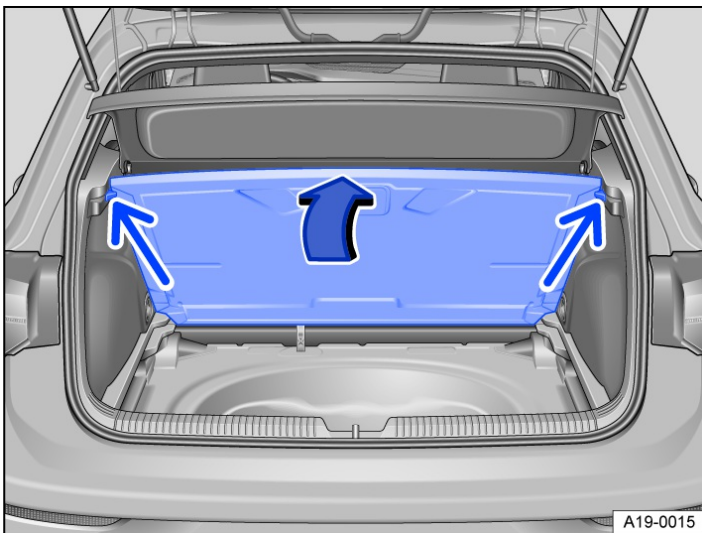


Fig. 2 In the luggage compartment: folding up the variable luggage compartment floor.

1. Grasp the handle recess in the luggage compartment floor → *Fig. 1* and fold the floor upwards in the direction of the arrow until it is held in position by the side restraints → *Fig. 2* (arrows).

### Closing the luggage compartment floor

1. Grasp the handle recess in the luggage compartment floor.
2. 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.

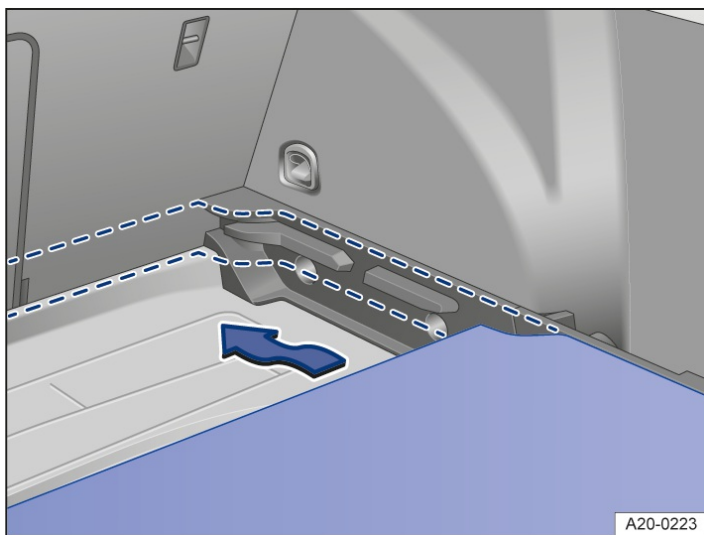


Fig. 3 In the luggage compartment: lowering the luggage compartment floor

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 in the direction of the arrow as far as it will go → Fig. 3.

#### 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

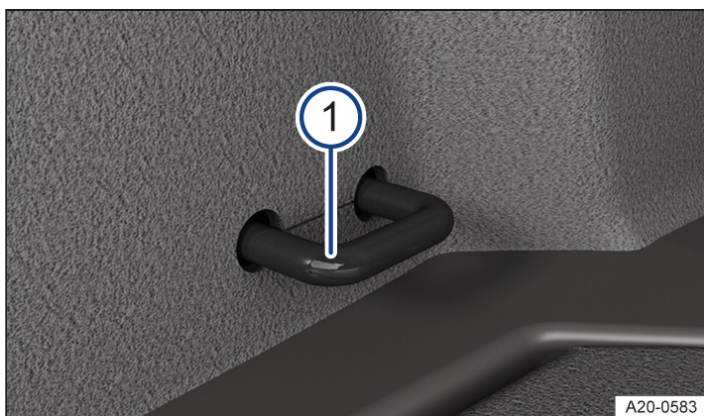


Fig. 1 In the luggage compartment: fastening ring (illustration).

#### 1 Fastening ring.

There are fastening rings in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → Fig. 1.

#### WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach the


lashing, retaining and securing straps securely to the fastening rings.

- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat using the fastening rings.

## ⚠ WARNING

Elastic tensioning straps must be stretched to attach to the fastening rings. The hooks attached to them can cause serious injuries.

- Always protect eyes and face from injury when attaching elastic tensioning straps.
- Always hold elastic tensioning straps securely when fastening so that they cannot slip off and snap back.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the load sill and fasten them to the fastening rings there. If the tension straps slip off, they will snap away from the body.

 Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Bag hook

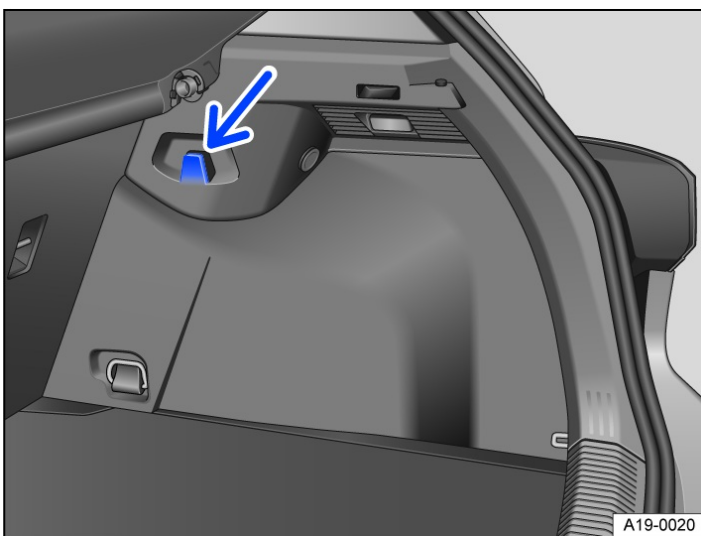


Fig. 1 On the left and right in the luggage compartment: bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

## ⚠ WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Never use the bag hooks to lash down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.
- The bag hooks in the vehicle should only be used for lightweight object weighing max. 2.5 kg (approx. 5.5 lbs).

## Load-through hatch



Fig. 1 Load-through hatch in the rear seat backrest (illustration).



Fig. 2 Load-through hatch in the luggage compartment.

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 from the vehicle interior

1. Fold the centre armrest forwards ([→ Centre armrest](#)).
2. Pull the release lever in the direction of the arrow [→ Fig. 1](#) and fold the cover of the load-through hatch all the way towards the front [→ ⚠](#).
3. Open the boot lid.

### Opening the load-through hatch from the luggage compartment

1. Push down the release lever in the direction of the arrow [→ Fig. 2](#) and push the cover forwards.
2. Push long objects through the load-through hatch from the luggage compartment.
3. Secure the objects with the seat belt as required.
4. Close the boot lid.

## Closing the load-through hatch

1. Fold back the cover of the load-through hatch until it engages in position.

There may be a red marking on the luggage compartment side. This must not be visible → ⚠.

2. Close the boot lid.
3. If necessary, fold back the centre armrest.

### ⚠ WARNING

Objects in the deployment zone of the centre airbag can prevent it from functioning properly and cause serious injuries.

- Never push objects forward into the deployment zones of the centre airbag (→ [Central airbag](#)).

### ⚠ WARNING

Injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.
- The load-through hatch may not be secured properly if the red marking can still be seen on the locking indicator. Always make sure that the red mark is never visible when the load-through hatch is in the upright position.
- Passengers, particularly children, must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.

## Information on towing a trailer

The vehicle is not approved for towing a trailer. It is not permitted to retrofit a towing bracket.

### ⚠ WARNING

Fitting a towing bracket on the vehicle while the vehicle is in operation can lead to accidents and cause serious injuries.

- Never fit a towing bracket on the vehicle.

### ℹ NOTICE

Fitting towing brackets can lead to serious vehicle damage.



## Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only use roof carriers that have been approved by Volkswagen for your vehicle type.

If the vehicle is *not* approved for use with a roof carrier, *do not* use or retrofit a roof carrier.

### WARNING

When transporting heavy or bulky objects in the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

### WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that *is not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never fit a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

### NOTICE

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.



Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the fuel consumption. The possible range of the vehicle is reduced as a result. This applies to all roof carriers and the objects transported on them, e.g. bicycles and skis.

## Fitting a roof carrier

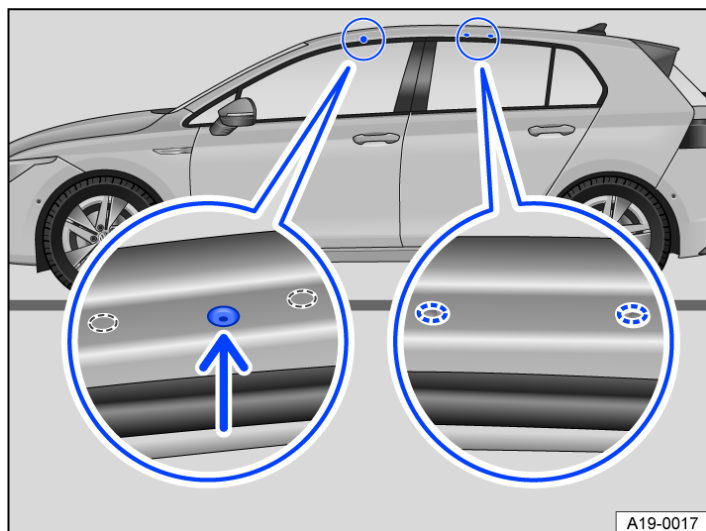


Fig. 1 Mounting points for base carriers.

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely.

Use only roof carriers that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

### Fitting 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 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.
- Do not get into the vehicle while refuelling in order to avoid electrostatic discharge.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

### WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

### CAUTION

Fuel may run out of the fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.



Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.



The tank flap cannot be opened manually. Seek expert assistance in an emergency.

## Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

## Identification of fuels and fuel standards



Fig. 1 On the inside of the tank flap: fuel information label (illustration).

### Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker in the tank flap that indicates the required fuel type for the vehicle → Fig. 1.

The designation and frame indicate the fuels that are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refuelled with other fuels → ⚠.

### Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels → ⚠.

Where fuel complying with the specified standards is not available, a correspondingly qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using a Volkswagen dealership.

### Petrol

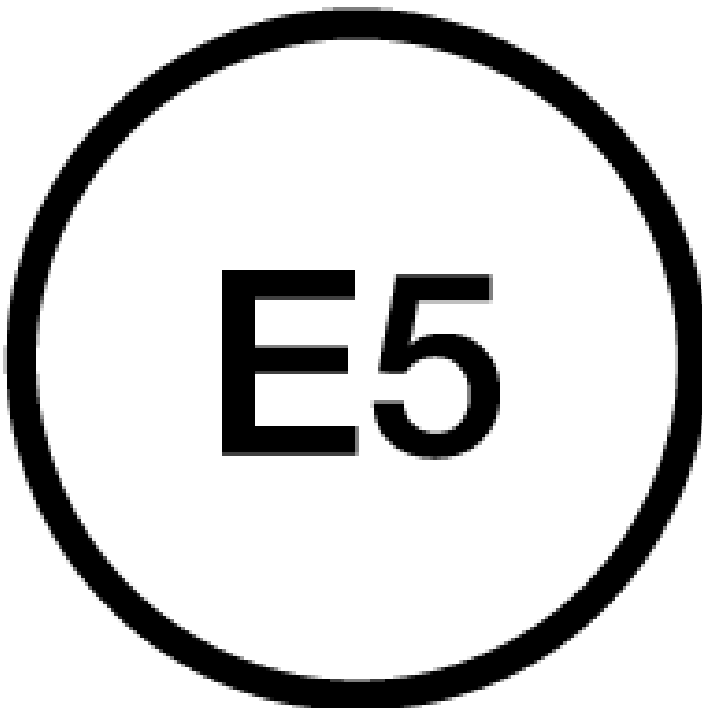


Fig. 2 Petrol fuels containing ethanol.

E5 stands for petrol fuel with a maximum ethanol content of 5%.

Fuel standard

- EN 228 in the current version.
- DIN EN 228 in the current version.
- Resolucao ANP N° 40 (Brazil) in the current version.
- Resolucion 576/2019 (Argentina) in the current version.
- NOM-016-CRE-2016 (Mexico) in the current version.

## Diesel



Fig. 3 Diesel fuels containing biodiesel.

B7 stands for diesel fuel with a maximum biodiesel content of 7%.

Fuel standard

- EN 590 in the current version.
- DIN EN 590 in the current version.



Fig. 4 Synthetic diesel fuels.

XTL stands for X - To - Liquid and designates synthetic diesel fuels.

Fuel standard

— EN 15940 in the current version.

— DIN EN 15940 in the current version.

#### NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel designations on the pump meet the vehicle requirements.
- In order to avoid damage to the fuel system and engine failure, refuel only with fuels that comply with the specified standard and identification.


## Petrol


### Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON

). The vehicle should always be refuelled with premium-grade petrol with an octane number of RON 94 or higher. If premium-grade petrol is not available, the engine can also be operated with regular-grade petrol (RON 91 / AKI 87) in an emergency. The use of petrol with a lower octane number (at least ROZ 91 / AKI 87) can reduce the engine power and increase fuel consumption. For your safety, the fuel type to be used is also listed on the fuel information label on the inside of the tank flap.

The fuel information label may show several petrol grades (e.g. RON 95 min. 91). The highlighted octane number, RON 95 in the example, is the preferred petrol grade for which the vehicle has been designed and optimised. The petrol grade listed as an alternative, ROZ 91 in the example above, can be used for refuelling only if the preferred grade, ROZ 95 in the example, is not available.

Always refuel vehicles with a petrol engine only with metal-free petrol (without lead, manganese or iron) that has a maximum ethanol content of 10% (E10) → .

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives → .

Volkswagen recommends using "TOP TIER Detergent Gasoline". This fuel is available in a number of regions (e.g. North America, Central America and South America). Further information on "TOP TIER detergent gasoline" is available on the official website:

<http://www.toptiergas.com>

#### NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only Volkswagen-approved service additives in the approved quantity if necessary.
- Refuel only with petrol that has the specified Research Octane Number (RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.



# 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 weather, 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 fill the fuel tank despite this, 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. To unlock the tank flap, unlock the vehicle with the  button in the vehicle key ([→ Vehicle key](#)).  
Or: to unlock the tank flap, unlock the vehicle with the  button in the driver door ([→ Central locking button](#)).  
In vehicles with Keyless Access, the tank flap is unlocked automatically when the vehicle is unlocked.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided in the tank flap [→ Fig. 1](#).
4. Hold the nozzle so that the handle is facing downwards in order to guarantee optimum refuelling.  
The fuel tank is full when the filler nozzle clicks off for the first time [→ ⚠](#).
5. Screw the tank cap onto the tank filler neck.
6. Close the tank flap.

Do not continue filling the tank after it switches off. The expansion space in the fuel tank can fill with fuel, for example if it heats up. This could cause fuel to overflow or automatic venting may not function .


#### WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

#### NOTICE

If possible, every six months, drive the fuel tank empty until the indicator lamp lights up and then refuel. This is necessary to maintain the system function and fuel quality required for operation.

 Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

## Introduction to the topic

The components relevant to emission control reduce harmful emissions:

- AdBlue® ([→ AdBlue](#)).
- Catalytic converter ([→ Catalytic converter](#)).
- Particulate filter (depending on equipment) ([→ Particulate filter](#)).

### WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

### WARNING

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

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

# 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®.

Only operation with AdBlue® that complies with ISO-22241-1 is approved by Volkswagen and corresponds to the Certificate of Conformity issued for this vehicle type.

Operating the vehicle without AdBlue® that complies with ISO-22241-1 may be a criminal offence.

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 (+12 °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.


During prolonged spells of cold weather with temperatures below -11°C(+12°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system ([→ AdBlue](#)).

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 add AdBlue® when a request to add it appears in the instrument cluster display.


When the white indicator light  lights up, AdBlue® is still in the normal operating range. It is possible to refill AdBlue®, but it is not necessary.


From a remaining range of 2,000 km (1200 miles) or 2,400 km (1500 miles) (depending on equipment), a prompt to refill AdBlue® appears on the instrument cluster display. The current remaining range is displayed along with this prompt ([→ AdBlue](#)).

If this warning is ignored, the yellow indicator lamp lights up in the instrument cluster display at a remaining range of 1000 km (600 miles) . 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 (XXX miles).

If the yellow indicator lamp is still ignored and the displayed remaining range is 0 km (0 miles), 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 remaining range of 1,000 km (600 miles) from when the yellow indicator lamps light up.

If the yellow indicator lamps are still ignored, the red warning lamps  light up. There is a remaining range of 0 km (0 miles) 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 with AdBlue® in accordance with the quantity shown on the instrument cluster display at the latest when the remaining range is around 1,000 km (600 miles).
- 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 Tank cap for the AdBlue® filler neck.
- ② Refill bottle.
- ③ AdBlue® 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. Unscrew the tank 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 → *Fig. 2*.  
Do not squeeze the refill bottle to prevent it from being damaged.
3. Press the refill bottle towards the filler neck and hold it in this position.
4. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.  
To ensure that the tank is not overfilled, do not squeeze the refill bottle → ⚠.
5. 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. In order to guarantee optimum refuelling, hold the AdBlue® nozzle so that the handle is facing downwards → *Fig. 3*.
2. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.  
To avoid overfilling the AdBlue® tank, do not continue filling after adding the maximum refill quantity of AdBlue® → ⚠.

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. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.

To avoid overfilling the AdBlue® tank, do not continue filling after adding the maximum refill quantity of AdBlue® → .


## Preparing to continue your journey


1. Screw in the tank cap on the AdBlue® filler neck until it engages → *Fig. 1*.
2. Close the tank flap.
3. Switch on the ignition for at least 30 seconds so that AdBlue® refilling can be detected by the system.
4. Start the engine.

### 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.

 The refill bottle must be disposed of in accordance with regulations governing the protection of the environment.

 Suitable AdBlue® refill bottles are available from a Volkswagen dealership.

## Troubleshooting

### **Selective catalytic reduction system fault**

The white  indicator lamps light up.

There is a fault in the SCR

system or the system is not filled with standard-compliant AdBlue®.

1. Drive to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

If the fault is not rectified in the next 50 km (30 miles), the  indicator lamps light up yellow and the remaining range is approximately 1,000 km (around 600 miles).

### **Selective catalytic reduction system fault**

The yellow  indicator lamps light up.

The instrument cluster display shows a text message AdBlue® fault! No engine start in XXX km (XXX miles).

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

The remaining range is approximately 1,000 km (600 miles).

1. Drive immediately to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.


Or: during prolonged spells of cold weather with temperatures below -11°C(+12°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Drive the vehicle to a warmer environment with an ambient temperature higher than -11°C(+12°F) within the stated range, such as a garage.

The error message disappears if there is sufficient AdBlue® and it has defrosted.




### Selective catalytic reduction system fault

The red  warning lamps light up.

The instrument cluster display shows a text message AdBlue® fault! Engine start disabled.


There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

The yellow indicator lamps  and the alert in the instrument cluster were ignored. It is no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine and have the system checked. Volkswagen recommends using a Volkswagen dealership.



### AdBlue® level low

The white  indicator lamp lights up.


AdBlue® is still in the normal operating range.

The remaining range is approximately 2,000 km (around 1,200 miles) or 2,400 km (around 1,500 miles) (depending on equipment).

It is possible to refill AdBlue®, but it is not necessary.



### AdBlue® level low

The yellow  indicator lamp lights up.


The instrument cluster display shows a text message Refill AdBlue! No engine start in XXX km (XXX miles).

The remaining range is approximately 1,000 km (600 miles).

1. Refill AdBlue® within the specified distance ([→ AdBlue](#)).




### AdBlue® level too low

The red  warning lamp lights up.

The instrument cluster display shows a text message Refill AdBlue! Engine start disabled.

The AdBlue® level is too low.

The yellow indicator lamp  and the alert in the instrument cluster were ignored. It is no longer possible to restart the engine.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue® ([→ AdBlue](#)).

## Catalytic converter

Observe the following information to help ensure the long-term functionality of the exhaust system and the catalytic converter in the petrol engine:

- Only use fuel that has been approved for the vehicle.
- Do not run the fuel tank empty ([→ Fuel types and refuelling](#)).
- Do not overfill engine oil ([→ Engine oil](#)).



— Do not tow-start the vehicle. Use jump leads ([→ Jump starting](#)).

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a correspondingly qualified workshop. 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.

# Troubleshooting

## Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality.

1. Reduce speed immediately.
2. Drive to the nearest correspondingly qualified workshop at medium engine speeds and low loads on the engine. Volkswagen recommends using a Volkswagen dealership.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. Seek expert assistance.

## Particulate filter clogged with soot

The indicator lamp lights up yellow.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

For petrol engines

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1. Drive at a speed of at least 80 km/h (50 mph).
2. To allow the vehicle to coast while a gear is engaged, take your foot off the accelerator completely for a few seconds.
3. Repeat this procedure (accelerate and coast) until the indicator lamp goes out.
4. If the indicator lamp does not go out after some time, go immediately to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For diesel engines

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1. Drive at a speed of at least 60 km/h (37 mph) 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 indicator lamp lights up yellow.

Fault in an emissions-relevant component that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

## Misfiring

The indicator lamp flashes yellow.

Misfiring is occurring that can damage the vehicle.

1. Go to a correspondingly qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

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 through the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

### WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

## Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times .



After using the jack, crank it back to its original position so that it can be stowed safely.

## Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. In some countries, there may also be a tyre pressure gauge in the vehicle. The following describes the maximum content.

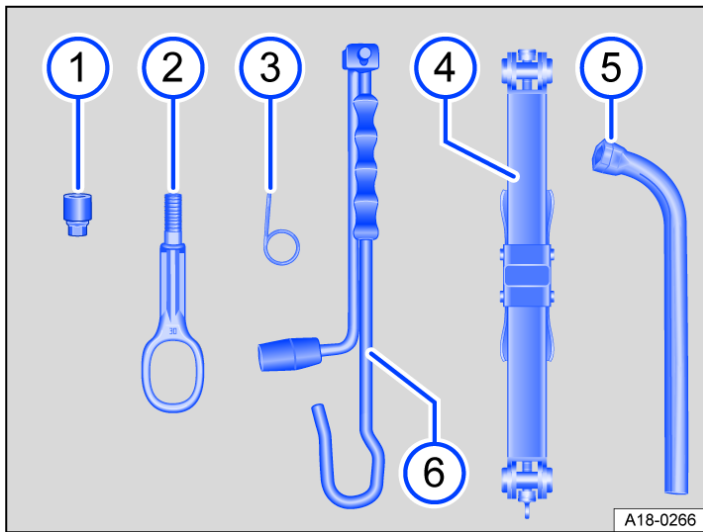


Fig. 1 Contents of the toolbox (illustration).

- 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 a universal lubricant when necessary.

## Moving the windscreen wipers to service position

The wiper arms can be lifted off the windscreen when in the service position.



Fig. 1 Wipers in service position (illustration).


### Activating the service position via the wiper lever

1. Close the bonnet and the driver and front passenger doors.
2. Switch the ignition on and then off again.
3. Press the wiper lever briefly in "flick wipe" direction ([→ Wipers](#)).

### Activating the service position via the exit menu

The service position of the wiper blades can also be activated for a limited period in the exit menu. The ignition must be switched off for this.

### Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting → .
2. Hold and lift the wiper arms only in the area of the wiper blade mounting.

### Placing the wiper arms on the windscreen

1. Before starting your journey, take hold of the wiper arms carefully and only in the area of the wiper blade mounting and place them on the windscreen.
2. Press the wiper lever briefly in "flick wipe" direction with the ignition switched on.

The wiper arms move back to their initial position.

#### NOTICE

The bonnet, windscreen and wiper arms can be damaged if the wiper arms are lifted from and placed on the windscreen incorrectly.

- Lift the wiper arms only when in service position.
- Always place the wiper arms back on the windscreen before starting a journey.

## Cleaning and changing wiper blades

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis. Wiper blades that judder should be changed if damaged or cleaned if dirty → ⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Cleaning wiper blades

Windscreen wipers: Move the wiper arms to the service position before lifting.

1. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge → ①.
3. Place the wiper arms carefully back onto the windscreen.

### Changing the windscreen wiper blades

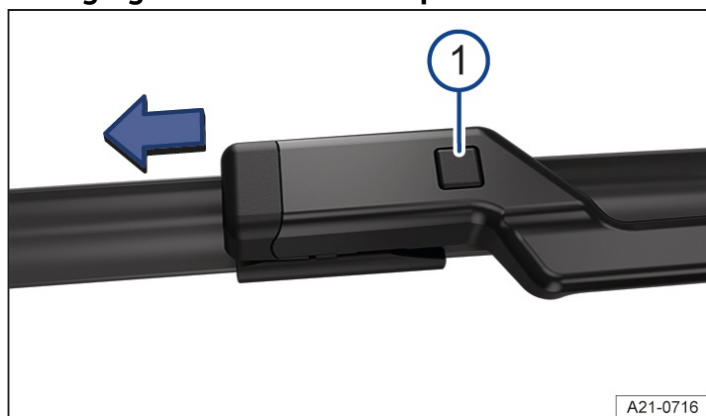


Fig. 1 Changing the windscreen wiper blades.

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① Wiper blade release button.

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1. Move the wiper arms to the service position before lifting.
2. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → Fig. 1 ①.
4. Fit a new wiper blade of the same length and type on the respective wiper arm and push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

### Changing the wiper blade for the rear window

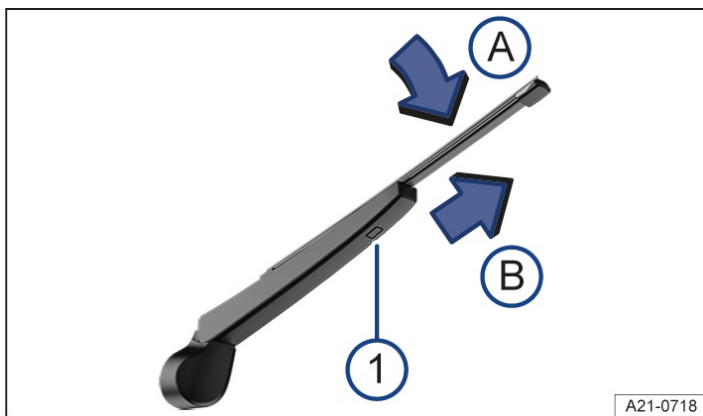


Fig. 2 Changing the wiper blade for the rear window.

① Wiper blade release button.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → Fig. 2 ①.
4. Tilt the wiper blade in the direction of the wiper arm → Fig. 2 ① and pull it off in the direction of the arrow ② 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 ②. The wiper blade must be in folded-down position to do this → Fig. 2 ①.
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.

#### ℹ NOTICE

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar fluids to clean the windows.



If wax residue from car washes and other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

## Introduction to the topic

Before changing a bulb, check whether a bulb or LED

light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It may be illegal to drive with faulty exterior lights.

### Additional bulb specifications

Some bulbs might have factory specifications that differ from standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

#### ⚠ WARNING



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

#### WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.


- Always read and observe the warnings before carrying out work in the engine compartment ([→ In the engine compartment](#)). The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.


#### NOTICE

If water enters the headlight housing, it can cause damage to the electrical system.

- Always fit the covers on the headlight housing after changing bulbs.
- Always check that the covers are fitted correctly.

## Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order → :

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake.
3. Switch off the light.
4. Move the turn signal and main beam lever to neutral position.
5. Vehicles with an automatic gearbox: Engage the parking lock P.
6. Switch off the ignition.
7. Vehicles with a manual gearbox: Select a gear.
8. Allow the orientation lighting to go out.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has visibly blown ([→ Fuses](#)).
11. Follow the instructions to change the affected bulb → .

Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.

Do not touch the glass part of the bulb with unprotected fingers. When switched on, the heat of the bulb would cause the remaining fingerprint to evaporate and be deposited on the reflector. This will impair the light output of the headlight.

12. After changing a bulb, check to ensure that the bulb is working properly.  
If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
13. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### WARNING

Ignoring any of the important safety instructions can lead to accidents and severe injuries.

- Always follow the instructions for the work steps and observe the generally valid safety precautions.

#### NOTICE

Improper removal and refitting of trim panels and headlights can cause damage the vehicle's paint and bodywork.

- When removing and refitting the headlight, make sure that the vehicle's paint and bodywork is not damaged.

## Changing bulbs in the LED headlights

### Preparations

The steps should be carried out in the given order only:

1. Observe the information on changing bulbs and carry out the work steps.
2. Open the bonnet.

The headlight does not have to be removed when changing the bulb.

### Changing bulbs in the turn signals

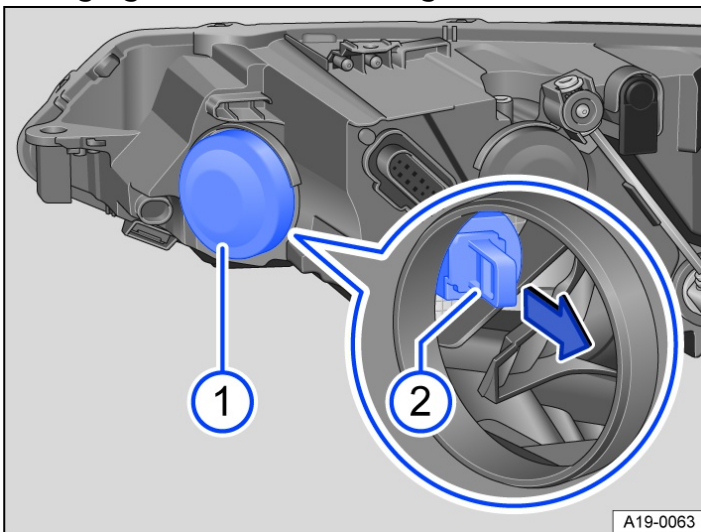



Fig. 1 In the engine compartment on the right: rear of the headlight.

- ① Turn signal bulb holder cover.
- ② Turn signal bulb holder.

1. Pull off rubber cover → Fig. 1 ①.
2. Pull out bulb holder by the handle in the direction of the arrow → Fig. 1 ②. When doing this, alternately press the handle up and down slightly to make it easier to pull out the bulb holder.
3. Replace the defective bulb with a new bulb of the same type.
4. Carefully insert the bulb holder into the headlight and push it towards the front until you feel it click into place → Fig. 1 ②.
5. Press on the rubber cover all round.
6. Close the bonnet.

 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

Observe the following in order to avoid damage to the vehicle:

- Carefully remove the fuse box covers and fit them correctly again after completing work.



There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Fuses in the engine compartment

### Opening the fuse box in the engine compartment

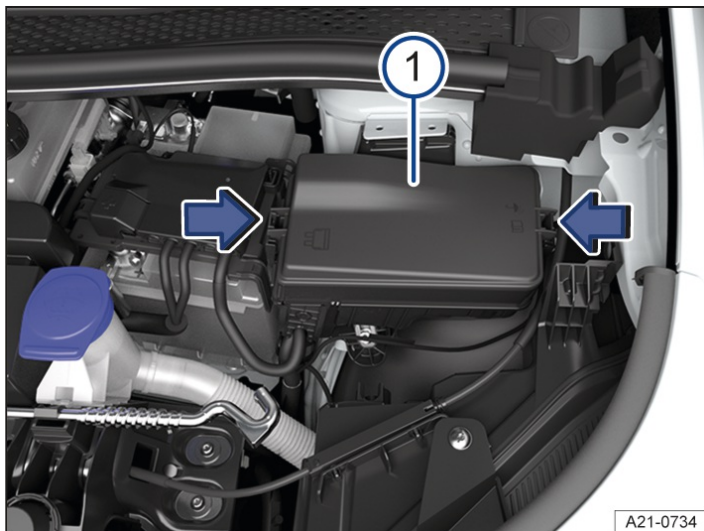


Fig. 1 In the engine compartment: fuse box.

- 
- ① Fuse box cover.
- 

In some vehicles, a pair of plastic plies → *Fig. 1* for removing fuses is located on the inside of the cover of the fuse box or on the fuse carrier.

### Removing the cover

1. Open the bonnet.
2. To unlock the fuse box cover, push the catches in the direction of the arrow → *Fig. 1* ①.
3. Lift off the cover.

### Installing the cover

1. Place the cover on the fuse box.
2. Press the cover down until the cover audibly engages into position on both sides.

## Fuse tables for fuses in the engine compartment

The list shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the amp rating, the fuse type and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

### Fuse assignment

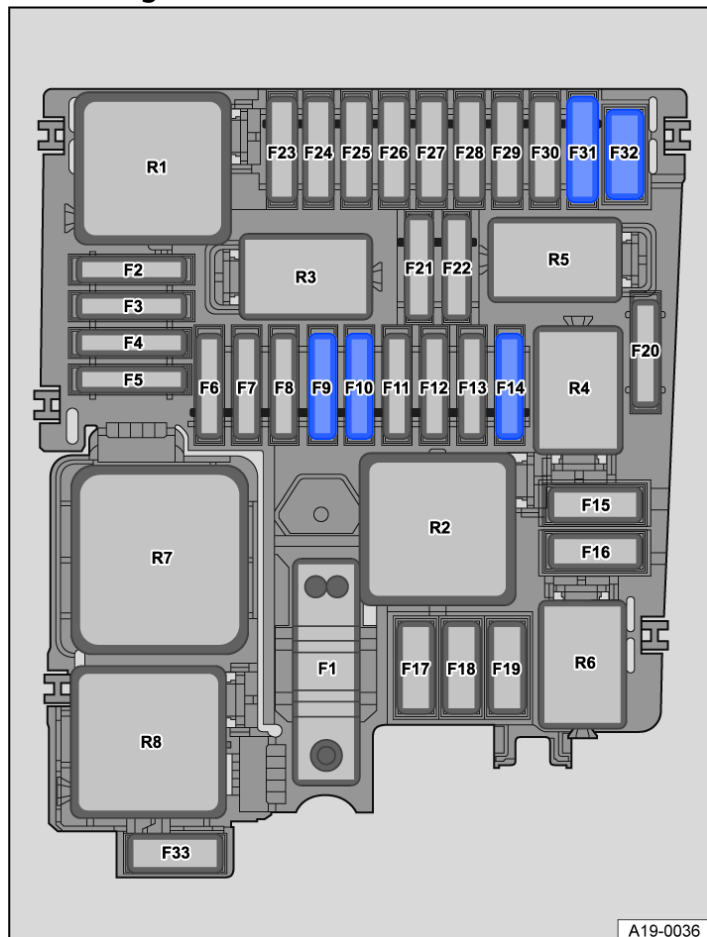


Fig. 1 In the engine compartment: fuse locations.

Fuse location → *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

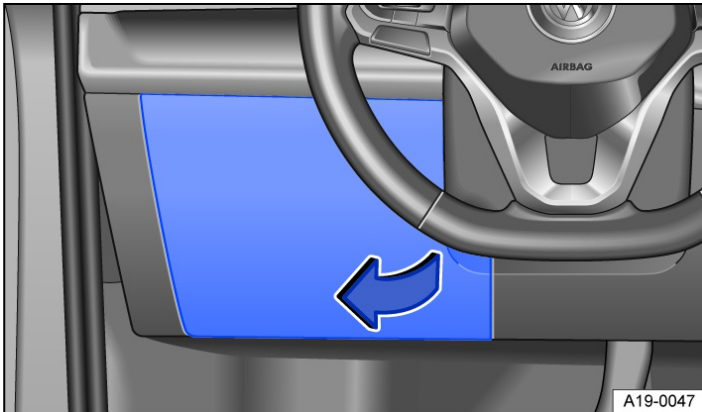


Fig. 1 In the dash panel on the driver side: fuse box cover (left-hand drive vehicle).

#### Removing the cover

1. Reach behind the cover and pull off in the direction of the arrow → Fig. 1.

#### Installing the cover

1. Align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

### Opening the fuse box in the dash panel

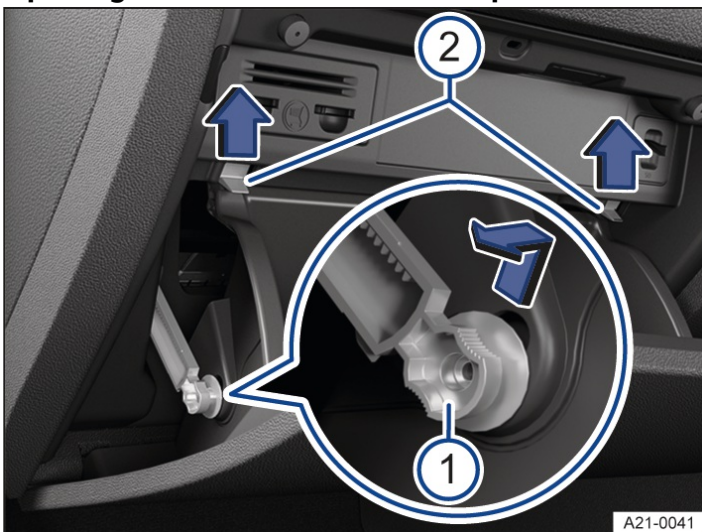


Fig. 2 In the dash panel on the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

- ① Restrictor.
- ② Catches.

#### Removing the cover

1. Open the glove box and empty if necessary.
2. Push restrictor upwards into the opening of the holder and pull out to the side → Fig. 2 ①.
3. Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → Fig. 2

## Installing the cover

1. Move stowage compartment into position.
2. Insert the restrictor into the opening in the holder and slide upwards until it engages audibly.
3. Carefully push the stowage compartment forwards beyond the resistance of the catches → Fig. 2 ②.

## Fuse table for fuses in the dash panel

The list shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the amp rating, the fuse type and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse assignment. Volkswagen recommends using a Volkswagen dealership.

## Fuse assignment

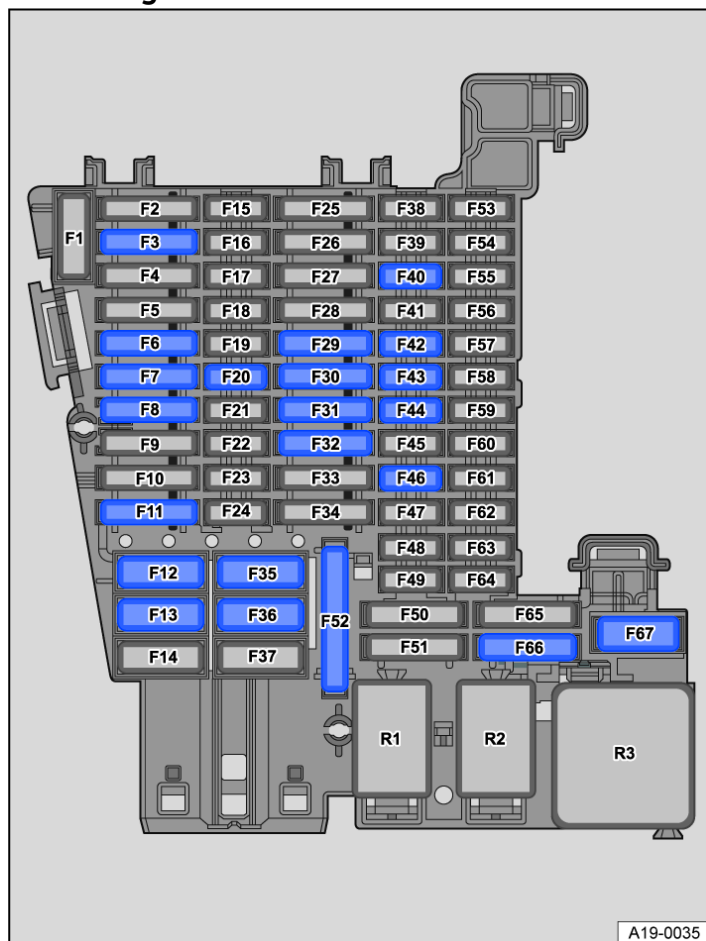


Fig. 1 In the dash panel: fuse assignment.

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®, controls for the air conditioning system, relay for rear window heating.
- 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.

 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

1. Switch off the ignition, the lights and all electrical consumers.

### Detecting a blown fuse

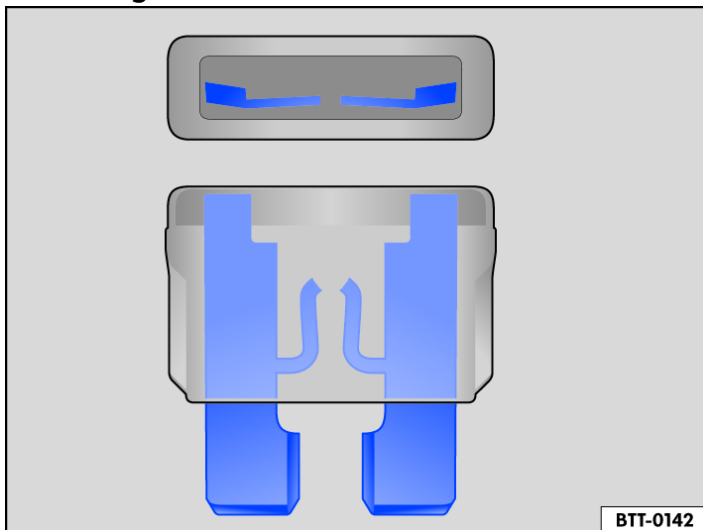


Fig. 1 Blown fuse (illustration).

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**

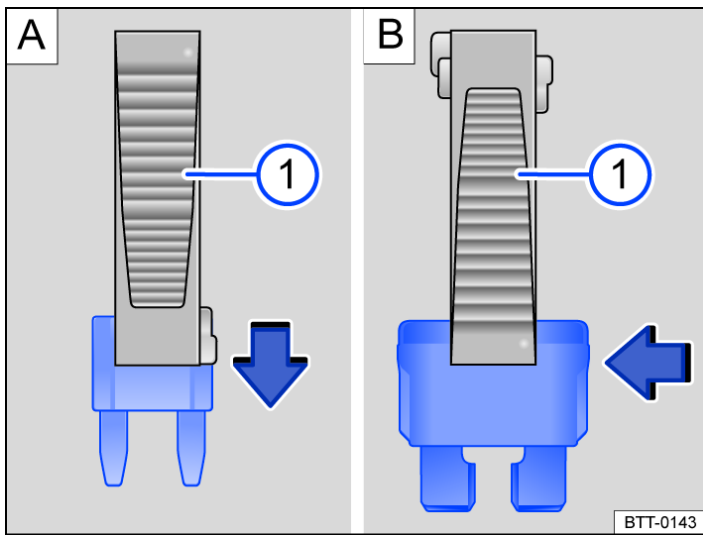


Fig. 2 Removing or inserting fuse with plastic grippers (illustration).

### ① Plastic grippers.

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 with the same rating (same colour and same markings) and same size → ①.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

### ⓘ NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

## Introduction to the topic

For technical reasons, your vehicle may not be push-started → ①. If the engine cannot be started because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the jump leads must always be connected to the jump-start connection points in the engine compartment.

### ⚠ WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery (→ [12-volt vehicle battery](#)).
- Never confuse the positive battery terminal with the negative battery terminal.
- Never perform jump starting on a vehicle with a frozen or thawed 12-volt vehicle battery.

### ⚠ WARNING

A highly explosive gas mixture is produced at the 12-volt vehicle battery when performing jump starting. This is flammable and can cause serious injuries. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

### ⓘ NOTICE

Tow-starting the vehicle can damage the vehicle.

- Perform jump starting to start the engine.

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**NOTICE**

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0 °C (+32°F).

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.
- 

## Jump-start connection point (earth)

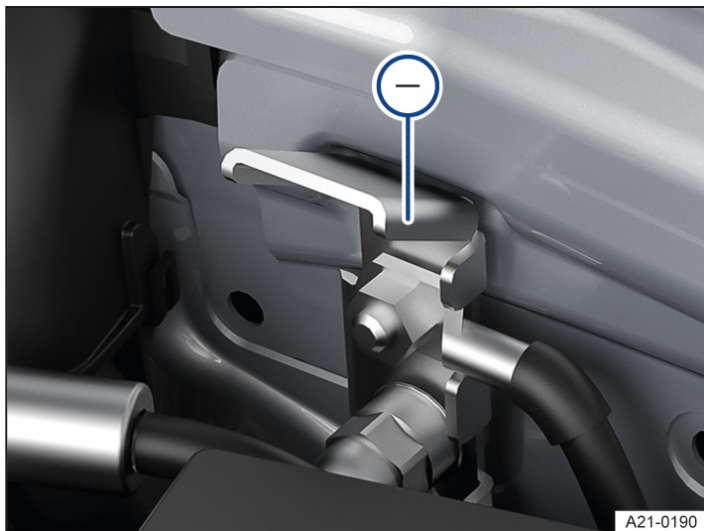


Fig. 1 In the engine compartment: jump-start connection point (earth).

- 
- ⊖ The jump-start connection point (earth) is used for connecting the black jump lead → Fig. 1.
- 

The vehicle can be jump-started or be used to jump-start another vehicle via the jump-start connection point (earth).

# Jump starting preparations and procedure

## Preparations

Observe the following when performing jump starting:

- Wear eye protection and protective gloves → ⚠.
- Observe the jump lead manufacturer's instructions.
- Open the bonnet.
- When performing jump starting, always use jump leads with fully-insulated terminal clamps and defect-free insulation → ⚠.
- Make sure that there is a sufficient distance between the vehicle providing jump starting assistance and the vehicle being jump started otherwise current could already flow when the positive terminals are connected.
- Ensure that the terminal clamps have good metal-to-metal contact with the terminals.

## Jump leads

A suitable jump lead is needed in order to jump start another vehicle or have your vehicle jump started.

The jump leads of the vehicle that is doing the jump starting must have at least the following cross-sections when performing jump starting.

- Vehicles with electric drive: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 25 mm<sup>2</sup> (0.038 in<sup>2</sup>).
- Vehicles with hybrid drive: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 25 mm<sup>2</sup> (0.038 in<sup>2</sup>).
- Vehicles with a petrol engine: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 25 mm<sup>2</sup> (0.038 in<sup>2</sup>).
- Vehicles with diesel engine: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section must be at least 35 mm<sup>2</sup> (0.054 in<sup>2</sup>).

## Vehicle that is being jump started

1. Make sure that the discharged 12-volt vehicle battery is properly connected to the 12-volt vehicle electrical system.
2. If a 12-volt vehicle battery with a battery window is installed, check the colour of the window . If the window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

## Vehicle providing jump starting assistance

1. Observe the owner's manual of the vehicle manufacturer.
2. Make sure that the vehicle battery providing assistance has the same voltage(12 volts) and approximately the same capacity as the flat 12-volt vehicle battery. Observe the information on the label of the vehicle battery in the vehicle providing jump starting assistance.

## Jump starting procedure

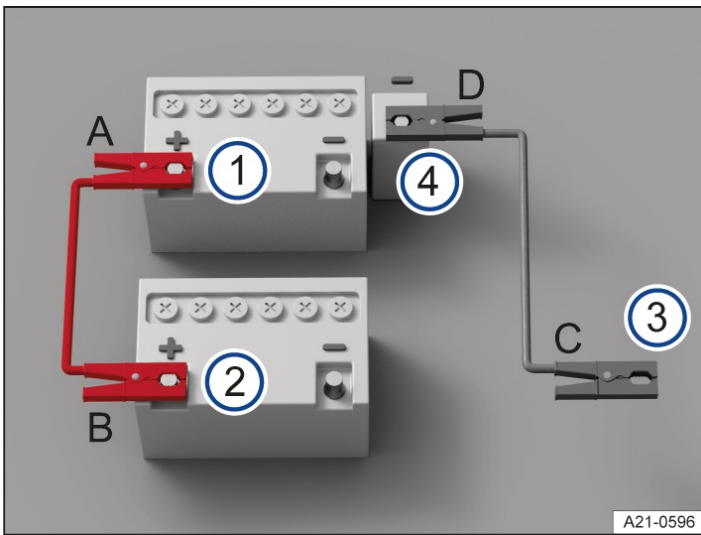


Fig. 1 Schematic diagram of how to connect the jump leads.

- ① Positive battery terminal on the vehicle that is being jump started.
- ② Positive battery terminal on the vehicle that is providing jump starting assistance.
- ③ Suitable earth connection in the vehicle that is providing jump starting assistance: preferably the jump-start connection point (earth), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.
- ④ Jump-start connection point (earth) on the vehicle being jump-started .

Connect the jump leads only in the order A – B – C – D → Fig. 1.

1. Switch off the ignition in both vehicles.
2. If present, fold open the cover on the positive battery terminal(+) on the 12-volt vehicle battery in the engine compartment.
3. Connect one end of the red jump lead to the positive terminal(+) of the 12-volt vehicle battery with the discharged 12-volt vehicle battery → Fig. 1 ① → ⚠.
4. Connect the other end of the red jump lead to the positive battery terminal(+) of the vehicle providing assistance → Fig. 1 ②.
5. Connect one end of the black jump lead preferably to an earth jump-start connection point(-) on the vehicle with the 12-volt vehicle battery providing assistance → Fig. 1 ③.  
Or: if no earth jump-start connection point (-) is present, connect the end of the black jump lead to a solid metal part that is securely bolted onto the cylinder block or to the cylinder block itself on the vehicle with the 12-volt vehicle battery providing assistance → Fig. 1 ③.
6. Connect the other end of the black jump lead to the earth jump-start connection point(-) on the vehicle with the discharged 12-volt vehicle battery → Fig. 1 ④ → ⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

## Starting the engine

1. Start the engine of the vehicle which is providing assistance and let it run at idle.
2. Wait a few minutes and then start the engine in the vehicle with the discharged 12-volt vehicle battery. If the engine does not start immediately, switch off the starter after about 10 seconds and try again after about 1 minute.

Please contact an expert if the vehicle's engine still will not start.

## Introduction to the topic

## Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights, if switched on.
2. Turn on the air conditioning blower and rear window heater in the vehicle with the discharged 12-volt vehicle battery. This helps minimise the voltage peaks generated when the leads are disconnected.
3. After jump starting, the jump leads should be removed only in the order D – C – B – A → *Fig. 1*.
4. If present, close the cover of the positive terminal (+).

After jump starting, have the 12-volt vehicle battery checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the uninsulated parts of the terminal clamps.
- Make sure that the insulation of the leads is in perfect condition.
- Do not allow the lead attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.

### NOTICE

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0 °C (+32°F).

- Do not perform jump starting on a frozen or thawed 12-volt vehicle battery.

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

### WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

### WARNING

Never tow a vehicle that has no power supply.

- Never switch off the ignition using the starter button when the vehicle is being towed. Otherwise the electronic steering column lock could engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

### NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

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

## Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope:

- The maximum permitted towing speed is 50 km/h (30 mph).
- The maximum permitted distance is 50 km (30 miles).

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar. The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

## Towing with a breakdown truck

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive

Automatic gearbox

Front axle

Manual gearbox

Front axle

All-wheel drive 4MOTION

Automatic gearbox

Front axle

Manual gearbox

Front axle

### WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported, if necessary in standing condition on a breakdown truck.

## Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

## In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

- The 12-volt vehicle battery is discharged.
- The instrument cluster display does not work properly.
- The distance to be towed is further than 50 km (30 miles).
- In vehicles with a manual gearbox, the clutch cannot be depressed fully and neutral selected.
- The selector lever of the automatic gearbox cannot be moved to neutral (N position).
- The 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 expert assistance and have the



vehicle transported on a breakdown truck if necessary.

## Towing

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

### WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

## Preparations

- Ensure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.
- Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.
- Comply with the information on towing contained in the owner's manual for the other vehicle.

## Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.
5. In vehicles with a manual gearbox: engage the clutch particularly gently when moving off.

## Pulled vehicle (rear)

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and you can operate the turn signals and wipers if necessary. The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
2. Make sure that the vehicle key is always in the vehicle during towing ([→ Keyless Access](#)).
3. In vehicles with an automatic gearbox: Select selector lever position **N**.  
In vehicles with a manual gearbox: Disengage the gear.
4. Release the electronic parking brake.
5. Ensure that the tow-rope is always taut.

### 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 perform jump starting to start the engine or activate the vehicle's drive system 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. Comply with the notes on towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle → ⓘ.

### ⓘ NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

## Fitting the towing eye at front



Fig. 1 In the front bumper on the right: removing the cover, variant 1.



Fig. 2 In the front bumper on the right: removing the cover, variant 2.



Fig. 3 In the front bumper on the right: screwing in the towing eye, variant 1.



Fig. 4 In the front bumper on the right: screwing in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → Fig. 1.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary → ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible → Fig. 3, → ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

#### ⓘ NOTICE

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

#### ⓘ NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during tow-starting or towing.

- Always screw the towing eye fully and securely into the mounting.

## Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether the mounting with screw thread is available for the towing eye.
2. Comply with the notes on towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle → ⓘ.

#### ⓘ NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

## Fitting the rear towing eye



Fig. 1 In the rear bumper on the right: removing the cover, variant 1.



Fig. 2 In the rear bumper on the right: removing the cover, variant 2.



Fig. 3 In the rear bumper on the right: screwing in the towing eye, variant 1.



Fig. 4 In the rear bumper on the right: screwing in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → Fig. 1.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary → ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible → Fig. 3, → ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

#### ⓘ NOTICE

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

#### ⓘ NOTICE

If the towing eye is not screwed fully and securely into the mounting, it can tear out of the mounting during tow-starting or towing.

- Always screw the towing eye fully and securely into the mounting.

## Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should carry out work in the engine compartment only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

#### ⚠ WARNING

The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- Always work with extreme care and caution and observe the 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 position P 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

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.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment → .

#### WARNING

Unintentional vehicle movements during service work can cause serious injury.


- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface and the wheels must be blocked.
- If you are working under the vehicle, use suitable stands to provide support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

#### WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical wiring in the ignition system.
- Never touch the electrical wiring and connections of gas discharge bulbs.

## Preparing the vehicle for working in the engine compartment

The following actions should always be carried out in the given order before working in the engine compartment → .

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the engine has stopped.
3. Switch on the electronic parking brake.
4. Move the selector lever to position P.
5. Switch off the engine.
6. If necessary, remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally.
7. Allow the engine to cool sufficiently.
8. Always keep other persons away from the engine compartment.
9. Secure the vehicle against rolling away.

#### WARNING

Ignoring any of the operating guidelines listed for your personal safety can lead to accidents and severe injuries.

- Always follow the work guidelines and observe the general safety precautions.



## Opening and closing the bonnet



Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

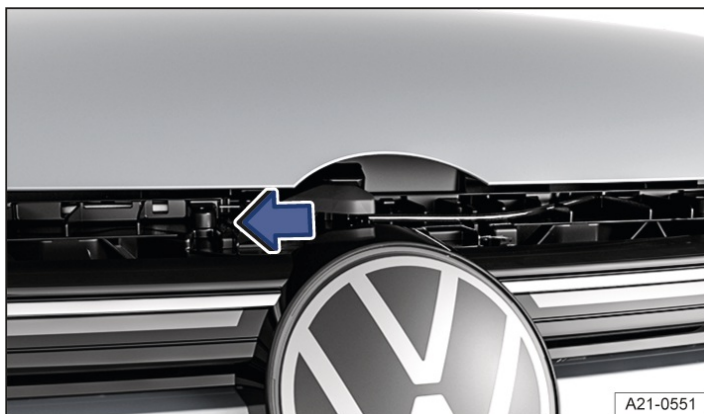


Fig. 2 Above the radiator grille: bonnet control lever.

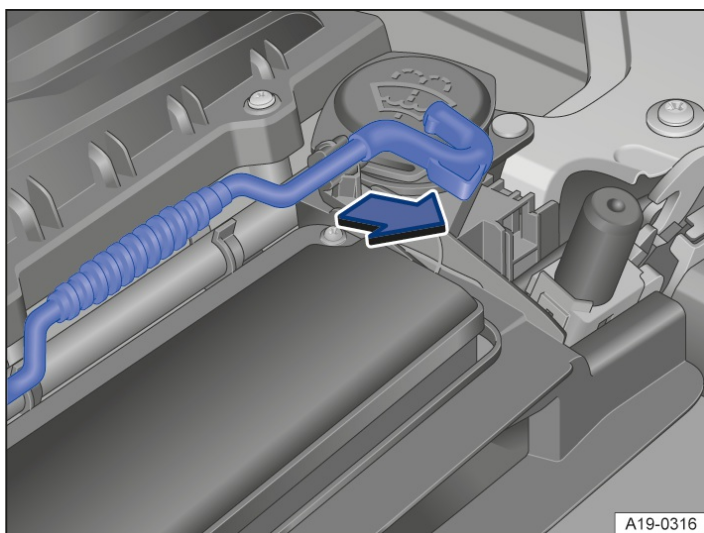


Fig. 3 In the engine compartment: bonnet stay in the holder.

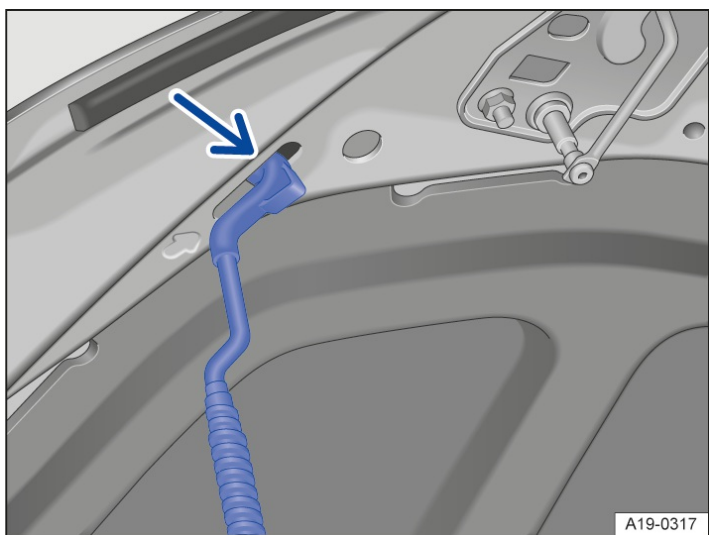


Fig. 4 On the bonnet: holder for bonnet stay (illustration).

## Opening the bonnet

1. Open the driver door and pull the release lever in the direction of arrow → Fig. 1.  
The bonnet is released from the lock carrier catch by spring force → ⚠.
2. To open the bonnet fully, lift the bonnet slightly while simultaneously pressing the opening lever in the direction of the arrow → Fig. 2.
3. Take the bonnet stay out of its holder → Fig. 3 in the direction of arrow and insert it into the opening → Fig. 4.

## Closing the bonnet

1. Lift the bonnet slightly and hold.
2. Unhook the bonnet stay from the opening → Fig. 4 and push it into its holder → Fig. 3.
3. Let the bonnet drop into the catch from a height of about 20 cm (8 in) – do not press it down!  
The bonnet is flush with the body parts around it when it is closed properly → ⚠.

If the bonnet has not closed properly, lift it and then close it again.

### ⚠ WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you establish while driving that the bonnet is not closed properly, switch on the hazard warning lights, brake carefully, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

### 📢 NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.




## Display



Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

1.  Do not drive on!
2. If necessary, lift the bonnet and then close it again.

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

### WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.



The symbol can differ depending on the version of the instrument cluster.

## Service fluids and consumables

All service fluids and consumables (e.g. coolant, engine oils and batteries) are being constantly further developed. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause serious injuries and poisoning.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

### WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and thus cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - Always disconnect the 12-volt vehicle battery.
    - Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

### NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.




Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Any spilt service fluids must be disposed of properly. Volkswagen recommends using a Volkswagen dealership.

# Washer fluid

## Basic information



Fig. 1 In the engine compartment: washer fluid reservoir cap (illustration).



The washer fluid reservoir is located in the engine compartment. The washer fluid reservoir is identified by the  symbol on the cap → *Fig. 1*.

The washer fluid level should be checked regularly and refilled as necessary.

## Preparations

1. Prepare the vehicle for working in the engine compartment .
2. Open the bonnet ([→ In the engine compartment](#)).

## Checking and refilling

1. Check whether there is enough washer fluid in the reservoir.
2. To refill, mix clean water, not distilled water, with a commercially available windscreen washer fluid. Observe the mixture instructions on the packaging of the windscreen washer fluid → . There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling → .
3. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze. Observe the mixture instructions on the packaging of the anti-freeze agent.

The filling quantity of the washer fluid reservoir is approx. 3.0 l to 7.5 l (3.1 qt to 7.9 qt) depending on the vehicle and equipment.

### WARNING

Unsuitable additives in the washer fluid can produce an oily film on the vehicle windows, reduce visibility and increase the risk of accidents and serious injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

### NOTICE

If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

## NOTICE

Use of an incorrect washer fluid or mixing different washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable washer fluids.
- Never mix different washer fluids with each other.

## Introduction to the topic


Engine oils are matched to the requirements of the engines, exhaust purification systems and fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

The vehicle can consume engine oil. Engine oil consumption can vary and can change during the service life of the vehicle. Depending on driving style and operating conditions, engine oil consumption can be up to 1 l (1 qt) per 2,000 km (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 km (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably before long journeys.

## WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic. Always keep engine oil out of the reach of children.
- Store engine oil only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

 Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

# Engine oil standards

## Vehicles with an engine oil sticker

If you need to add engine oil, use an oil that complies with the specified engine oil standard and engine oil viscosity → *Fig. 1*.

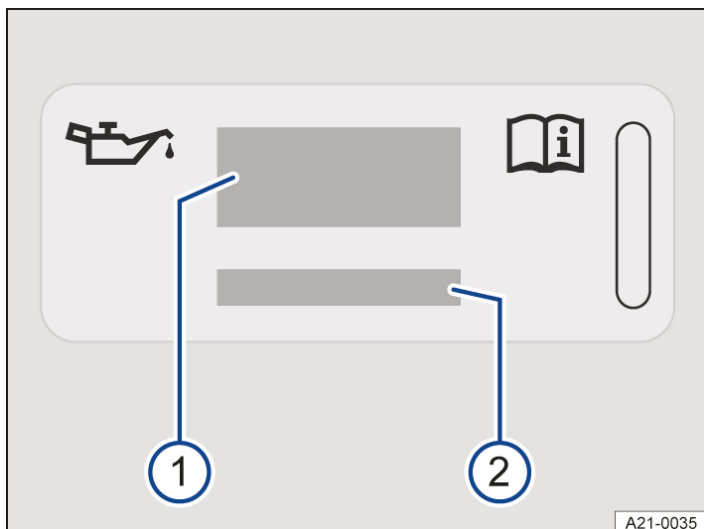


Fig. 1 Sticker showing the engine oil standard and engine oil viscosity (illustration).

- ① Information about the engine oil standard.
- ② Information about the engine oil viscosity.

The sticker showing the prescribed standard is located at the front of the engine compartment, on the side next to the bonnet release → *Fig. 2* ①.

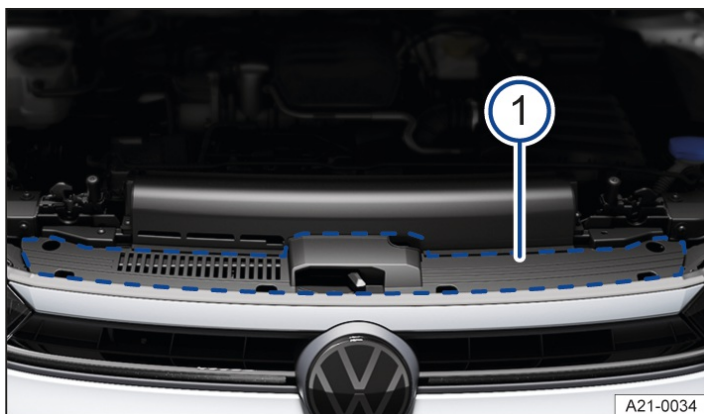


Fig. 2 At the side next to the bonnet release: sticker for engine oil standard and engine oil viscosity.

- ① Sticker.

If the specified engine oil → *Fig. 1* is used, the engine oil level can be corrected as often as necessary (→ *Engine oil*).

## Vehicles without an engine oil sticker

You can obtain information about the specified engine oil standard and engine oil viscosity from a suitably qualified workshop. If it is necessary to add engine oil, use an oil with the specified engine oil standard and viscosity. If the specified engine oil is used, the level can be corrected as often as necessary (→ *Engine oil*).

If you do not have access to engine oil that complies with the prescribed standard, in an emergency you may top up with a maximum of 0.5 l (0.5 qt) of the following oils once before the next regular oil change:

- Petrol engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.
- Diesel engines: standards VW 507 00 and ACEA C3, viscosity 0 W-30.

It is recommended to have the oil change carried out by a suitably qualified workshop.

#### NOTICE

The use of engine oils that are not approved in accordance with the corresponding VW standard can cause engine damage.

- Use only engine oils that meet the quality requirements of the corresponding VW standard for refilling.



Volkswagen recommends Volkswagen genuine oil.

## Changing engine oil

The engine oil must be changed regularly and in accordance with the service interval ([→ Service](#)).

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

#### WARNING

Changing the engine oil incorrectly can cause environmental damage, fire and serious injuries.

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.

#### WARNING

Engine oil is toxic and can cause serious injuries.

- Always keep engine oil out of the reach of children.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.

#### NOTICE

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil.

- You should always have engine oil and filter changes performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.



Dispose of the engine oil in an environmentally responsible manner and only at a collection point for used oil, e.g. a recycling centre or specialist company.

# Checking the engine oil level and adding engine oil


## Preparations



Fig. 1 In the engine compartment: engine oil filler opening cap (illustration).

To avoid an incorrect reading of the engine oil level, observe the following steps:

1. Park the vehicle on a level surface with the engine at operating temperature.
2. Wait for at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet.
4. Identify the engine oil filler opening and oil dipstick.

The engine oil filler opening can be recognised by the symbol on the cap  → Fig. 1 and the oil dipstick has a coloured handle.

## Checking the engine oil level

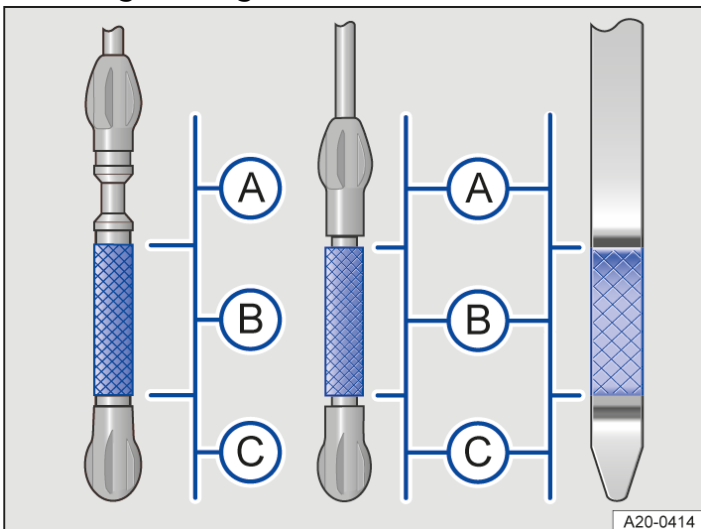


Fig. 2 Engine oil level markings on the oil dipstick (variants).

- (A) Engine oil level is too high.
- (B) Engine oil level in the normal range.
- (C) Engine oil level too low.

The steps should be carried out in the given order only:

1. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
2. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
3. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → Fig. 2:
  - (A) Engine oil level too high – observe the messages on the instrument cluster display or contact a correspondingly qualified workshop, if necessary. Volkswagen recommends using a Volkswagen dealership.
  - (B) Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, for example if the engine is operated at high loads.
  - (C) Engine oil level too low. It is essential to refill engine oil. If necessary, observe the messages in the instrument cluster display.
4. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go. If necessary, continue to refill with engine oil.



When the vehicle is working particularly hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes.


## Adding engine oil

### WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause fires, burns and other serious injuries.

- Always ensure that the engine oil filler opening cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from escaping onto hot engine components when the engine is running.
- If engine oil is spilt on cold engine components it can heat up and ignite when the engine is running.

These steps should be followed in the given order only →  → :




1. Unscrew the engine oil filler opening cap → Fig. 1.
2. Fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the recommendation on the instrument cluster display.
3. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.
4. Read the engine oil level on the engine oil level display on the Infotainment system screen again before refilling with a further small quantity of engine oil.  
Or: read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil.  
Never overfill with engine oil. After filling, the engine oil level should be in the middle of the area → Fig. 2 (B). It should not be above → Fig. 2 (B), i.e. in area (A), and must not be in the area above → Fig. 2 (A).
5. Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → Fig. 2 (A) → . Seek expert assistance.
6. After refilling, close the engine oil filler opening with the cap → Fig. 1.
7. Close the bonnet.

## Displaying service information on the Infotainment system

Vehicles with an Infotainment system:

1. Switch on the ignition.



2. Select and tap the  function button.
3. Tap the  function button.
4. Tap the  function button.

After a service event, the service message will be updated after around five days or after you have driven around 500 km (311 miles). Until then, the Infotainment system screen shows Inspection in --- km / --- days Oil change: in --- km / --- days

### CAUTION


If the engine oil level is too high after adding engine oil, this can damage the engine.


- Do not start the engine and seek qualified professional assistance.

### NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.


 Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.

 If you cannot find the cap and oil dipstick, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Troubleshooting

### **Engine oil pressure too low**


The warning lamp flashes red. A message is shown on the instrument cluster display.

 Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ([→ Parking](#)).
2. Switch off the engine.
3. Check the engine oil level ([→ Engine oil](#)).
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

### **Engine oil level very low**

The warning lamp flashes red. A message is shown on the instrument cluster display.

 Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ([→ Parking](#)).
2. Switch off the engine.
3. Check the engine oil level ([→ Engine oil](#)).
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or leave the engine running if the warning lamp is lit up even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

### **Engine oil level too low**

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so ([→ Parking](#)).

2. Switch off the engine.
3. Check the engine oil level ([→ Engine oil](#)).
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or leave the engine running if the indicator lamp is lit up, even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

### **Engine oil level too high**

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.


1. Stop the vehicle as soon as possible and when safe to do so ([→ Parking](#)).
2. Switch off the engine.
3. Check the engine oil level ([→ Engine oil](#)).
4. If the engine oil level is too high, do not drive on or leave the engine running. The engine could otherwise be damaged. Seek expert assistance.

### **or** **Fault in engine oil system**

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

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

## Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → . Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ([→ Coolant](#)).

### **WARNING**

Coolant is toxic.

- Keep coolant only in the sealed original container and in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Always store coolant out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.



Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

## Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 744-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed a violet colour. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% of the coolant additive G12evo must be used in order to obtain the optimum corrosion protection → ⓘ.

### CAUTION

Insufficient anti-freeze in the cooling system can cause the engine to break down and cause injuries.

- Use only coolant additives that have been approved by the manufacturer.
- Make sure that the coolant additive is adapted corresponding to the ambient temperature.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

### NOTICE

The colour of the coolant results from mixing the purple coolant additive with distilled water. If the liquid in the coolant expansion tank is not violet but brown, for example, the suitable coolant has been mixed with another unsuitable coolant. This can result in serious malfunctions or damage to the engine and cooling system.

- Have the coolant changed immediately by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- When adding coolant additives, never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.



Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

# Checking the coolant level and refilling coolant

## Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down → ⚠.
3. Open the bonnet.


The coolant expansion tank is identified by the red  symbol on the cap → Fig. 1.



Fig. 1 In the engine compartment: coolant expansion tank cap (illustration).

### ⚠ WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.

### ⚠ WARNING

The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.

- Turn the cap slowly and very carefully anticlockwise while exerting some downwards pressure on the cap.
- Always protect your face, hands and arms from hot coolant or steam by placing a large and thick cloth on the cap of the coolant expansion tank.
- 

## Checking the coolant level



Fig. 2 In the engine compartment: markings on the coolant expansion tank (illustration).

The coolant may be above the marked area upon delivery of new vehicles or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as visibility of the fluid level in the coolant expansion tank may be obstructed. If the coolant level cannot be read exactly, contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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. Fill only with new coolant according to Volkswagen's specification (→ [Coolant](#)).  
If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership → ⚠.
3. Add coolant up to the upper level marking.  
After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → Fig. 2.
4. Close the cap tightly.
5. Check the coolant level after one day. If the level of the coolant tank drops below the minimum marking "min" again, please visit a correspondingly qualified workshop and have the cooling system checked. Volkswagen recommends using a Volkswagen dealership.
6. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive → ⚠.

### ⚠ NOTICE

Excess coolant will be pressed out of the cooling system when it is heated and could cause damage.

- Do not fill coolant above the top edge of the marked area.

### ⚠ NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This can result in

damage to the engine.

- Do not drive on and do not refill the system with coolant.
- Seek expert assistance.

---

#### NOTICE

Use of water other than distilled water can cause considerable corrosion damage in the engine due to the chemical substances contained in the water. This can lead to failure of the engine.

- Refill only with distilled water!
- If you have not used distilled water for refilling, the fluid in the cooling system should be completely replaced immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

---

#### NOTICE


Use of the wrong service fluids can cause serious malfunctions and damage the engine.

- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.
- 

## Troubleshooting

### Coolant

The warning lamp flashes red. The engine coolant temperature is too high or the coolant level is too low.

 Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ([→ Parking](#)).
2. Switch off the engine.
3. Allow the engine to cool down.
4. Check the coolant level in the coolant expansion tank ([→ Coolant](#)).
5. Do not drive on or leave the engine running if the warning lamp does not go out even though the coolant level is correct.
6. Seek expert assistance.

## Introduction to the topic

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times.

### WARNING


Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Always store brake fluid in its original sealed container and out of the reach of children.

### NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

 Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

## Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with "VW standard 501 14".

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with "VW standard 501 14" to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.



# Checking the brake fluid

## Preparations

1. Park the vehicle on a firm and level surface.
2. Open the bonnet.

## Checking the brake fluid level



Fig. 1 In the engine compartment: cap of the brake fluid reservoir.

The brake fluid reservoir can be recognised by its cap → Fig. 1.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir → ⚠.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

## Changing the brake fluid

The brake fluid should be changed regularly. Qualified workshops can provide information on the intervals for changing the vehicle's brake fluid. Only brake fluid that conforms with the required specification should be used. Volkswagen recommends using a Volkswagen dealership.

### ⚠ WARNING


Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable. Heavy use of the brakes with old brake fluid can cause a vapour lock due to the absorbed moisture. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.

- Have the brake system and brake fluid level checked regularly or have the brake fluid changed.
- Have the brake system filled only with new brake fluid.
- Make sure that the correct brake fluid is used. Use only brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6, but only in exceptional circumstances.

# Troubleshooting

## **Brake fluid level**

The warning lamp lights up red. The brake fluid level is too low.

 Do not drive on! This can result in brake failure.

1. Stop the vehicle immediately as soon as it possible and safe to do so ([→ Parking](#)).
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

# Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and serves to supply power in the vehicle. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. All work should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ([→ 12-volt vehicle battery](#)).

## Battery switch-off in an accident in which the airbag is triggered

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the electrical connection to the 12-volt vehicle battery is automatically disconnected pyrotechnically in the event of an accident in which the airbags are triggered. This prevents a short circuit. You can find further information on the location of the vehicle battery in the section ([→ 12-volt vehicle battery](#)).

## Explanation of the warnings on the 12-volt vehicle battery

- ⊕ Always wear eye protection!
- ⚠ Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!
- ⊗ No fire, sparks, naked lights or smoking!
- ⚠ A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!
- ⊗ Always keep children away from electrolyte and the 12-volt vehicle battery!
- ⊕ Always observe the owner's manual!

### ⚠ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks.

- Read and always observe the following warnings and safety precautions.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

### ⚠ WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. This is flammable and can cause serious injuries. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

### ⓘ NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

#### NOTICE

The 12-volt battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.



When you start the engine after the 12-volt battery has been totally discharged or after jump starting, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted.

Check and correct the settings once the 12-volt vehicle battery has recharged sufficiently.

## Checking the electrolyte level of the 12-volt vehicle battery

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

### Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

### Preparations

1. Prepare the vehicle for working in the engine compartment.
2. Wear eye protection and protective gloves.
3. Open the bonnet.

## Checking the electrolyte level

#### WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns to the skin and eyes, explosions or electric shocks.

- Never use naked flames or glowing objects as a light source.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never open a 12-volt vehicle battery.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the gas vents.
- If acid is splashed onto your skin or into your eyes, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose. Always have the electrolyte level of the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.



Fig. 1 On the top of the 12-volt vehicle battery: battery window (illustration).

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery → Fig. 1.

The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

#### *Light yellow or without colour*

The electrolyte level of the 12-volt vehicle battery is too low. Have the 12-volt vehicle battery replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### *Black*

The electrolyte level of the 12-volt vehicle battery is correct.

For technical reasons, it is not possible to check the electrolyte level of 12-volt vehicle batteries that are marked as AGM. The battery can be checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using a Volkswagen dealership.

### Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging → ⚠. Volkswagen recommends using a Volkswagen dealership.

### Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. Volkswagen recommends using a Volkswagen dealership. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using a Volkswagen dealership. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed → ⚠.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. 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 note the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable → ⚠.

## Connecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be connected to the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. First reconnect the positive cable and then the negative cable → ⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 km/h to 20 km/h (10 mph to 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not be able to calculate or correctly display the time when the next service is due ([→ Service interval display](#)). Observe the maximum permissible service intervals.

Vehicles with starter button: Perform the following actions if the ignition cannot be switched on after connecting the 12-volt vehicle battery:

1. Lock and unlock the vehicle from the outside.
2. Try to switch on the ignition again.
3. Please seek expert assistance if the ignition cannot be switched on.

## Automatic switch-off for electrical consumers

If the ignition is switched on for an extended period when the engine is switched off or the side or parking lights are switched on for a long time when the vehicle is parked, the intelligent onboard supply management system cannot always prevent discharge of the 12-volt vehicle battery.

If the 12-volt vehicle battery is subject to high loads, the intelligent onboard supply management system automatically performs various measures to prevent discharge of the 12-volt vehicle battery.

- The idling speed is increased so that the alternator provides more electricity.
- The performance of large electrical consumers may be reduced or they may be switched off completely.
- The power supply to the 12-volt socket may be interrupted briefly while the engine is being started.

## Discharge of 12-volt vehicle battery

It may not be possible to start the engine if the battery is discharged. The 12-volt vehicle battery is discharged in the following situations:

- By long standing periods without running the engine, especially if the ignition is switched on.
- Through use of electrical consumers when the ignition is switched off.
- By operating the auxiliary heater.

### WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

### WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

### WARNING

A highly explosive mixture of gases is produced in the 12-volt vehicle battery during vehicle operation.

- In vehicles with the 12-volt vehicle battery in the vehicle interior or luggage compartment, make sure that the hose for the central gas venting system is connected properly to the 12-volt vehicle battery. The vent line must always be attached on the negative terminal side of the 12-volt vehicle battery. If there is an opening on the positive terminal side of the 12-volt vehicle battery, this must always be closed.

### CAUTION


Incorrectly connected cables can cause a short circuit. This could damage the vehicle electronics.


- First connect the positive cable and then the negative cable.

### NOTICE

This can damage the electrical system or electronic components, which can cause electrical faults.

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running.
- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.
- Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications.


 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

 Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

## Troubleshooting

### 12-volt power supply

The warning lamp lights up red. A message is shown on the instrument cluster display.

 Do not drive on! Possible failure of the electrical system.

1. Stop the vehicle immediately in a safe place.
2. Switch off any electrical consumers that are not required.
3. Switch off the ignition.
4. Seek expert assistance.

When the red warning lamp is lit up, the start/stop system is switched off. The start/stop system will be switched on again automatically when the engine is restarted.

### 12-volt power supply

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

Messages about the charge level of the 12-volt vehicle battery.

1. Allow the engine to run so that the 12-volt vehicle battery can be recharged.
2. Seek expert assistance if the message about the charge level of the 12-volt vehicle battery does not disappear after a few minutes in spite of the measures performed.

Messages about the 12-volt power supply.

1. Seek expert assistance.

When the yellow indicator lamp is lit up, the start/stop system cannot start the engine. When the yellow indicator lamp has gone out, the charge level of the 12-volt vehicle battery is sufficient for an automatic engine restart.

## Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The wheels and tyres approved by Volkswagen have been carefully selected.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

### Wheel rims, tyres and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely. For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type. Always contact a suitably qualified workshop if you wish to change to other tyre and wheel rim combinations. Volkswagen recommends using a Volkswagen dealership.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque ([→ \*Wheel bolts\*](#)).

#### WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- You must run in new tyres as they will initially have reduced grip and braking efficiency. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

#### WARNING



If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.


#### WARNING

If the tyre is not fitted correctly on the wheel rim, this can lead to the tyre suddenly losing air when driving or bursting and the wheel rim being damaged as a result. This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Handling tyres

### Avoiding damage to tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure regularly.
- Check the tyres for damage such as cuts at regular intervals.
- Never exceed the maximum speed and load permitted for the tyres that are fitted ([→ Tyre lettering and tyre type](#)).
- Damaged or worn tyres must be replaced immediately .
- Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid → .
- Replace missing dust caps on the valves immediately.
- Remove foreign bodies that have not yet penetrated to the inside of the tyre .
- Observe all warnings of the tyre monitoring system ([→ Tyre Pressure Loss Indicator](#)) .

#### WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.


- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

### Storing tyres

- Always store tyres in a cool, dry and preferably dark place.
- Do not store tyres mounted on the rim vertically.
- Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

### Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation → .

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date ([→ Tyre lettering and tyre type](#)).

#### WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at


## New tyres

- Drive particularly carefully for the first 600 km (370 mi) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency → ⚠.
- Use tyres of the same type, size (rolling circumference) and the same tread pattern on all four wheels.
- The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

### ⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

 New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

## Replacing tyres

- The vehicle may be fitted with optimised rolling resistance tyres at the factory. Only with these tyres can the indicated fuel consumption values be achieved. Make sure that any new tyres purchased have optimised rolling resistance ([→ Driving economically](#)).
- Seek advice from a suitably qualified workshop before purchasing new reduced rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership.
- Always replace tyres at least on an axle-by-axle basis.
- Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.
- Never use tyres with an effective size that is larger than Volkswagen-approved tyres → ⚠.

## Volkswagen Genuine tyres

The vehicle may be fitted with Volkswagen Genuine tyres at the factory. These tyres are marked with the ⊕ symbol and have been especially matched to this vehicle. When used correctly Volkswagen Genuine tyres meet the highest standards with respect to safety and vehicle handling.

## Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear ([→ Tyre Pressure Loss Indicator](#)).

### ⚠ WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.


- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

### ⓘ NOTICE

Avoid strong impacts and drive around obstacles if possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

### ⓘ NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

 Old tyres should be disposed of properly and as required by legislation.



If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.



Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

## Handling wheel rims

### Avoid damaging wheel rims

Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

— Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Replace missing dust caps on the valves immediately.

— Check the tyre pressure regularly.

### Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rim rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

- Seal of conformity.
- Rim size.
- Name of manufacturer or brand name.
- Date manufactured (month/year).
- Country of origin.
- Production number.
- Raw materials batch number.
- Product code.

#### WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

#### WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rim rings.
- Have all work on wheel rims with bolted-on rings carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Checking the tyre pressure

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre → ⚠. The correct tyre pressure is particularly important at high speeds.

- Check the tyre pressure at least once a month.
- Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.
- Always adjust the tyre pressure to the load level → Fig. 1.
- After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.
- Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

### Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → Fig. 2 or inside the tank flap.

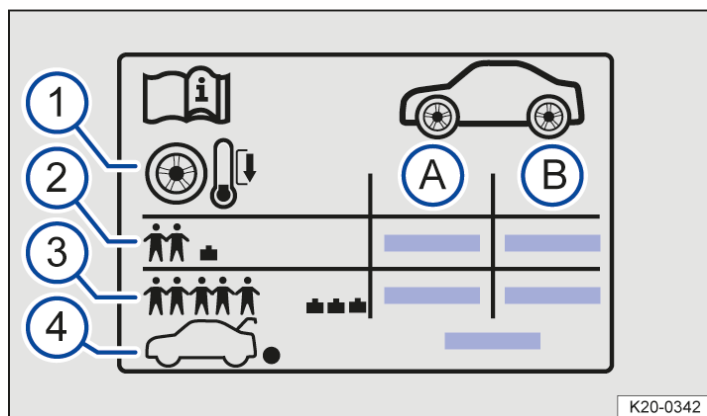


Fig. 1 Symbols on the tyre pressure sticker.

- (A) Tyre pressure for the tyres on the front axle.
- (B) Tyre pressure for the tyres on the rear axle.
- (1) Note: check the tyre pressure when the tyres are cold.
- (2) Tyre pressure for partial load.
- (3) 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 appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

## Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → *Fig. 1*. The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.


### WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

### NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure that all valve caps are fully screwed on while driving.

 Underinflated tyres will result in increased fuel consumption.

## Checking the tightening torque

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked immediately after every wheel change with a properly functioning torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked. Never grease or oil the wheel bolts or the threads of the wheel hubs.

## Tightening torque for wheel bolts

The tightening torque for wheel bolts is specified in the chapter Changing a wheel ([→ Wheel bolts](#)).

### WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.

## Rotating wheels

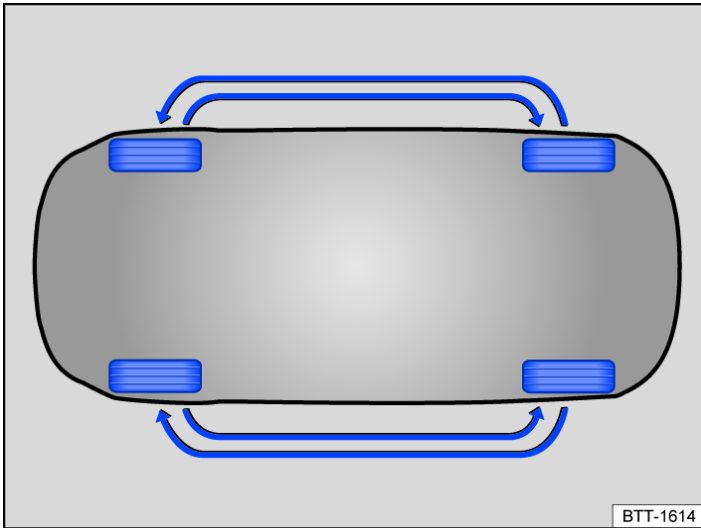


Fig. 1 Illustration: diagram showing how to swap wheels.

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

# Checking the tread depth

## Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle → ⚠️. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm (1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-dependent legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

## Tyre wear

The tyre wear is affected by several factors:

- Style of driving.
- How well the tyres are balanced.
- Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

## Tread wear indicators in tyres

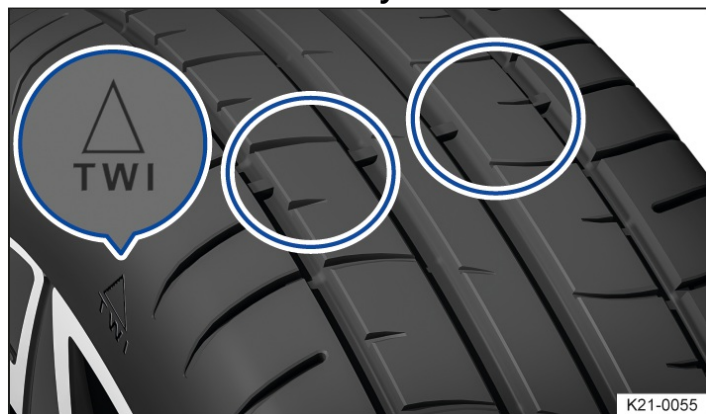


Fig. 1 Tyre tread: tread wear indicators.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → Fig. 1 in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → Fig. 1.

### ⚠️ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to “float” along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

## Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to models with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (3/16 inches).

### The following applies when using winter tyres:

- Observe any country-specific legal requirements.
- Use winter tyres on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the sizes of tyre that have been approved for the vehicle.
- Winter tyres must have the same belt type, size and the same tread pattern.
- Observe the maximum speed permitted by the speed index → ⚠.

### Speed limitation

Winter tyres have a speed limit depending on the speed index ([→ Tyre lettering and tyre type](#)).


You can set a speed warning using the Vehicle settings and the Tyres menus in the Infotainment system.


If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a correspondingly qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using a Volkswagen dealership.


#### WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

 The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

 In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after changing to winter tyres ([→ Tyre Pressure Loss Indicator](#)).

 Ask a correspondingly qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using a Volkswagen dealership.



## Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel combinations:

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 about 15 mm (19/32 in).
205/55 R 16	6 1/2 J x 16 ET 46	Only fine-linked snow chains that add no more than about 12 mm (15/32 in).
205/50 R 17	6 1/2 J x 17 ET 46	Only fine-linked snow chains that add no more than about 9 mm (23/64 in).
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 about 9 mm (23/64 in).
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than about 7 mm (9/32 in).
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 about 7 mm (9/32 in).

Volkswagen recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using a Volkswagen dealership.

Snow chains may only be used on tyre and wheel combinations that are approved for driving with snow chains.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel.

1. In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

#### WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.


- Always use the correct snow chains.
- Observe the fitting instructions of the snow chain manufacturer.
- Never drive faster than permitted when snow chains are fitted.

#### NOTICE

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

In [§](#) Vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted ([→ Tyre Pressure Loss Indicator](#)).


## Troubleshooting

Damage to tyres and wheel rims is often hidden → .

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

### Pulling to one side or unusual vibrations

The vehicle pulls to the left or right when driving or there are unusual vibrations. This can be a sign of tyre damage or inadequate tyre pressure.

 Check the tyres.

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and wheel rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel ([→ Changing a wheel](#)). Seek expert assistance if necessary.  
Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
4. If there is no visible damage, drive slowly and cautiously to the next correspondingly qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

### Foreign body embedded in the tyre

A foreign body is embedded in the tyre or between the tread blocks.

*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.

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel ([→ Changing a wheel](#)). Seek expert assistance if necessary.  
Or: seal damaged wheel with the breakdown set and inflate ([→ Breakdown set](#)).
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Tyres lose grip

The vehicle suffers from loss of grip when cornering and breaks away. The braking distance is longer and the traction control system (TCS

) and anti-lock brake system (ABS) intervene earlier.

The tyres may be worn so much that they can no longer guarantee sufficient grip ([→ Tread depth and tread wear indicators](#)).

1. Drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

### Wheel bolts are difficult to undo

The wheel bolts can corrode over the course of time. This may make it difficult to undo the wheel bolts.

1. Seek expert assistance or drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

## WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

## Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

### Tyre Pressure Loss Indicator

— Monitors various parameters, including rolling circumference, of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker ([→ Tyre pressure](#)).

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised ([→ Tyre Pressure Loss Indicator](#)). This adjusts the reference pressure to the current tyre pressure.

The Tyre Pressure Loss Indicator (⚠) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar ([→ Tyre pressure](#)).

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The tyre monitoring system does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not give any warning that the tyre pressure is too low.

The tyre monitoring system additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the warning lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (⚠) warning lamp is indicating a system malfunction to ensure that the tyre monitoring system is functioning properly ([→ Tyre Pressure Loss Indicator](#)).

## WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check the tyre pressure regularly and always maintain the specified pressure ([→ Tyre pressure](#)). If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker ([→ Tyre pressure](#)).
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle ([→ Tyre pressure](#)).
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

## ⚠ WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the (U) indicator lamp lights up, stop immediately and check all tyres .
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker ([→ Tyre pressure](#)).
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load ([→ Tyre pressure](#)).
- Always inflate all tyres to the correct tyre pressure before every journey ([→ Tyre pressure](#)).
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected . Volkswagen recommends using a Volkswagen dealership.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.



If the tyre pressure is too low, this will increase fuel consumption and tyre wear.



When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.



Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.



Do not rely only on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

## Tyre Pressure Loss Indicator

### Functional description

The Tyre Pressure Loss Indicator uses data from the ABS

sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.



The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC

or ABS ([→ Brake support systems](#)).

### The rolling circumference can change:

- If the tyre pressure has been changed.
- If the tyre pressure is too low.
- If the tyre has structural damage.

- If the vehicle is loaded more heavily on one side.
- If snow chains have been fitted.
- If a temporary spare wheel has been fitted.
- If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator (⚠) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (⚠) warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar ([→ Tyre pressure](#)).

The tyre pressure of all tyres 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.  Do not drive on!
2. Check and adjust all tyre pressures ([→ Tyre pressure](#)).
3. Damaged tyres should be replaced.
4. Re-synchronise the Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#)).
5. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1.  Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator ([→ Tyre Pressure Loss Indicator](#)).
4. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.



Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

## Centre wheel trim

### Vehicles with centre wheel trims that can be removed by pulling off



Fig. 1 Removing the centre wheel trim by pulling off.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

1. *To remove:* take the puller from the vehicle toolkit ([→ Vehicle toolkit](#)) and insert it into a hole (alloy wheel) or fit it on the edge (steel wheel) of the trim [→ Fig. 1](#).
2. Pull off the trim in the direction of the arrow [→ Fig. 1](#).
3. *Fitting:* place the centre wheel trim centrally on the wheel rim and press against the wheel rim until you feel the trim engage in position.

#### WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries. Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

# Wheel cover

## Removing wheel covers



Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the puller from the vehicle toolkit ([→ Vehicle toolkit](#)).
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this  
→ Fig. 1.

## Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt ([→ Wheel bolts](#)).
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

### WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries. Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

### NOTICE

The wheel cover can be firmly fixed and should not be removed using force.



## Wheel bolt caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

### Removing and fitting the caps

1. *Removing:* take the puller from the vehicle toolkit ([→ Vehicle toolkit](#)).
2. Insert the puller through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.
3. *Fitting:* press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

## Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - Select a gear on vehicles with a manual gearbox in order to reduce the risk of unintended vehicle movement.
- Apply the 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

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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 position P .
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. Remove any items of luggage from the luggage compartment.
10. If necessary, remove the subwoofer ([→ Subwoofer](#)).
11. Remove the collapsible spare wheel, spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
12. 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

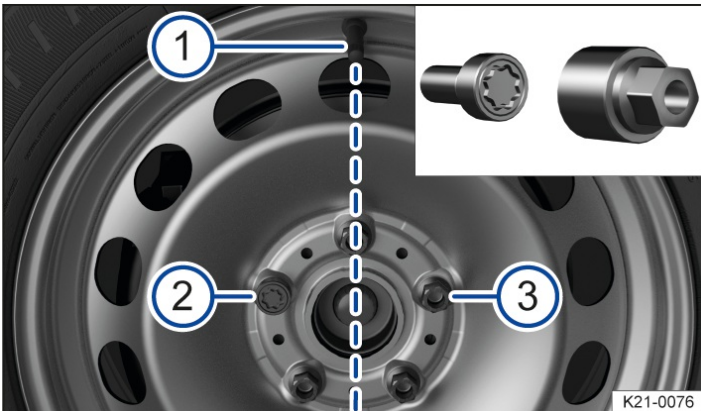


Fig. 2 Changing a wheel: tyre valve ① and locations of the anti-theft wheel bolt ② or ③.

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 <sup>1</sup>. 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 rim 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 and installing the subwoofer (variant 1)

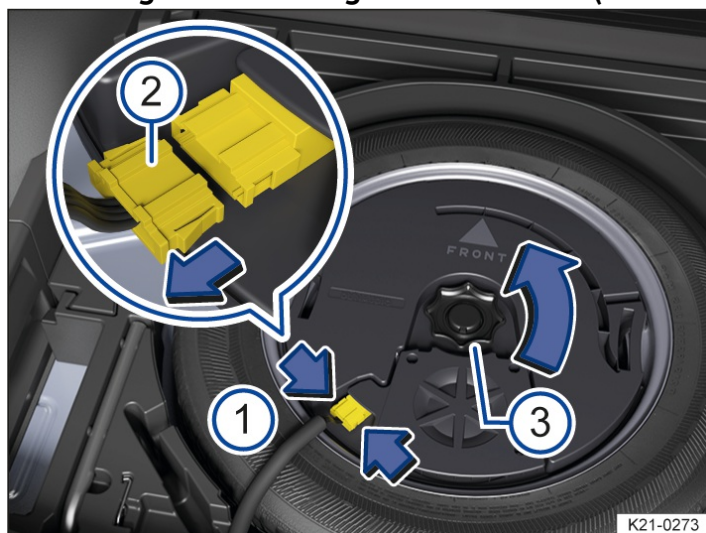


Fig. 1 In the luggage compartment: removing subwoofer (variant 1).

Removing the subwoofer

1. Fold up or remove the luggage compartment floor .
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

---

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 and installing the subwoofer (variant 2)

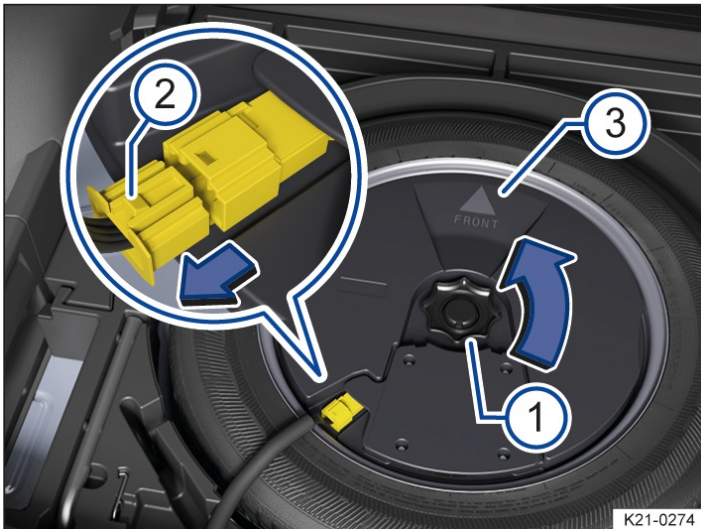


Fig. 2 In the luggage compartment: removing subwoofer (variant 2).

#### Removing the subwoofer

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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

---

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 or temporary spare wheel.

## Removing the spare wheel, collapsible spare wheel or temporary spare wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor .
3. If necessary, lift up the floor covering and remove.
4. Remove the vehicle toolkit with the container.
5. If necessary, remove the subwoofer ([→ Subwoofer](#)).
6. Fully unscrew the handwheel (anticlockwise) in the middle of the spare wheel or temporary spare wheel → [Fig. 1](#).
7. 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. Return the vehicle toolkit to the container and stow safely.
7. Place the floor covering in the luggage compartment if necessary.
8. Replace the luggage compartment floor .
9. Close the boot lid.

## If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time → [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](#)).

The tyre pressure of the spare wheel, space-saving spare wheel or temporary spare wheel must be checked each time the tyre pressure of the tyres in use is checked, at least once a month. The tyre pressure of cold spare wheels, space-saving spare wheels, and temporary spare wheels must correspond to the information on the tyre pressure sticker ([→ Tyre pressure](#)).

## 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.

## Lifting the vehicle with the jack

### Jacking points



Fig. 1 Jacking points.



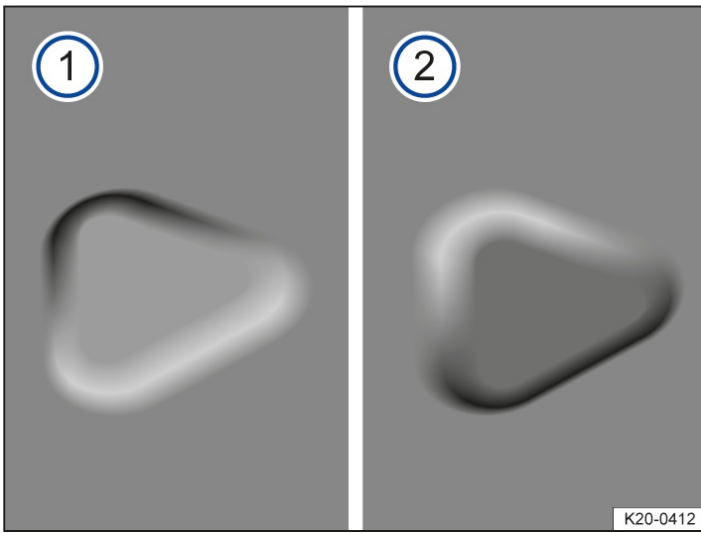


Fig. 2 Jacking points for the jack: ① stamped marking, ② raised marking.

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

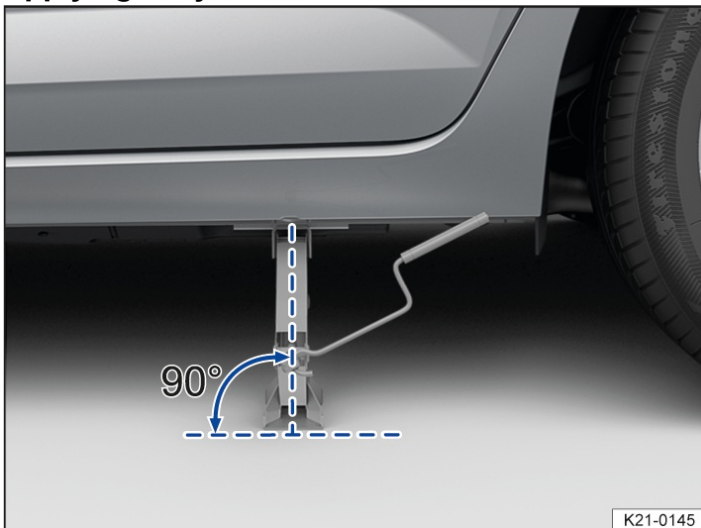


Fig. 3 Correct alignment of the jack.

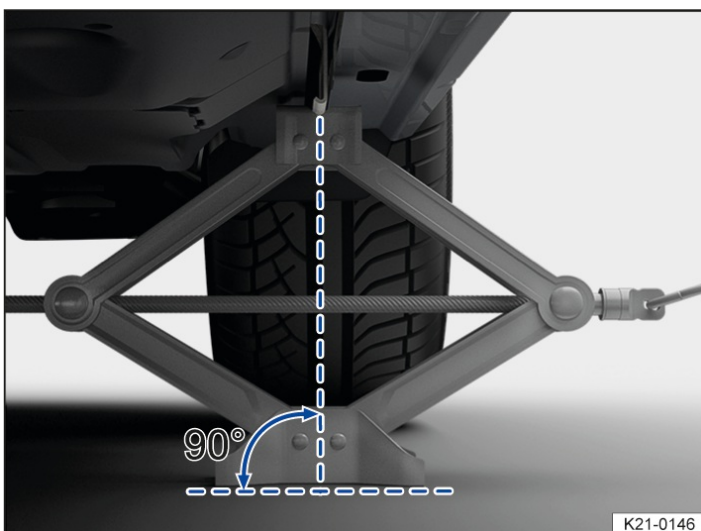


Fig. 4 Jack applied at the rear left-hand side of the vehicle.

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. Loosen the wheel bolts (→ [Wheel bolts](#)).
8. Insert the hand crank into the opening on the jack.
9. Find the jacking point under the vehicle → [Fig. 1](#) which is closest to the wheel that is being changed.
10. Crank up the jack until it just fits under the jacking point of the vehicle.
11. 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](#).
12. 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](#).
13. 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 Changing a wheel: loosening the wheel bolts.

1. Observe the checklist ([→ Changing a wheel](#)).
2. Loosen the wheel bolts ([→ Wheel bolts](#)).
3. Jack up the vehicle ([→ Jack](#)).
4. Using the wheel wrench [→ Fig. 1](#), completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

## Fitting the spare wheel or temporary spare wheel

1. Note the tyre direction of rotation ([→ Tyre lettering and tyre type](#)).
2. Put the wheel in place.
3. Use the adapter to screw the anti-theft wheel bolt clockwise to the correct position and tighten it slightly ([→ Wheel bolts](#)).
4. Screw in all the other wheel bolts in clockwise direction and tighten them slightly.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction [→ ⚠](#). Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit the caps, wheel centre trim or wheel cover .

## After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked immediately ([→ Wheel bolts](#)).
4. The damaged wheel should be replaced as soon as possible.

### **⚠ WARNING**

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.



After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system ([→ Tyre Pressure Loss Indicator](#)) .

## Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Otherwise seek expert assistance.

### The tyre sealant must not be used:

- If the wheel rim is damaged.
- If the outside temperature is below -20°C (-4°F).
- If there are cuts or punctures in the tyre that are larger than 4mm.
- If the vehicle was driven with very low tyre pressure or a flat tyre.
- If the use-by date on the tyre filler bottle has expired.
- If a foreign object has been removed from the tyre.
- 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 expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- If your skin comes into contact with the sealant, wipe it off immediately. The sealant poses a health hazard.
- Keep the breakdown set out of the reach of children.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.


#### WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.

 Dispose of used or out-of-date sealant in accordance with legal requirements.

 You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

 Observe the separate operating instructions provided by the manufacturer of the breakdown set.

## Contents of the breakdown set

The breakdown set is located underneath the floor covering in the luggage compartment.

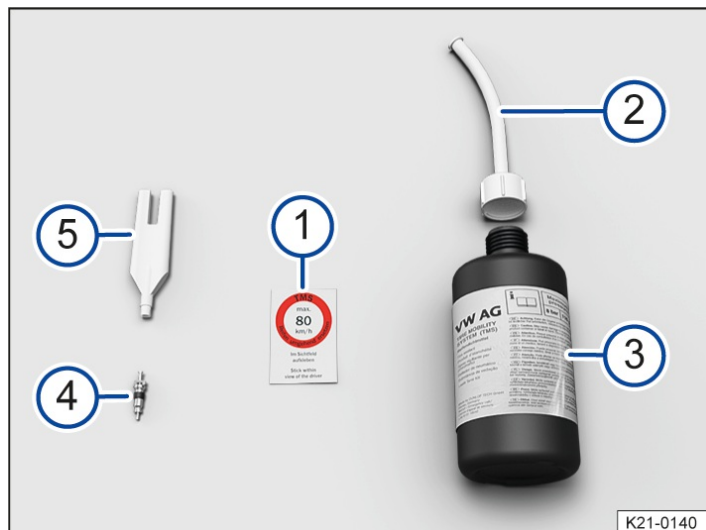


Fig. 1 Illustration: components of the breakdown set.

- ① Sticker with the maximum permitted speed "max. 80 km/h" or "max. 50 mph".
- ② Tyre sealant tube with plug.
- ③ Tyre filler bottle.
- ④ Spare valve core.
- ⑤ Valve core extractor.

There is a slot on the lower end of the valve core extractor → Fig. 1 ⑤ for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core ④.

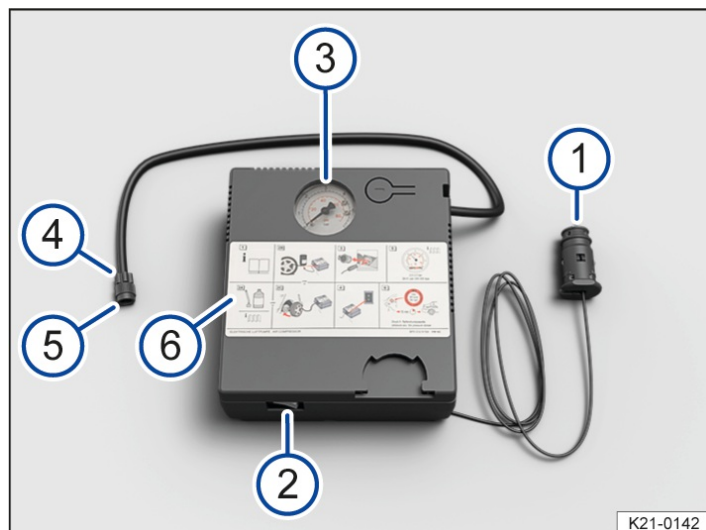


Fig. 2 Illustration: compressor from the breakdown set.

- ① 12-volt plug.
- ② ON/OFF switch.
- ③ Tyre pressure display.
- ④ Air bleed screw.
- ⑤ Tyre filler hose.

## 6 Air compressor.

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The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.




There may also be a button on the air compressor instead of the air bleed screw.

# Preparations

## Checklist

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Always carry out the following actions in the given order → :

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. Automatic gearbox: move the selector lever to position P .
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. Remove any items of luggage from the luggage compartment.
10. Take the breakdown set out of the luggage compartment.
11. Take the sticker from the breakdown set and stick it on the dash panel within the driver's field of vision ([→ Breakdown set](#)).
12. Do not remove the foreign object, e.g. a screw, from the tyre.

### WARNING

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

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

# Sealing and inflating tyres

## Sealing a tyre

1. Unscrew the cap from the tyre valve.
2. Use the valve core extractor → Fig. 1 (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.
3. Shake the tyre filler bottle → Fig. 1 (3) vigorously up and down several times.
4. Screw the tyre filler hose → Fig. 1 (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
5. Remove the plug from the tyre filler hose → Fig. 1 (2) and place the open end fully on the tyre valve.
6. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
7. Remove the empty tyre filler bottle from the valve.
8. Use the valve core extractor → Fig. 1 (5) to screw the valve core back into the tyre valve.

## Inflating the tyre

1. Screw the tyre filler hose → Fig. 2 (5) of the air compressor tightly onto the tyre valve.
2. Make sure that the air bleed screw → Fig. 2 (4) is closed.
3. Start the engine and let it run.
4. Insert the 12-volt plug → Fig. 2 (1) into one of the vehicle's 12-volt sockets ([→ Sockets](#)).
5. Use the ON/OFF switch → Fig. 2 (2) to switch on the air compressor.
6. Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) → ⚠. Maximum running time: 8 minutes → ⚠.
7. Switch off the air compressor.
8. If a pressure level of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
9. Drive (or reverse) the vehicle around 10 m (around 33 ft) so that the sealing compound is evenly distributed in the tyre.
10. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
11. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on → ⚠. Seek expert assistance.
12. Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
13. Drive the vehicle no faster than 80 km/h (50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

## Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → Fig. 2 (5) and read the tyre pressure on the tyre pressure display → Fig. 2 (3)

1.3 bar (19 psi / 130 kPa) and lower:

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1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set → ⚠. Seek expert assistance.

1.4 bar (20 psi / 140 kPa) and higher:

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1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using a Volkswagen dealership.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### ⚠ WARNING

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down before stowing it.

#### ⚠ WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on and seek expert assistance instead.
- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or less after driving for 10 minutes. Seek expert assistance instead.

#### ℹ NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating.

- Let the air compressor cool down for a few minutes before switching it on again.

## Tyre lettering and tyre type

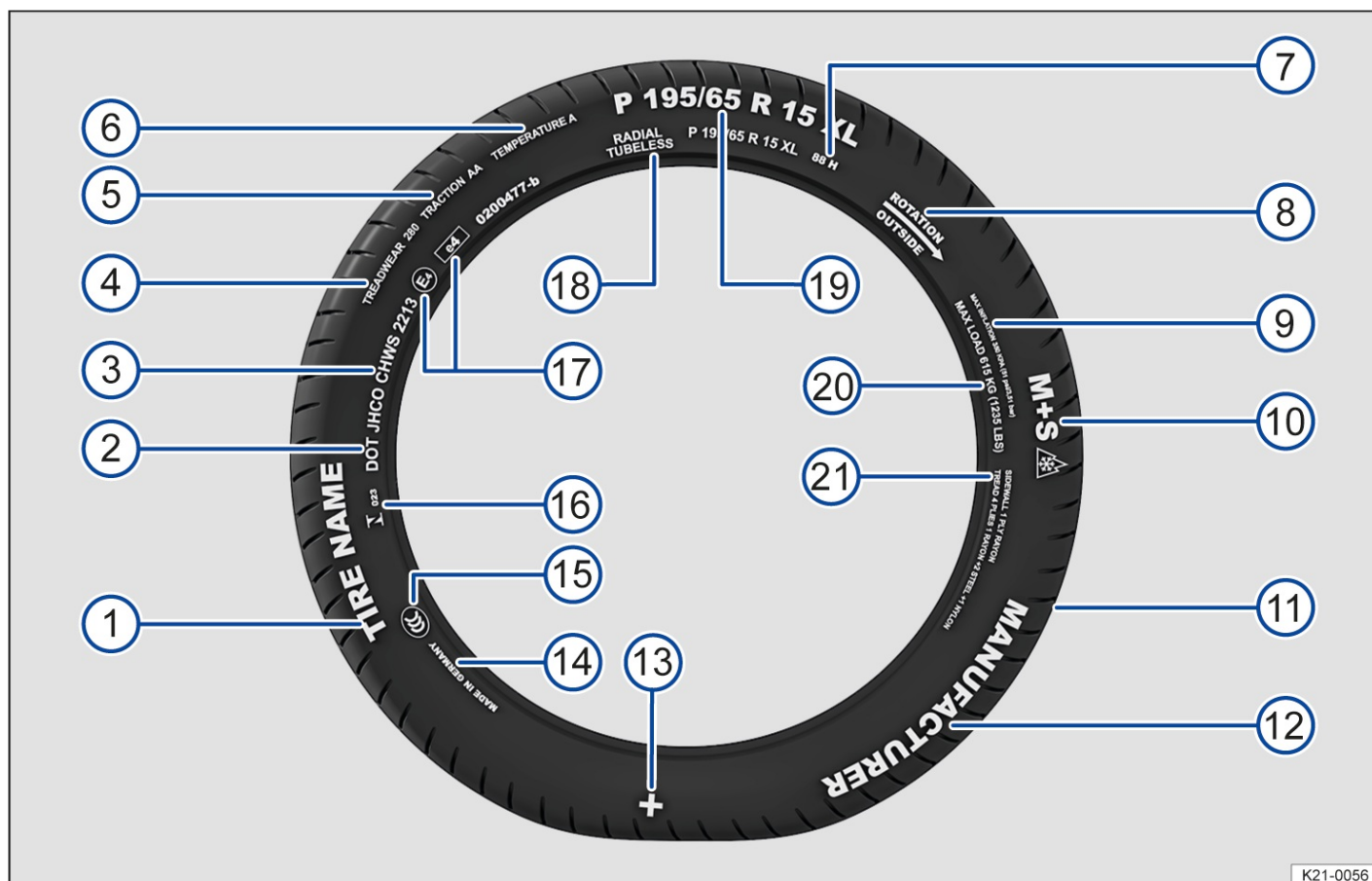



Fig. 1 International tyre lettering.

→ Fig. 1 Tyre lettering (example), meaning

- |   |                     |  |
|---|---------------------|--|
| ① | <i>Product name</i> | Individual tyre designation of the manufacturer. |
|---|---------------------|--|

→ <b>Fig. 1</b> Tyre lettering (example), meaning		The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
		Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
③	JHCO CHWS 2213		Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		JHCO CHWS	
		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 <i>280</i> 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 ( <i>AA</i> , <i>A</i> , <i>B</i> or <i>C</i> ). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked <i>C</i> have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.	
⑥	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed ( <i>A</i> , <i>B</i> or <i>C</i> ). <i>A</i> and <i>B</i> tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.	
⑦	88 H	Load index → <i>Tyre load</i> and speed index → <i>Speed index</i> .	
⑧	Rotation and arrow	Denotes direction of rotation → <i>Tyres with directional tread pattern</i> .	
	Or: Outside	Denotes outside of tyres → <i>Asymmetrical tyres</i> .	
⑨	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.	
⑩	M+S or M/S or 	Denotes winter tyres (mud and snow tyres) ( <i>→ Winter tyres</i> ). Studded snow tyres are labelled with an <i>E</i> after the <i>S</i> .	
⑪	TWI	Indicates the position of the tread wear indicator ( <i>→ Tread depth and tread wear indicators</i> ).	
⑫	Brand name, logo	Manufacturer.	
⑬	⊕	Marking for Volkswagen Genuine tyres .	
⑭	Made in Germany	Country of manufacture.	
⑮	CCC	Country-dependent identification for China (China Compulsory Certification).	
⑯	IN 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 <i>E</i> , tyres which comply with EC regulations are identified with <i>e</i> . This is followed by the multiple digit approval number.	

→ Fig. 1Tyre lettering (example), meaning			
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.
20	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.	
	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).	
21	TREAD 4 PLIES	Details of the tread components:	
	1 RAYON + 2 STEEL + 1 NYLON	In the example there are 4 plies under the tread surface: 1 ply of rayon(artificial silk), 2 steel belt plies and 1 nylon ply.	

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

## Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

## Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

## Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

## Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg (936 lbs)

81	
	462 kg (1018 lbs)
83	
	487 kg (1073 lbs)
85	
	515 kg (1135 lbs)
87	
	545 kg (1201 lbs)
88	
	560 kg (1234 lbs)
91	
	615 kg (1355 lbs)
92	
	630 kg (1388 lbs)
93	
	650 kg (1433 lbs)
95	
	690 kg (1521 lbs)
97	
	730 kg (1609 lbs)
99	
	775 kg (1708 lbs)
100	
	800 kg (1763 lbs)
101	
	825 kg (1818 lbs)
102	
	850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

### **Speed index**

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), also ZR depending on manufacturer.

### **Maximum load and speed range for tyres**

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

- If the type plate has a row marked "Permit" then the vehicle has an EC Certificate of Conformity.
- If there is no type plate, or no row marked "Permit" the vehicle does not have an EC Certificate of Conformity.

## Identification of tyre characteristics

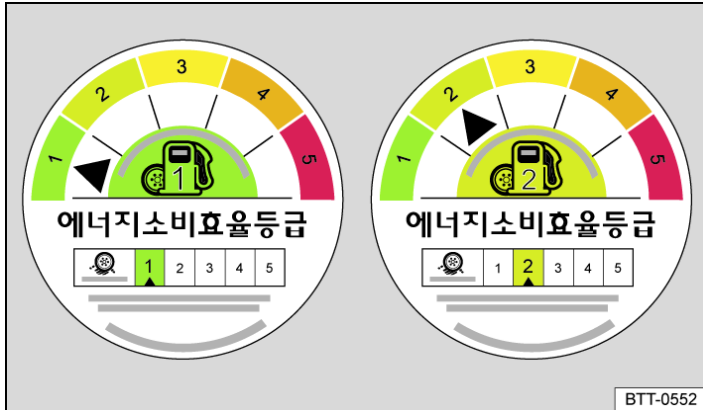


Fig. 1 Example sticker with classification of tyre characteristics.

New tyres must be labelled with information on their characteristics. Among other things, this mandatory labelling contains information on the rolling resistance and the wet grip.

The individual tyre characteristics are specified in classes from 1 (very good) to 5 (adequate) → *Fig. 1*. This information can be found on the website of the Volkswagen importer for all tyres approved by Volkswagen.

Such information is not required for the following tyres, among others:

- Tube tyres.
- Bias-belted tyres.
- Winter tyres.
- Retreaded tyres.
- Temporary spare wheels.
- Tyres for vintage cars.
- Tyres with additional devices to improve traction properties, e.g. studded tyres.
- Racing tyres.

# Service work and digital service schedule

## Recording the service work performed ("digital service schedule")

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using a Volkswagen dealership.

## Service work

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

- When which service was carried out.
- Whether any repairs are recommended, such as replacement of the brake pads in the near future.
- Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.
- Which components and service fluids were changed.
- When your next service is scheduled for.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.



Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

## Fixed service or flexible service

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Either the fixed service interval or flexible service interval will be used for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

The engine code can be accessed via the Service menu ([→ Driving data display \(multifunction display\)](#)).

### How do I know which type of service applies to my vehicle?

Information on the type of service that the vehicle requires can be obtained from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Point to note for the flexible service interval

With the flexible service interval, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service interval is the use of LongLife engine oil instead of the conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service interval, you can opt for the fixed service interval instead. However, a fixed service interval can affect your service costs. Your service advisor will be pleased to advise you.

### Service interval display

Depending on the vehicle equipment, scheduled services for your vehicle may be displayed in the service interval display in the instrument cluster display ([→ Service interval display](#)) and in the vehicle settings in the Infotainment system ([→ Vehicle settings menu](#)). This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.



## Information on operating conditions

The specified service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

- Fuels containing sulphur.
- Regular short trips.
- Long periods of engine idling, e.g. taxis.
- Use in areas with high levels of dust.
- 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 whether your vehicle requires more frequent work due to the conditions under which it is used.

### WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

### NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

## Scope of service

The scope of service includes all inspection work and maintenance work that is required to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). A suitably qualified workshop can provide details of the work that is required for your vehicle. Volkswagen recommends using a Volkswagen dealership. Or you can find this out using the electronic repair and workshop information system erWin ([→ Repairs and technical modifications](#)).

### Inspection work

For example, the systems listed below can be tested.

#### *Electrics*

- 12-volt vehicle battery: replace if necessary.
- Lighting.
- Horn.
- Headlight setting.
- Reset service interval display.

#### *Engine and gearbox*

- Exhaust system.
- Gearbox and final drive.
- Poly V-belt.
- Cooling system.
- Engine and components in the engine compartment.
- Engine oil level.

#### *Running gear*

- Swivel joints and track rods.
- Tyres.
- Brake system.
- Drive shaft boots.
- Coupling rod and stabiliser mountings.
- Breakdown set.
- Steering.
- Shock absorbers and coil springs.

#### *Body*

- 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.
- Gearbox oil filter and, if necessary, gearbox oil filter.
- Air filter.
- Engine oil and, if necessary, engine oil filter.
- Oils in the final drive and differential.
- Particulate filter.
- Toothed belt and tensioning roller.
- Spark plugs.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes. Volkswagen recommends using a Volkswagen dealership.

## Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed.

Volkswagen recommends using a Volkswagen dealership.

Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. Follow the application instructions on the packaging.

### WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

### WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

### WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

## ! NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

## Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information → ! , → ⚠.

## ! WARNING

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

## ! NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at doors or the boot lid in cold weather. The components could freeze up.

## Removing stubborn dirt on matt paint

- Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.
- Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.
- Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.
- Spray grease and fingerprints with matt paint finish spray and rub off with a soft microfibre cloth.
- Rinse off petrol residue immediately with plenty of water.

## Automatic car washes

- For vehicles with matt paint, never select a wash program with wax or use a drying agent.
- For vehicles with matt paint, use only textile car washes and never car washes that use brushes.
- Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.
- Preferably use car washes without brushes.
- Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.
- Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned → !.

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ The vehicle must be capable of rolling.

The electronic parking brake must be switched off.

✓ Vehicles with steering lock: If the vehicle is mechanically pulled through the car wash, the steering must not lock ([→ Steering](#)).

✓ The windscreen wipers and the rain and light sensor ([→ Rain and light sensor](#)) are switched off.

✓ The Auto Hold function is switched off.

✓ If present: the roof aerial was unscrewed and removed.

## NOTICE

Car washes that scan the contours mechanically may damage the vehicle, e.g. spoiler.

### High-pressure cleaner



Fig. 1 Warning sign: do not use a high-pressure cleaner in the marked area.

- Never use rotary nozzles. Observe the manufacturer's instructions.
- Use water up to a maximum temperature of +60°C (+140°F) only.
- Move the jet of water uniformly so that the nozzle is at least 50 cm (20 inches) away from all the vehicle components.
- Do not point the water jet at the same location for too long.
- Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.
- Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

### Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.

In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibre cloth at short intervals.

4. Clean wheels and side members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

## NOTICE

The matt paint effect can be destroyed if the vehicle is not washed correctly.


- Never use wash programs with wax preservation.
- As a general rule, only cleaning agents that do not contain solid matter or abrasives, such as cleaning shampoos or insect remover, must be used.
- Do not use insect sponges, rough kitchen sponges or similar. These could damage the surface.

## NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure

cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

 Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

## Caring for and cleaning the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

### Windows, glass surfaces

- Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.
- Remove snow with a hand brush.
- Remove ice with a plastic scraper. Move the scraper in one direction only.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.
- Clean the wiper blades or replace them as required.

### Paint

Always treat surfaces with care so as not to remove the paint.

- Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.
- Remove overflowing fuel or service fluids immediately.
- Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
- Have corrosion removed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired. Volkswagen recommends using a Volkswagen dealership.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

- In the case of matt paint, use a soft sponge to apply a special wax for matt paints to the cleaned vehicle. Remove excess wax with a microfibre cloth.
- Even if a preservative wax is used regularly in the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.
- Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.  
Never polish matt-painted surfaces. The surface will be irreparably damaged by polishing the paint.

### Plenum chamber, engine compartment



Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

- Remove leaves and other loose objects with a vacuum cleaner or by hand → *Fig. 1* , → ⚠.
- Always have cleaning of the engine compartment performed by a correspondingly qualified workshop → ⚠. Volkswagen recommends using a Volkswagen dealership.

Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

#### ⚠ NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned regularly by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## Sensors, camera lenses



Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge (illustration).

- Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.
- Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way as windows and glass surfaces (depending on vehicle equipment).
- Remove snow with a hand brush.
- Never use warm or hot water.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

### Cleaning the rear view camera system

1. Switch on the ignition.
2. Engage selector lever position R.
3. Switch on the electronic parking brake.
4. Clean the camera lens.

## Decorative films, protective films

- Remove soiling the same way as for paint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner for matt decorative films.
- Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.
- Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

### Trim parts made of chrome-plated plastic, aluminium or stainless steel

- Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.
- Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

### Headlights, tail light clusters

- Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.
- Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

### Wheels

- Remove dirt and gritting salt deposits with plenty of water.
- Clean dirty alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.
- Repair any damage to the protective paint coating immediately with a touch-up pen. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.
- Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

### Door lock cylinders

1. Thaw door lock cylinders with a suitable door lock de-icer or with Volkswagen Genuine de-icer.

Do not use door lock de-icer containing degreasing substances.

#### WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions ([-> In the engine compartment](#)).
- Have the work performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

#### NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

## Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components.

#### NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.



## Windows

- Clean windows with a glass cleaner.
- Wipe the windows dry with a clean chamois leather or a lint-free cloth.

## Textiles, microfibre cloth and leatherette

- Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.
- Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.
- In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.
- In the case of soiling caused by ballpoint pens or nail varnish, 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 varnish, 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.

#### NOTICE

The head-up display may detach from the guide rail as a result of applying excessive pressure, e.g. during cleaning.

- Do not apply excessive pressure when cleaning the head-up display.

#### NOTICE

Clean the head-up display only with mild detergents and a soft, clean cloth.

## Rubber seals

- Clean with a soft and lint-free cloth as well as plenty of water.
- Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

## Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

#### WARNING


Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

## Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

## Cleaning seat covers

If clothing that is not sufficiently colour-fast (e.g. denim) leaves stains on the seat covers, this is not a defect of the cover fabric. The seat covers may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system → .

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

- Never use high-pressure cleaners, steam cleaners and coolant spray.
- Never soak seat covers.
- Never switch on the seat heating to dry the seats.
- Do not use washing paste or fine detergent solutions.
- If in doubt, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

## WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.



The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

## Accessories and replacement parts

Seek advice from a suitably qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Qualified workshops can provide information on legal requirements and also recommend accessories, replacement parts and service fluids. Volkswagen recommends using a Volkswagen dealership.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A suitably qualified workshop also has the specialist skills for correct installation. Volkswagen recommends using a Volkswagen dealership.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Always contact a suitably qualified workshop if you wish to change to different tyre and rim combinations. Volkswagen recommends using a Volkswagen dealership.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

## WARNING

Unsuitable accessories and spare parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen recommends using Volkswagen Genuine Parts® or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

## WARNING

Objects in the deployment zone of the airbags can cause serious or fatal injuries if the airbags are deployed.

- Never secure or position objects in the deployment zones of the airbags.

## NOTICE

Unsuitable accessories and replacement parts can damage the vehicle and cause malfunctions.

Retrofitting an engine preheating system can damage certain engines.

- Discuss the retrofitting of an engine preheating system with a qualified workshop to find out which engines are suitable. Volkswagen recommends using a Volkswagen dealership.

## Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Have all repairs and technical modifications carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership that supplies Volkswagen Genuine Parts®.

### Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Or register on the internet portal erWin (electronic repair and workshop information):

<https://erwin.volkswagen.de>

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

[literature.vw.com](http://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 overviews.

### NOTICE

The function of sensors may be impaired by additional films or paint applied on and over the sensors.

- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors in the bumper. Volkswagen recommends using a Volkswagen dealership.

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Further information:

- Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
- On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

## Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

### WARNING

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions, accidents and fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### WARNING

Incorrectly performed repairs and modifications can damage the vehicle and cause accidents and serious injuries.

- Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

### WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic interface.
- The event memory should be read only by a suitably qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership.

## Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the roof or the bodywork should only be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

### WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

### WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

# Mobile communication in the vehicle

## Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard → ⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

## Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket → ⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

## Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

### ⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

### ⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 inches) between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

## Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.



## Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

- A three-year warranty on paint defects.
- A twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside(cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

### **Exclusion of warranty**

The warranty does not cover the following:

- Damage caused by external influence or insufficient care.
- Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
- Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

## Event data recorder

The vehicle is not fitted with an event data recorder.

## Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

- Never remove stickers and plates or render them illegible.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

### Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

#### WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.


#### NOTICE








Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

# Fluids in the air conditioning system

## Refrigerant in the air conditioning system

The sticker in the engine compartment contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the engine compartment, close to the refrigerant filler neck → .

-  Warning: the air conditioning system must always be serviced by trained specialists.
-  Type of refrigerant.
-  Type of refrigerant oil.
-  See workshop information (available only for Volkswagen dealerships).
-  The air conditioning system must always be serviced by trained specialists.
-  Flammable refrigerant.
-  Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

## Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. The label on the air conditioning compressor states the type and amount of refrigerant oil used ([→ Repairs and technical modifications](#)).

### WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by specialists who are qualified to perform this task.

### NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.

## Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

- On the inside of the rear window.
- On the 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.


# Disposal of used batteries and electronic devices

## Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin . As the end user, you are required by law to return used batteries → .

- Used batteries can be returned to the Volkswagen dealership in EU member states and other countries.
- Further information on return and recycling can be obtained from your Volkswagen dealership.

## Old electrical/electronic devices

Your vehicle contains electrical and electronic devices such as the SD card in the navigation system and remote controls. These devices are marked with a symbol showing a crossed-through waste bin .

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local collection points or any nationally authorised return systems.

- Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.
- You must delete all stored personal data before disposing of the old devices.

Further information on return and recycling can be obtained from your Volkswagen dealership.

### WARNING

Particular care must be taken when handling batteries that contain lithium. If they are damaged, for example, gaseous or liquid substances that pose a considerable risk to health and the environment may leak out of the batteries. A short circuit of the terminals can also cause a fire or explosion.

- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short circuit the battery terminals.



Batteries that contain heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

## Product recycling



Fig. 1



Fig. 2



Fig. 3



The Triman logo and Infotri symbol contain important sorting information for the end user.




## Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

### Components

- 12-volt socket.
- Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts ([→ Sockets](#)).

### Placing of manufactured goods on the GB market (England, Wales and Scotland):

 The UKCA (UK Conformity Assessed) marking is a new UK product marking that is used for goods being placed on the market in Great Britain (England, Wales and Scotland).

Importer:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Motor vehicles placed on the UK market by above importer may include fully manufactured products subject to regulations outlined below:

- Electromagnetic Compatibility Regulations 2016
- Electrical Equipment (Safety) Regulations 2016
- Supply of Machinery (Safety) (Amendment) Regulations 2011
- Noise Emission in the Environment by Equipment for use Outdoors Regulations 2001
- Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012
- Medical Devices Regulations 2002 (SI 2002 No 618, as amended) (UK MDR 2002)
- Pressure Equipment (Safety) Regulations 2016
- Personal Protective Equipment (Enforcement) Regulations 2018



For medical devices, the CE mark will be accepted in the UK until 30 June 2023

According to regulations above, the importer has ensured that:

The manufacturer has carried out a relevant conformity assessment; drawn up the technical documentation; and meet the labelling requirements.



Until 31 December 2022, the UK marking may be affixed to a label affixed to the product or the accompanying documents.

## Third-party copyright information

<http://www.volkswagen.com/softwareinfo>

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will make the source code available to you in accordance with the relevant licence conditions. You will be charged only for the actual costs of provision (e.g. shipping costs). You can find the required information at the aforementioned website.

# Returning and scrapping end-of-life vehicles

## **Returning end-of-life vehicles**

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your Volkswagen dealership.

## **Scrapping**

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. These requirements are known to the correspondingly qualified workshops. Volkswagen recommends using a Volkswagen dealership.

## Radar sensors

Depending on the equipment level, assist systems that use radar sensors may be installed in your vehicle, e.g. Adaptive Cruise Control (ACC).







Observe the legal regulations when driving into certain zones where entry of vehicles with radar sensors is prohibited. Pay attention to any relevant road signs where applicable. If you want to drive into one of these regions, consult a qualified workshop beforehand to find out whether radar sensors are installed in your vehicle.











### WARNING

Sensors may be subject to physical system limits. External sources of interference, e.g. from other vehicles, can have an adverse effect on the sensor functions. The assist systems may then function with limitations or may not function as expected.




















## Approval numbers



































승인번호, 주파수 대역, 최대 송신 출력	
	HLA-010180-61, 315 MHz, 54 dBμV/m @ 3m (peak)
	HLA-010206-60, 433,92 MHz, 0,4 mW (EIRP)
	MSIP-CRM-HLA-FS1743, 433,92 MHz, 0,36 mW (EIRP)
	MSIP-CRM-HLA-FS94K, 433,92 MHz, 0,36 mW (EIRP)
	MSIP-RRM-HLA-FS93K, 315 MHz, 54 dBμV/m @ 3m (peak)
	R-C-HLA-FS125C3, 433,92 MHz, 0,36 mW (EIRP)
	R-C-TAL-FS14T, 433,92 MHz, 30 μW
	R-C-TAL-FS14TK, 433,92 MHz, 30 μW
	R-CRM-HLA-FS12P03M, 433,92 MHz, 0,36 mW (EIRP)
	R-CRM-HLA-FS1743M, 433,92 MHz, 0,36 mW (EIRP)
	R-CRM-MQU-VK2, 433,05 MHz - 434,79 MHz, 1 mW (EIRP)
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


















승인번호	
	KCC-CRM-HLA-FS12P03
	KCC-CRM-HLA-FS12A04
	R-C-HLA-FS1903
	R-C-HLA-RSB19
	R-CRM-MQU-VK2
	R-R-HLA-013854
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승인번호	
	B02-LRR3
	MISP-CMM-B02-LRR4
	MSIP-CRI-BCS-MRR1Plus
	MSIP-CMM-B02-MRR1Rear
	MSIP-CMM-HLA-BSD3.0M
	MSIP-CMM-HLA-BSD3.0S
	MISP-RMM-N7V-WCH-186
	R-C-T8G-CONBOX-HIGH
	R-CMM-B02-MRRevo14F
	R-CMM-HLA-RS4

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승인번호	
	HLA-10176
	KCC-CRM-B02-LRR3
	KCC-RRM-HLA-MQBASG
	MSIP-CMM-B02-LRR4
	MSIP-CMM-DDG-MIB2STD
	MSIP-CMM-HLA-BCM2R
	MSIP-CMM-HLA-LCA2
	MSIP-CMM-HLA-LCA2.0ASWASG2
	MSIP-CMM-N25-MMXF-online
	MSIP-CMM-N7V-HT-6d
	MSIP-CMM-N7V-LTE-MBC-CN
	MSIP-CMM-TD4-MIBSTD2PQ
	MSIP-CMM-TD4-MIBSTD2ZRNAV
	MSIP-CRI-BCS-MRRevo14F
	MSIP-CRM-DDG-R3TR
	MCIP-CRM-DDG-R3TR
	MSIP-CRM-HEB-TSSRE4DG
	MSIP-CRM-N7V-HT-5
	MSIP-CRM-8AC-ARS4B

출판번호	
	MSIP-CRM-8DC-ARS4B
	MSIP-REM-B02-BR11
	MSIP-REM-HEB-TSSSG4G5
	MSIP-RMM-HLA-BCMevo
	MSIP-RMM-N7V-WCH-185
	MSIP-RRM-HLA-MQB-BB
	MSIP-RRM-HLA-MQB-BH
	R-C-B02-BR21
	R-C-B02-FR5CPEC
	R-C-DDG-MIB2PLUS
	R-C-HEB-TSSRE4Uf
	R-C-P2G-MIB3
	R-C-8AC-ARS5B
	R-CRM-DDG-R3TR
	R-C-HUW-ME919Bs821bNb
	R-CRM-MOU-VK2
	R-CRM-SWK-AR7598
	R-CRM-8AC-ARS4B
	R-LPD1-04-0246
	R-LPD1-04-0247
	R-LPD1-04-0248
	R-LPD1-05-0050
	R-R-bcS-WPC003-1
	R-R-HEB-TSSSG4G5b
	R-R-HHF-NFCTGS2
	R-R-HLA-BCMevo5
	R-R-LGE-LCW05-VWE5
	R-R-LGE-TLVHB4IU-W
	R-R-LGE-TLVHM3IU-W
	R-R-TAL-BCMevoC
	R-R-TAL-MQB-A_B
	R-R-TAL-17101051
	R-R-TAL-17101052
	R-R-TAL-17101053

	R-R-TAL-17101053
	R-R-TAL-17101054
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	R-R-TAL-18020534
	R-R-TAL-18100931
	R-R-VCI-FPK8IMMO5D
	R-R-VCO-COLOUR5C
	R-R-VCO-MEDIUM5C
	R-REM-L2G-CONBOX-LOW
	R-RMM-TAL-17101001
	R-RMM-TAL-17101002
	R-RMM-TAL-17101031
	R-RMM-TAL-17101032
	R-RMM-TAL-17101033
	R-RMM-TAL-17101041
	R-RMM-TAL-17101043
	R-RMM-TAL-18020531
	R-RMM-TAL-18020532
	R-RMM-TAL-18020533
	R-RMM-VCO-KOMBI
	RRM-HLA-MQBASG
	T8G-MMI3G

해당 무선 설비는 운용 중 전파혼신가능성이 있음. 해당 무선설비는 운용 중 전파혼신 가능성이 있으므로, 인명 안전과 관련된 서비스는 할 수 없습니다.

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기자재의 명칭 : LTE 이동통신용 무선설비의 기기(육상이동국의 송수신장치)

상호명 : 엘지전자(주) 제조자 / 제조국가 : 엘지전자(주) / 베트남

## General information on the data

Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and vehicles for other countries. All data in the official vehicle documents always takes precedence.

The official vehicle documents show which drive and which power output your vehicle has.



Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver(75 kg (approx. 165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

- Passengers
- All luggage inside and outside of the vehicle.
- Add-on parts.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate ("safety compliance label") on the B-pillar on the driver side ([-> Safety certificate](#)) ([-> Type plate](#)).

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Gradient angle

The gradient angle is an indication of the vehicle’s gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (approx. 300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Vehicle identification number

Structure of the vehicle identification number

The vehicle identification number VIN comprises 17 characters. These characters are categorised into seven groups. The following sample vehicle identification numbers are used to demonstrate the structure.

Group	①			②			③	④	⑤	⑥	⑦						
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	M	E	4	0	0	9	5	3
	W	V	W	A	F	2	9	N	4	8	Y	0	0	0	0	0	1

① Vehicle manufacturer identifier:

WVW  
Volkswagen Passenger Cars

WVG  
Volkswagen Passenger Cars

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor (Indonesia)

② Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③ Vehicle class per model:

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

CR

Touareg

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type(7) and vehicle class (8 and 9).

④ Filler characters or check digits: the filler characters or check digits may differ depending on the manufacturer.

⑤ VIN index per model year:

M

2021

N

2022

P

2023

R

2024

⑥ Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

K

Volkswagen Osnabrück Plant

Or: Volkswagen Kaluga Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

U

Volkswagen Uitenhage Plant

V

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

The letters assigned to the production locations may differ on a vehicle-specific basis or may have a double assignment.

⑦ Sequential production number in a model year.

## Position of the vehicle identification number



Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

- In the engine compartment in the right water drainage channel.
- In the engine compartment on the right suspension turret.
- In the engine compartment close to the bonnet hinge on the right side of the vehicle.
- Behind the right front seat under the floor covering.

## Type plate

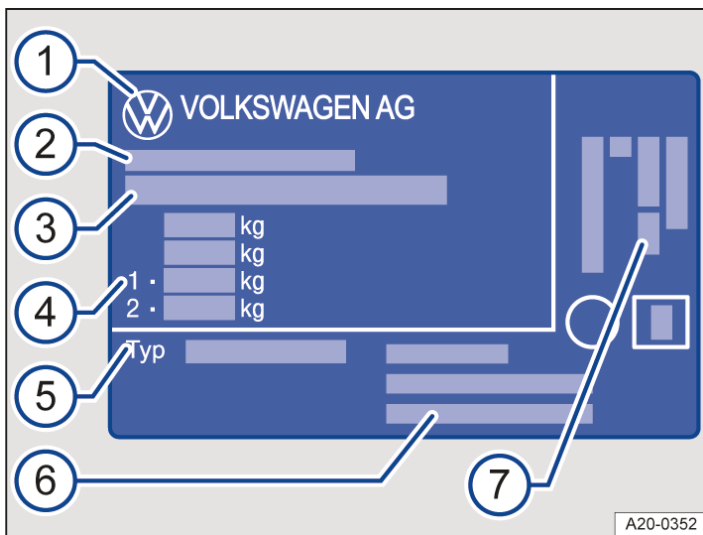


Fig. 1 Type plate (illustration): variant 1.

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.
- ⑥ Manufacturer's address.
- ⑦ Engine code.

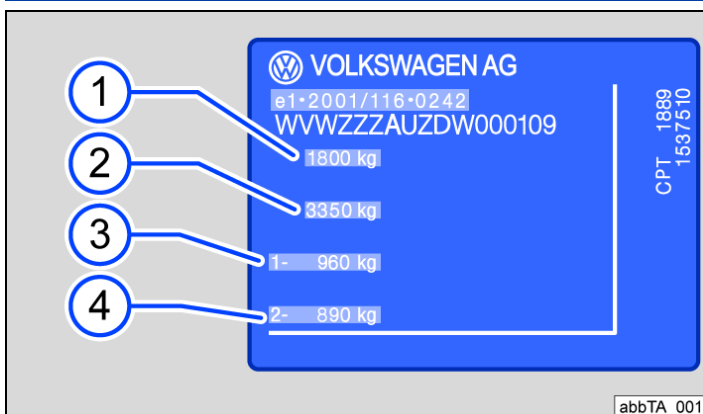


Fig. 2 Type plate (illustration): variant 2.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

- ① Gross vehicle weight rating.
- ② Gross combination weight rating (vehicle plus trailer).
- ③ Gross front axle weight rating.
- ④ Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

# Safety certificate

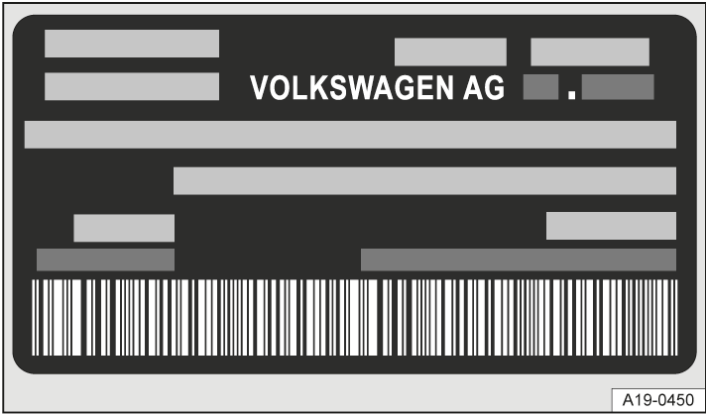


Fig. 1 Safety certificate (illustration).

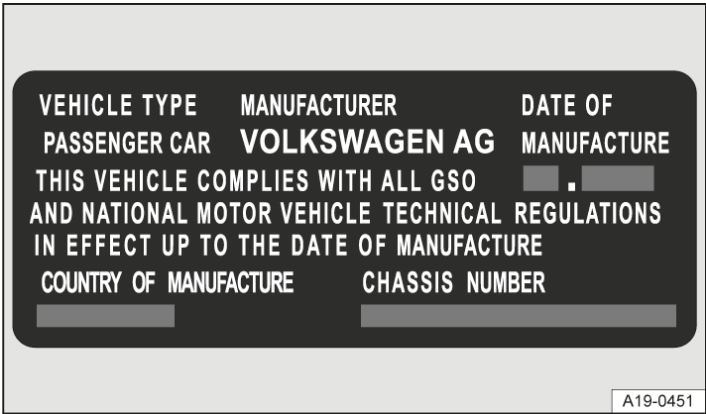


Fig. 2 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

- Vehicle type.
- Manufacturer.
- Date of manufacture.
- Country of manufacture.
- Vehicle identification number.

## Dimensions

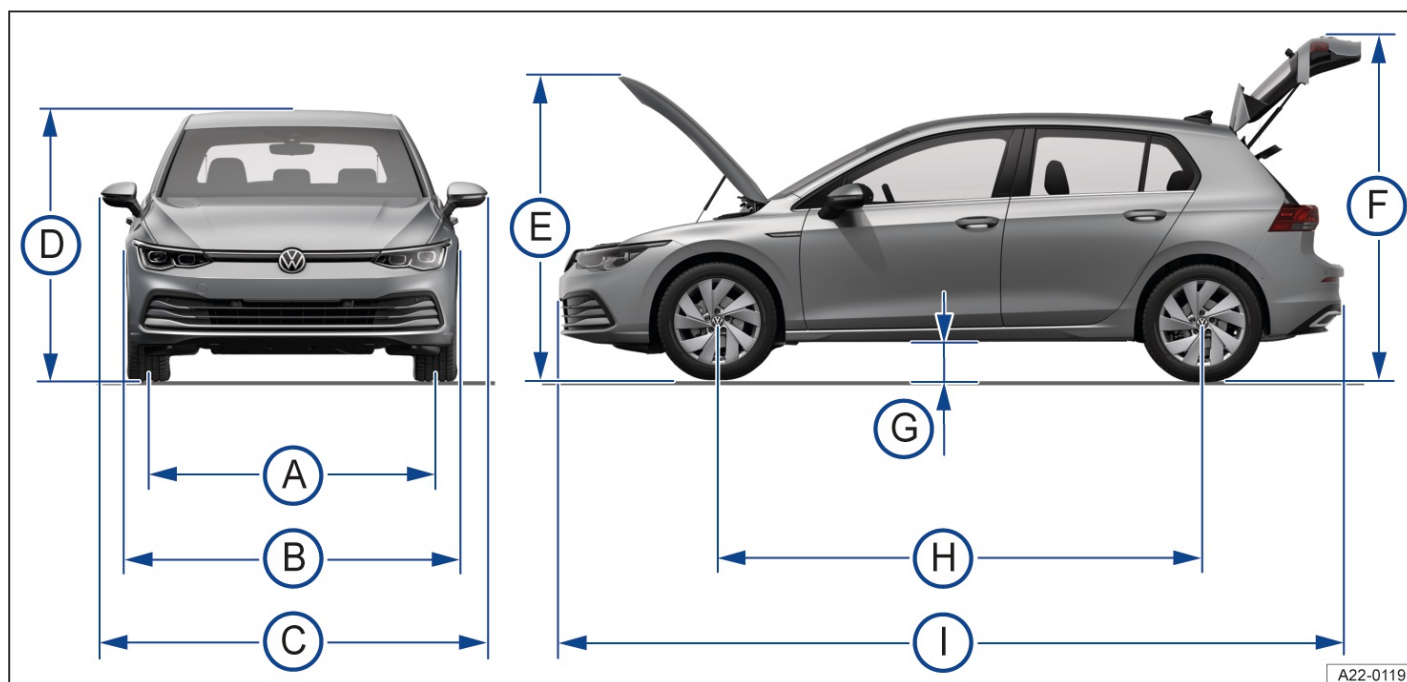


Fig. 1 Vehicle dimensions.

The data in the table applies to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Information on the composition of the weights can be found in section [\(→ Technical data\)](#).

### Golf, Golf TGI

Key to Fig. 1:			Golf	Golf TGI
A	Front track	mm	1533–1549	1533–1549
	Rear track	mm	1503–1519	1503–1519
B	Width	mm	1789	1789
C	Width from one exterior mirror to the other	mm	2073	2073
D	Height to the upper edge of the roof at kerb weight	mm	1456	1456
	Height at kerb weight with GPS aerial	mm	1476	1475
E	Height with open bonnet at kerb weight	mm	1745	1746
F	Height with open boot lid at kerb weight	mm	2011	2010
G	Ground clearance between the axles at kerb weight	mm	134	136
H	Wheelbase at kerb weight	mm	2636	2636
	Minimum turning circle diameter	m	10.9	10.9
I	Length from bumper to bumper	mm	4284	4284

### Golf GTI, Golf GTD

Key to <i>Fig. 1</i> :			Golf GTI	Golf GTD
A	Front track	mm	1535–1545	1535–1545
	Rear track	mm	1513–1523	1513–1523
B	Width	mm	1789	1789
C	Width from one exterior mirror to the other	mm	2073	2073
D	Height to the upper edge of the roof at kerb weight	mm	1444–1445	1443
	Height at kerb weight with GPS aerial	mm	1463–1465	1463
E	Height with open bonnet at kerb weight	mm	1734–1735	1733
F	Height with open boot lid at kerb weight	mm	1999–2001	1998
G	Ground clearance between the axles at kerb weight	mm	135–136	131
H	Wheelbase at kerb weight	mm	2631	2631
	Minimum turning circle diameter	m	10.9	10.9
I	Length from bumper to bumper	mm	4287–4295	4287

## Golf R

Key to <i>Fig. 1</i> :				
A	Front track	mm	1539–1541	
	Rear track	mm	1514–1516	
B	Width	mm	1789	
C	Width from one exterior mirror to the other	mm	2073	
D	Height to the upper edge of the roof at kerb weight	mm	1439	
	Height at kerb weight with GPS aerial	mm	1458	
E	Height with open bonnet at kerb weight	mm	1729	
F	Height with open boot lid at kerb weight	mm	1993	
G	Ground clearance between the axles at kerb weight	mm	122	
H	Wheelbase at kerb weight	mm	2630	
	Minimum turning circle diameter	m	11.94	
I	Length from bumper to bumper	mm	4290	

## Tank capacities

The fuel tank has the following capacity:

- approx. 45 l (12 gal) for engines up to 140 kW and R model
- approx. 50 l (13.2 gal) for engines 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.



## 2.0 l, 4-cylinder TFSI®, 180 kW, petrol engine

### Engine overview

Power output	kW	180 at 5,000 – 6,500 rpm
Engine code		DRNA
Maximum torque	Nm	370 at 1,600 – 4,300 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

### Weights and axle loads

Kerb weight with driver <a href="#">(→ Technical data)</a>	kg	1,567
Gross vehicle weight rating	kg	1,950
Gross front axle weight rating	kg	1,070
Gross rear axle weight rating	kg	930

## 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, DXRB
Maximum torque	Nm	360 at 1,600 – 2,750 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

### Weights and axle loads

Kerb weight with driver (→ <a href="#">Technical data</a> )	kg	Premium	1,525
		Prestige	1,552
Gross vehicle weight rating	kg		1,940
Gross front axle weight rating	kg		1,070
Gross rear axle weight rating	kg		920

## 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
Maximum torque	Nm	360 at 1,600 – 2,750 rpm
Gearbox		DSG®7
Maximum speed	km/h	–

### Weights and axle loads

Kerb weight with driver (→ <a href="#">Technical data</a> )	kg	Premium	1,533
		Prestige	1,560
Gross vehicle weight rating	kg		1,960
Gross front axle weight rating	kg		1,080
Gross rear axle weight rating	kg		930

